



HARP & CROWN
CREDIT UNION LIMITED

HARP AND CROWN CREDIT UNION
CHIEF EXECUTIVE OFFICER

CANDIDATE INFORMATION PACK

Closing date for applications:
Tuesday 24th March 12noon

harpandcrown.co.uk

businesssupport@harpandcrown.co.uk

Harp and Crown Credit Union

**Chief Executive Officer
Candidate Information Pack**



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Welcome to the Candidate Information Pack for the role of Chief Executive Officer (CEO) at Harp & Crown Credit Union. This document provides key information about our organisation, our strategic direction, and the responsibilities and expectations of this important leadership role.

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Welcome & Introduction

Thank you for your interest in the role of Chief Executive Officer for Harp and Crown Credit Union. This is a pivotal time in our organisation's development, and we are seeking a leader who can help us continue to evolve while staying true to our Values of 'Excellence, People Centred, Transparency, Trustworthy and Community Responsibility'.

Harp & Crown's mission is 'Providing safe, ethical and flexible financial services to the Police and Wider Police Family in Northern Ireland'. In recent years, we have invested significantly in modernising our systems, enhancing member services, and building organisational resilience. Our new Strategic Plan 2025–2028, *Beyond the Numbers*, sets out an ambitious vision focused not only on financial sustainability but also on deepening our social impact, improving accessibility, and shaping a modern, member-centred credit union for the future.

Harp & Crown Credit Union is proud of its long-standing commitment to serving our members with integrity, community spirit, and financial stewardship. As we continue to grow and evolve, we are seeking a Chief Executive Officer who will lead our Organisation with vision, compassion, and strategic acumen. This role offers the opportunity to make a meaningful difference and to help shape the next chapter of Harp & Crown's future.

Thank you once again for your interest. We look forward to learning more about what you can bring to our Credit Union and to the members we serve.



About Harp and Crown Credit Union

Harp & Crown Credit Union has recently completed a significant digital transformation programme (2022–2025), modernising our core banking systems, improving online and mobile services, and strengthening cybersecurity and data governance. These advancements have positioned us to deliver services that are more responsive, accessible, and future-ready.

We are driven by a strong sense of mutuality, member-first service, and a commitment to supporting the financial wellbeing of our community.

Role Purpose

The Chief Executive Officer is responsible for the strategic and operational leadership of Harp & Crown Credit Union. Working closely with the Board of Directors, the CEO ensures compliance with all regulatory and governance requirements, provides financial stewardship, leads organisational development, and fosters a culture of excellence and continuous improvement.

Key Responsibilities

Leadership & Governance

- **Provide effective strategic leadership ensuring delivery of Harp & Crown's vision and objectives.**
- **Lead, develop and implement Harp & Crown's financial strategy.**
- **Lead financial and operational management to ensure the highest standards of service and ensure delegated authority is not exceeded.**
- **Continuous improvement, development and implementation of robust governance, and risk management frameworks.**
- **Provide assurance to the Board of Directors regarding good financial governance.**
- **Lead and develop the Management team and support all staff in fostering a positive organisational culture.**
- **Drive innovation, service improvement, and digital development across the organisation.**
- **Responsibility for annual report and accounts, ensuring they are timely, fair, balanced and understandable for all stakeholders.**



Key Responsibilities

Operational Delivery

- **Lead the day-to-day operational management of the Credit Union's business, including the financial, investment, credit control, business development, marketing, lending, member services/operations, IT, risk management and compliance functions in accordance with legislation and regulations, and the annual operating plan of the Credit Union.**
- **Oversight of annual budgeting, monthly re-forecasting and mid-year budgeting review processes.**
- **Continuously improve the systems, processes, operating practices, policies and procedures, performances and efficiencies and effectiveness across all functions and areas of the Credit Union.**
- **Oversee robust procurement and contract management, ensuring that adequate systems and processes are in place and delegated authority limits are adhered to.**
- **Assume overall responsibility for all internal and external audits, Prudential Regulation Authority (PRA) supervisory visits and reporting to the Regulators - PRA and Financial Conduct Authority (FCA).**
- **Lead on the continuous development of the Credit Union's business, products and services.**
- **Manage and oversee the IT & technology systems used to deliver services.**

Key Responsibilities

Stakeholder Management and Communications

- Provide strong communication channels to the Board and its committees.
- Strengthen existing stakeholder relationships whilst establishing and maintaining new relationships.
- Represent the Credit Union externally within both the Credit Union and common bond communities.
- Ensure all stakeholders reporting is transparent and understandable, including annual reports and accounts.

Person Specification

The CEO must demonstrate strong strategic leadership, operational excellence, relationship management, and commitment to the values and ethos of the Credit Union.

Essential Criteria:

- A recognised professional accountancy qualification
OR
- A relevant third-level qualification AND a minimum of 5 years' senior management¹ experience with responsibility for managing multi-departmental operating budgets.²
AND
- A minimum of 3 years' senior management¹ experience with responsibility for managing multi-disciplinary teams.²
- Demonstrable experience of managing high performing multi-disciplinary teams.
- Demonstrable experience of managing effective strategic partnerships.
- Knowledge of regulatory requirements in financial services.
- Strong communication, analytical, and problem-solving skills with the ability to interpret complex financial data and provide strategic insights.

