

Position: Support Services Team Lead (AMLCFT)

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 offer a complete suite of financial services including; Current Accounts, Debit Cards, Online/Mobile Banking, Mortgages, Business Loans, Insurances, and the full range of Personal Lending options to our members.

We have an opening for a **Support Services Team Leader (Primary responsibility for AMLCFT) with cross functional responsibilities within Support Services** in Navan.

We are seeking an experienced candidate to join our busy Team, **working full-time 5 days per week, Monday to Friday, office-based in our Navan office, on a permanent contract basis.**

Candidates must be flexible towards their working hours and 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, Defined Contribution Pension Scheme matched with Employer contribution, and lots more.

The Role:

Support Services Team Leaders are subject matter experts with cross functional responsibilities within Support Services. Team Leaders have specific responsibility for all Support Services Analysts across; Finance, AML, Compliance and Data Protection. Working collaboratively with another Team Leader (Finance) in the supervision, leadership and task management of analysts to ensure robust operational resilience for critical support services. A team of two Support Services Team Leaders will deputise for each other for effective operational resilience.

Support Services Team Lead (AMLCFT): Acts as primary MLCO (Money Laundering Compliance Officer) for Credit Union Plus:

Responsible for providing timely information and reports to management and external bodies primarily in respect of AMLCFT. This role requires a high level of accuracy, efficiency and the ability to work to strict deadlines.

Responsibilities:

Team Leaders work collaboratively to ensure effective supervision of their team. Leading the Support Services Analysts, ensuring the team are cross-trained in all four functions; Finance, AML, Compliance and Data Protection.

- Effective task delegation and rotation of duties to provide ongoing robust operational resilience.
- Supervisory duties include: performance reviews, administering leave requirements, and tasks management. Supervision, motivation, training and professional development assessment of direct reports.
- Maintenance of all Support Services Policies and Procedures in respect of Finance, AML, Compliance and Data Protection functions.
- Undertake any further training and duties assigned and pass on knowledge through employee training.
- Support Services Team Leads will deputise for each other.

AMLCFT: Primary MLCO

- Act as MLCO and first point of contact for all issues related to AML, Compliance and GDPR.
- Transaction Monitoring and Customer Due Diligence.
- Provision of AMLCFT Training to all colleagues.
- Risk Management of Support Services area.
- Reporting; Prepare monthly board/committee reporting on AML activities. Responsible for ensuring all AML statutory obligations are completed.
- Liaise with internal departments to ensure Compliance/AML/Risk/GDPR requirements are understood and met via regular employee training.
- Ensure all Data Protection activities are carried out in line with GDPR. Ensure complaints activities are carried out in line with internal policies and regulatory requirements.
- In conjunction with the Compliance Function implement future legislation and regulatory developments in the jurisdiction via continuous learning and research.
- Liaise with all colleagues within CUP on all aspects of general Support Services as a subject matter expert.

The Person:

- Degree qualification in Business, or a discipline relevant to the role, and/or 5-10 years relevant experience in Finance/Support Services functions.
- Relevant Team Leader Course is an advantage.
- Excellent supervisory skills; organising, delegating, leading and motivating the team.
- Ability to multi-task, prioritise work and manage time to maximise efficiency and to meet strict deadlines, reacting quickly to changes in priorities. Excellent attention to detail and accuracy is essential.
- Proficient in the use of contemporary financial services systems. Payments or accounts experience is an advantage.
- Ability to work on own initiative, independently, and in a team.
- Ability to manage complex and diverse problems through the application of specialised knowledge and best practice techniques. Must have strong investigative skills.
- Excellent communication skills; verbal and reporting writing.
- Knowledge of compliance and regulation within the financial services industry in Europe. General awareness of Compliance, GDPR, Risk and AML principles.
- Excellent level of proficiency in MS Office.

Primary expert in AMLCFT: Expert in Anti-Money Laundering & Countering the Financing of Terrorism, who carries prior knowledge and experience from other functions within a financial services environment. Acts as **primary MLCO** for Credit Union Plus.

Remuneration:

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

The Application Process:

Please submit current CV and cover letter to:

recruitment@creditunionplus.ie Quoting "SS Team Lead"

Closing Date: 7th October 2026

Credit Union Plus is an Equal Opportunities Employer