

## Position: Support Services Analyst - Navan

Credit Union Plus (CUP) is one of the largest Community Credit Unions in Ireland with a footprint across three counties, with offices in Ballivor, Ballyjamesduff, Clonmellon, Dunshaughlin and our Head Office in Kennedy Road, Navan, Co. Meath. We have expanded our member offering here at Credit Union Plus with a complete suite of financial services now available, including Current Accounts with Mastercard Debit Cards, Online/Mobile Banking, Mortgages, Business Loans, Insurances, and the full range of Personal Lending options. It is an exciting time for Credit Union Plus and we have an opening for a **Support Services Analyst** to join our Support Services Team. We are seeking an experienced and enthusiastic person to join our busy Support Services Team, the Support Services Analyst will operate a cross-functional role which includes working in Finance, AML and Data Protection. **The position is in Navan Branch, on a permanent contract basis, working full-time 5 days per week, Monday to Friday.** Candidates must be flexible towards their working hours and must be available to work in other branches of Credit Union Plus as required. Employee Benefits include fully supported opportunities for further training and education pertaining to the role, Employee Assistance Programme, eligibility to join the Defined Contribution Pension Scheme matched with Employer contribution (post minimum service requirement\*), and lots more.

### The Role:

Reporting to the CFO/Head of Support Services.  
May also report to Team Lead/Department Manager depending on function being worked on i.e. Finance, AML, Data Protection etc.  
The Support Services Analyst role is required to enhance operational resilience across the Support Services Team carrying out duties in a supporting role within Finance, AML and Data Protection functions.

#### Responsibilities include:

##### Finance Duties;

- Processing Accounts Payable (invoices and payments)
- Prepare cash, cheques and bank reconciliations for review.
- Prepare formal monthly reconciliations
- Posting of journals and other month end activities
- Prepare other finance reports as required.
- Processing EFT, Direct Debit & card transactions for all CUP members.
- Responsibility for setting up and making amendments to Direct Debits, Bill Payments from Members bank accounts to the Credit Union in line with established procedures.
- Current Accounts: Processing fee runs, stamp duty deductions and related reporting, and other related activities as required.
- Transaction Monitoring to ensure compliance with terms & conditions and relevant legislation.
- Monitoring of accounts for negative balances and follow up activity to resolve.
- Liaise with Member Services to manage account opening/closing and other adhoc queries as they arise.

##### AMLCFT Duties;

- AML Transaction Monitoring and Reporting.
- Request CDD Documentation and follow CDD procedures.
- AMLCFT Training records maintenance.
- Assist MLCO in communicating AML insights with colleagues.

##### Other Activities;

- Responsible for ensuring Support Services procedures are fully documented and updated.
- Particular focus on process improvements and implementation of best practice and legislative requirements.

### The Person:

- Prior experience in a similar support services role, or within a Finance Team is required.
- Strong I.T. skills are preferred. Working knowledge of MS Excel/Word/ Outlook (comfortable with formulas, Pivot tables etc.)
- Familiarity with business banking online and other contemporary finance systems.
- Strong organisational skills with excellent attention to detail and accuracy at all times.
- Workflow/time management skills: Ability to multi-task and manage time to maximise efficiency and meet strict deadlines.
- Excellent communication skills, both verbally and in writing.
- Ability to work on own initiative, as well as in a team and embrace new skills and practices.

### Remuneration:

The remuneration package will be commensurate with the qualifications, experience and skills of the successful candidate.

### The Application Process:

Those wishing to apply for this position should email their CV and covering letter to:

Email: [recruitment@creditunionplus.ie](mailto:recruitment@creditunionplus.ie)

Please quote "**Support Services Analyst**" in subject line.

**Closing Date: 20<sup>th</sup> June 2025**

***Credit Union Plus is an Equal Opportunities Employer***