



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 Apprentice** within the Operations department to join our team of talented individuals.

Role Purpose

The Operations Apprentice is responsible for supporting the delivery of core operational administration and governance activities across the organisation. The role ensures operational processes are completed accurately and in line with service level agreements, while contributing to the maintenance of controls, documentation and overall operational effectiveness. You will also be working towards a Business Administration Level 3 apprenticeship.

Key Accountabilities

- Carry out operational administration activities to support the day-to-day running of the business.
- Assist in ensuring key operational tasks (e.g. statements, communications, administrative processes) are completed within agreed service levels.
- Support the creation and distribution of bulk communications and operational mailings.
- Maintain accurate records and perform data entry across operational systems.
- Assist with maintaining and updating operational documentation, including policies and procedures.
- Develop familiarity with company systems and processes related to policy administration.
- Provide general operational support to teams across the business.

Stakeholder & Relationship Management

- Work collaboratively with colleagues across departments to support operational processes.
- Provide timely and accurate support to internal teams where operational assistance is required.
- Contribute to maintaining effective working relationships across the organisation.

Governance, Risk & Compliance

- Follow established operational processes, controls and governance standards.
- Support maintenance of accurate documentation and audit trails.
- Identify and escalate any issues or discrepancies within operational activities.

- Support adherence to Consumer Duty principles through accurate and consistent operational delivery.

Knowledge, Experience & Qualifications

Essential

- Educated to GCSE level (including Maths and English).
- Basic understanding of administrative or operational processes.
- Familiarity with Microsoft 365 tools.

Skills & Capabilities

- Strong attention to detail and accuracy.
- Good organisational and time-management skills.
- Ability to follow processes and procedures.
- Good communication and teamwork skills.
- Willingness to learn and develop within an operations environment.

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 (Please quote reference **DIRECT** on your application) 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.