

## About us...



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

## Essential Information – what you need to know

<p><b>Job purpose:</b></p>	<ul style="list-style-type: none"> <li>- As a Post Office Counter Clerk, you'll be at the forefront of this valued service. Greeting your customers and making sure they receive a friendly, easy, and personalised service that they'll remember and keep coming back for.</li> <li>- From posting options for everything they need to send, to helping them get ready for their holidays with currency needs, travel insurance, dealing with customers personal and business banking and so much more, we're here for our customers to help them get things done!</li> </ul>
<p><b>You'll report to:</b></p>	<ul style="list-style-type: none"> <li>- Post Office Manager</li> </ul>
<p><b>Your relationships:</b></p>	<ul style="list-style-type: none"> <li>- Post Office Manager.</li> <li>- Post Office Area Manager.</li> <li>- Colleagues within the Post Office trading area.</li> <li>- Colleagues within the wider organisation which include Security, Information Systems, People Team, Health &amp; Safety etc.</li> </ul>
<p><b>What you'll bring to us:</b></p>	<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 given.</li> <li>- Good literacy and numeracy skills including previous cash handling would be helpful.</li> <li>- A positive approach to teamwork.</li> <li>- A pro-active, enthusiastic and confident nature.</li> <li>- A driving license isn't essential, but to show a willingness to help other Post Offices in the local area when support is needed.</li> </ul>



**Providing and supporting**  
valued services



**Helping to grow the**  
local economy



**Caring for our**  
health and wellbeing



**Looking after**  
our local environment

## Together we are...

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

### Your duties and responsibilities

- Always 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.
- Assisting customers with their postal needs, handling enquiries in person, over the phone and via email.
- Advising customers on the most suitable options for their postage needs with their letters and packages.
- Ensuring that mail is correctly labelled, weighed and stamped for delivery.
- Processing mail for dispatch and distribution.
- Handling cash, debit/credit card transactions and other forms of payment accurately and securely.
- Balancing cash at the beginning and end of shifts and reconciling any discrepancies.
- Staying informed about changes to postal rates, services and products.
- Continuously updating knowledge of postal regulations and procedures to provide accurate information to customers.
- 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.
- Regularly 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 travel products.



## Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

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

### I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving customer complaints and take corrective action.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.

### I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Taking pride in my work and celebrating success.

### I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.