



## About us...

Our Post Office supports local communities by providing trusted everyday services, including post deliveries, bill payments, financial services and retail products. Our friendly teams work with local businesses and organisations to ensure our services remain reliable, convenient and relevant. We are committed to excellent customer service that keeps people connected and supports the wellbeing of the communities we serve.

### Essential Information – what you need to know

<b>Job purpose:</b>	<ul style="list-style-type: none"> <li>- Overseeing daily branch operations, managing colleagues, driving performance, and motivating the team to achieve targets while maintaining high standards of service.</li> <li>- Playing a key role in delivering excellent customer service, greeting customers warmly, providing a friendly and personalised experience, and supporting them with services from posting and parcels to travel and banking needs.</li> </ul>
<b>You'll report to:</b>	<ul style="list-style-type: none"> <li>- Post Office Area Manager</li> </ul>
<b>Your hours:</b>	<ul style="list-style-type: none"> <li>- 39 hours per week (FTE)</li> </ul>
<b>Your relationships:</b>	<ul style="list-style-type: none"> <li>- Colleagues within the Post Office including the Operations Manager</li> <li>- Colleagues within the wider organisation which include Marketing, Membership, Information Systems, People Team, Health &amp; Safety, Finance, etc.</li> <li>- Customers at all levels and partners from our local community groups.</li> <li>- Stakeholders at Post Office Ltd. and other external suppliers, contractors or service partners involved in day-to-day operations.</li> </ul>
<b>What you'll bring to us:</b>	<ul style="list-style-type: none"> <li>- Previous experience in a Post Office or similar environment would be helpful; however, this isn't essential as full training will be provided.</li> <li>- Strong literacy and numeracy skills, supporting accuracy and efficiency in all tasks including cash handling and financial transactions.</li> <li>- An ability to provide leadership and direction within the branch, supporting the training and development of colleagues to enhance their skills and knowledge.</li> <li>- Experience in managing colleague rotas, wages, and monitoring operational performance to ensure targets and service standards are consistently met or exceeded.</li> <li>- A commitment to delivering a seamless and professional service to every customer, offering guidance on postal, banking, and travel products.</li> <li>- Proactive in keeping knowledge up to date with postal regulations, procedures, products, and services to provide accurate and timely information to customers.</li> <li>- An ability to demonstrate a safe, organised and collaborative approach, effectively handling cash and mail while engaging with customers to provide a seamless postal, banking, and travel service</li> </ul>

# Our Purpose

Bringing together energy, ideas and resources to make life better in our communities



Providing and supporting valued services

Together we are



Helping to grow the local economy



Caring for our health and wellbeing



Looking after our local environment

**Your Purpose –** I will contribute to my team and the Society's ongoing success in this role by...

## Your duties and responsibilities:

- Providing leadership and direction within your Post Office.
- Supporting the training and development of Post Office Counter Clerks and Assistant Managers to enhance their skills and knowledge.
- Managing colleague rotas and wages within the branch.
- Monitoring and evaluating the performance of your Post Office, ensuring that operational targets and service standards are met or exceeded.
- Providing a friendly, knowledgeable and effective service to all our customers and colleagues.
- Keeping up to date with any relevant communication and understand where this can be found.
- Showing an understanding of health and safety in the workplace and reporting where issues are identified.
- Offering information and guidance on a range of postal products and services, including special delivery options, international shipping and packaging materials.
- Ensuring that mail is correctly labelled, weighed and stamped for delivery.
- Processing mail for dispatch and distribution.
- Staying informed about changes to postal rates, services and products.
- Continuously updating knowledge of postal regulations and procedures to provide accurate information to customers.
- Handling cash, debit/credit card transactions and other forms of payment accurately and securely.
- Collaborating with colleagues to ensure smooth operations and provide support during busy periods.
- Working together to maintain cleanliness and organisation in the post office counter area.
- Discussing opportunities for customers about our wide range of banking services, at a time where many banks are currently closing their community offices.
- Conversing with customers about their holiday plans, and how we can assist them by offering our wide range of travel products.
- Balancing cash at the end of shifts and reconciling any discrepancies.
- Preparing potentially large volumes of cash for dispatch with accuracy in a professional manner.

## Key role requirements:

- This role is subject to P250 clearance.
- A full UK driving licence and access to a vehicle for business use.

## Together we **THRIVE...**



- **Trustworthy** – we do what we say we'll do and trust others to deliver to the best of their ability.
- **Helpful** - we support and challenge each other collaboratively, no matter the role or level.
- **Respectful** - we listen to other views and opinions with consideration and celebrate differences.
- **Inspiring** - we role model what good looks like and lead by example to be better.
- **Valued** - we recognise achievements and appreciate everyone's contributions.
- **Empowered** - we listen and encourage each other to take opportunities.

### Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

#### I will be trustworthy by:

- Providing leadership and direction within your Post Office branch.
- Handling cash, card transactions and other payments accurately and securely.
- Balancing cash at the end of shifts and reconciling any discrepancies.
- Ensuring mail is correctly labelled, weighed, and stamped for delivery.

#### I will be helpful by:

- Supporting development of Post Office Counter Clerks and Assistant Managers.
- Assisting customers with postal needs and enquiries in person, by phone or email.
- Offering guidance on a postal products, services and special delivery options.
- Processing mail for dispatch and distribution efficiently and accurately.

#### I will be respectful by:

- Showing an understanding of health and safety and reporting identified issues.
- Collaborating with colleagues to ensure smooth operations during busy periods.
- Maintaining cleanliness and organisation in the post office counter area.
- Providing friendly, knowledgeable and effective service to all customers.

#### I will inspire others by:

- Promoting teamwork and knowledge-sharing to enhance the customer experience.
- Discussing opportunities for customers about banking and travel services.
- Promoting a positive, customer-focused culture within the branch.
- Leading by example in maintaining high operational and service standards.

#### I will value people by:

- Recognising colleagues' achievements and supporting service expectations.
- Staying updated on communications and knowing where to find information.
- Listening to customer feedback to improve products and services where possible.
- Ensuring colleagues feel supported and appreciated while targets are achieved.

#### I will empower others by:

- Monitoring and evaluating branch performance to meet operational targets.
- Staying informed about changes to postal rates, services, and products.
- Ensuring knowledge of postal regulations current to provide accurate information.
- Preparing large volumes of cash for dispatch with accuracy and professionalism.