1: Senior Management experience can be defined as reporting directly to a Chief Executive Officer or a Board of Directors.

2: Experience must be gained in a role which has ended in no more than the last two years.



Person Specification ctd

Desirable Criteria:

- Experience in a regulated financial environment or the wider credit union sector.
- Knowledge of digital transformation and modern financial systems.
- Experience in successfully delivering a strategic plan resulting in organisational growth and development.

Terms and Conditions

Salary: Attractive salary commensurate with experience.

Location: Newforge Sports & Conference Complex, Belfast.

Hours: 30 hours per week (flexible working can be requested in line with Harp & Crown Credit Union's Flexible Working Policy, following successful completion of six-month probationary period).

Other Benefits: Group Personal Pension Plan (employer contribution of 6%, employee of minimum 2%); Benenden Healthcare (with opportunity to add family members at own expense); Membership of Newforge Sports Complex Gym.

It will be a requirement of the role to represent the Credit Union with attendance at evening meetings and events as well as travel within the UK and Republic of Ireland.

Please note the successful applicant will be required to undergo and successfully achieve Counter Terrorist Check (CTC) clearance vetting, unless already held, as well as Senior Management Function (SMF) approval by the Financial Conduct Authority (FCA).

Selection Timetable & Process

The selection process will include a formal application, shortlisting, competency-based interview, and reference checks.

To apply, please complete an application form and submit this along with a CV (of no more than 2 A4 pages) and covering letter (of no more than 2 A4 pages) demonstrating how you meet all of the essential criteria for the role. Please note the CV and cover letter must be contained in one document and submitted in either MS Word or Adobe PDF format.

CVs submitted without a covering letter will be disregarded. The closing date for applications is strictly 12.00 noon on Tuesday 24th March.

Successful applicants will be advised of the topic for a short presentation to be made to the Recruitment Panel as part of the interview process. Further details on the presentation will be provided with notification of success at shortlisting.

Publication	w/c 9th March 2026
Closing date for receipt of applications	Tuesday 24th March 12noon
Shortlisting	By Friday 27th March
Interviews	15th - 17th April 2026

Further Information

Interested candidates are welcome to contact the current CEO, Siobhan Barclay at siobhan.barclay@harpandcrown.co.uk for any further information on the role or the recruitment and selection process.

Harp & Crown's Strategic Plan 2025–2028 'Beyond the Numbers' can be found at the following link:

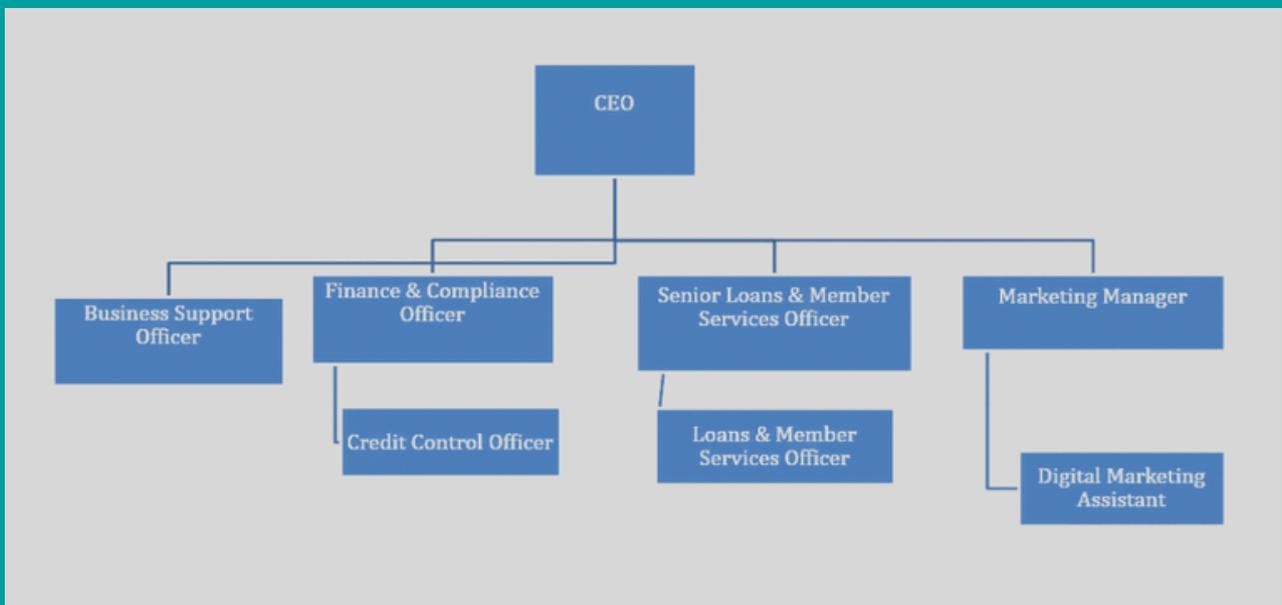
[Harp & Crown's Strategic Plan 2025–2028 'Beyond the Numbers'](#)

The most recent annual report can be found below:

[Harp & Crown's Annual Report 2025](#)

The organisation chart is on the next page.

Organisation Chart





HARP & CROWN
CREDIT UNION LIMITED

HARP AND CROWN CREDIT UNION

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