



Shepherds Friendly is a modern mutual society, offering a variety of adult and children's financial products and services such as ISAs, savings plans, life insurance and income protection. Located in south Manchester in the heart of Cheadle village, the Society has been providing financial security to members for almost 200 years.

Guided by our values of working together, doing the right thing, and making a difference, we are committed to delivering a service which helps our members plan their finances and secure their family's future. In a world of financial complexity, we believe in the power of simplicity.

We are currently recruiting for an Operations Assistant within the Operations department to join our team of talented individuals.

In this role you will be responsible for:

- Ensuring operational administration is carried out with SLA (CTF Statements, paperless communications).
- Supporting the wider business with day-to-day operational activities and issues
- Assisting relationship owners in ensuring that our Third-Party due diligence is complete and reviewed regularly.
- Assisting departments in ensuring that our Operational resilience documentation and policies and procedures are complete and reviewed regularly.
- Carrying out Operational administration tasks to support the business.
- Assisting with the creation and distribution of bulk mailing.
- Undertaking data entry tasks as required.
- Maintaining accurate database records.
- Assisting the co-ordination of our Third-Party Management documentation with relationship owners.
- Assisting the co-ordination of reviews of our policies and procedures in the Shepherds Document library.
- Assisting with testing and maintenance of our Operational Resilience documentation and programme.
- Being fully conversant with company computer systems as it relates to policy administration.
- Being aware of all products sold.
- Contributing to the implementation of corporate culture initiatives.
- Being aware and complying with office health and safety procedures.
- Carrying out other such duties and responsibilities as required by your line manager or assigned to you by the Society from time to time.

We are looking for someone who has:

- Educated to GCSE level in at least 5 subjects achieved at C+ in particular Maths & English.
- Excellent attention to detail
- Good team player
- Strong numeracy skills
- Experience of MS 365 products

Most importantly, we offer:

- Salary: Competitive
- Company Pension Scheme – 8% employer contribution
- Flexible working hours
- 25 days annual leave plus bank holidays
- An extra day off for your birthday

- Access to wellbeing support services through Nuffield Health and Health Assured including access to 24/7 online GP, discounted gym membership, mental health support, free eye tests and flu vaccinations.
- Company benefits including life insurance, healthcare cash plan, four paid well-being days, and various social and charitable events throughout the year including a volunteering day at a charity of your choice.
- Optional benefits including cycle to work scheme, holiday trading, etc.
- 4pm finish on Friday!

If you think this role would be a great fit for you, please submit your CV and cover letter now to careers@shepherdsfriendly.co.uk For further information, please contact 0800526249.

Diversity, Equality and Inclusion

The Society strives to build and nurture an inclusive culture that encourages, supports and celebrates the diverse voices of our people to connect with our members and the communities we serve. We offer a range of family friendly, inclusive employment policies and practices, flexible working arrangements, employee engagement initiatives and office facilities and services to support people from different backgrounds.