

POSITION DESCRIPTION

Title: Assistant Vice President, Credit Union Services (Maternity Leave Cover)
Department: Leadership
Reports to: Chief Executive Officer

ABOUT STABILIZATION CENTRAL CREDIT UNION

Stabilization Central Credit Union (SCCU) is a proactive agency that has been supporting and strengthening BC credit unions facing regulatory difficulties since 1989. SCCU provides proven leadership and direction to member credit unions to ensure a healthy, self-sustaining credit union system. SCCU offers a variety of value-added services including the Master Bond Program.

POSITION SUMMARY

The Assistant Vice President, Credit Union Services (AVP CU Services) works closely with the executive to define, deliver and improve SCCU services that enhance member credit union sustainability and growth. Currently, these services relate to regulatory compliance in governance and risk management. The AVP CU Services is expected to become a trusted partner of member credit union Boards and senior managers; developing this profile through strong relationship management and consistent, effective program delivery. This position will require some travel within B.C.

KEY RESPONSIBILITIES

Regulatory Compliance Services

- Support and may lead the development and delivery risk and governance services for member credit unions
- Maintains the Principles of Good Governance Guidelines for reference by SCCU and **member credit unions;**
- Provides guidance and direction in matters concerning the interpretation and application of policies, standards, best practices and business continuity plans, for SCCU and members;
- Provides overall management of the risk operations at SCCU by leading the development and achievement of a risk framework; recommends Board of Directors risk related and finance-related policies;
- Analyzes economic, business and financial conditions and their impact on credit union operations; seek opportunities to pro-actively enhance member credit union performance or to mitigate losses through SCCU's suite of services.

Member Relationship Management and Program Delivery

- Develops productive working relationships with member credit unions; assesses their needs and recommends SCCU product and service development to support their long term stability;
- Delivers a portfolio of regulatory compliance related governance and risk services to **member credit unions;**
- Working in collaboration with the CEO and in response to member needs; lead collaborative processes to assess and develop operational solutions and services for members;
- Develop project plans, budgets and provide updates on service delivery to the CEO;

- Sustain oversight of project portfolio, monitoring delivery against plans and client expectations, taking corrective action when required;
- Ensure on-time and on-budget completion of projects through effective project planning and management, attention to detail and proficient personal time management;
- Maintain an active project pipeline and apply best practices in project management (such as effective communication and risk planning, and ongoing customer feedback mechanisms) to ensure consistency in service and high levels of client satisfaction;
- Assist individual members with research and problem resolution;
- Achieve annual performance goals, to be determined in advance each calendar year in partnership with the CEO.

Leadership

- Models respectful and professional working relationships with SCCU staff, contractors and members;
- Balances entrepreneurial and collaborative styles to reinforce SCCU's desired organizational culture;
- Supports the organization in meeting its sales and service goals;
- May hold the office of Corporate Secretary or work in that capacity with the CEO to support SCCU Board development;
- As a member of the credit union management team, participates in the development of:
 - Operational and strategic planning
 - Board and committee reporting
 - Annual General Meeting and business development

REQUIRED SKILLS AND COMPETENCIES

- Excellent verbal and written communication skills, including an ability to facilitate and train Directors and executives on compliance, governance and risk management;
- Solid understanding of banking from an operational risk perspective;
- Solid grounding in compliance and risk governance best practices, acquired through training and/or executive level experience;
- Recognized leadership experience in risk management; proven ability to develop practices that satisfy the expectations of the Board, customers/members, management and regulators;
- Corporate Secretary experience an asset;
- Experience in managing a portfolio of services, including developing business relationships and providing service delivery;
- Proficient in continuous improvement processes for policies and procedures;
- Able to develop member relationships to successfully identify and create service opportunities;
- Strong project management skills;
- Effective and transparent decision-making, planning and organizing abilities, and problem solving skills;
- Knowledge of regulatory guidelines and industry best practices for credit unions;
- Ability to work effectively both independently and in a team environment.

EDUCATION AND EXPERIENCE

- A post-secondary degree or designation in a business or risk management related field and 5+ years of equivalent professional experience required;
- Minimum 3+ years risk leadership experience in a financial services institution
- Demonstrated process or policy development successes;
- Successful client focused service delivery experience required;
- Degree, designation or affiliation in risk management, compliance or governance;
- Sound knowledge of governance principles and practices;
- Demonstrated understanding of Enterprise Risk Management;