

About us...

Lincolnshire



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*

Job purpose:	<ul style="list-style-type: none"> - Playing a key role in the smooth operation of the Post Office by supervising and managing the sorting of all Royal Mail post received at the sorting office, ensuring processes are efficient and accurate. - Overseeing the timely and correct delivery of post, supporting the overall success of the business and maintaining high standards of service for customers.
You'll report to:	<ul style="list-style-type: none"> - Post Office Area Manager
Your hours:	<ul style="list-style-type: none"> - 39 hours per week (FTE)
Your relationships:	<ul style="list-style-type: none"> - Colleagues within the Post Office including the Operations Manager - Colleagues within the wider organisation which include Marketing, Membership, Information Systems, People Team, Health & Safety, Finance, etc. - Customers at all levels and partners from our local community groups. - Stakeholders at Post Office Ltd. and other external suppliers, contractors or service partners involved in day-to-day operations.
What you'll bring to us:	<ul style="list-style-type: none"> - Previous experience in a Post Office or similar environment would be helpful; however, this isn't essential as full training will be provided. - Strong literacy and numeracy skills, supporting accuracy and efficiency in all tasks. - An ability to maintain a positive and collaborative approach to teamwork, helping the sorting office run smoothly and achieve high standards of service. - An understanding of the importance of keeping knowledge up to date proactively with postal regulations, procedures, and product changes. - Experience in delivering a seamless and professional service to every customer. - An ability to maintain a positive, confident attitude, takes ownership of your work, and adapts flexibly to different situations.

Together we are



Providing and supporting
valued services



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...*

<p>Your duties and responsibilities:</p>	<ul style="list-style-type: none"> - Maintaining effective communication and liaison with colleagues across internal and external departments to ensure smooth operations. - Complying fully with all relevant Society policies, procedures, and regulatory requirements. - Handling enquiries via telephone, e-mail, or other communication channels in a professional and courteous manner. - Keeping fully up to date with all Royal Mail delivery services and proactively updating knowledge as procedures and services change. - Coordinating workflow and prioritizing tasks to ensure timely and accurate processing of mail. - Managing time effectively to ensure all daily tasks, including those of postal workers, are completed efficiently and accurately before the end of each day. - Monitoring performance metrics and operational targets, addressing issues promptly to maintain service standards. - Taking ownership of maintaining an up-to-date understanding of all relevant procedures, legislation, and mandatory training requirements. - Reporting operational issues or incidents to management and suggesting improvements to enhance efficiency. - Ensuring the office remains a safe, organized, and pleasant working environment, consistently adhering to Health & Safety standards. - Promoting local community initiatives on behalf of the wider Society and participating in events that support and enhance the Post Office trading area.
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<p>Key role requirements:</p>	<ul style="list-style-type: none"> - This role is subject to P250 clearance. - A full UK driving licence and access to a vehicle for business use.
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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:

- Complying fully with all Society policies, procedures, and regulatory requirements.
- Maintaining an up-to-date understanding of procedures, legislation, and training.
- Monitoring performance and operational targets to ensure service standards.
- Reporting operational issues or incidents promptly and suggesting improvements.

I will be helpful by:

- Handling enquiries via telephone, email or other channels professionally.
- Coordinating workflow and prioritizing tasks to ensure timely mail processing.
- Supporting colleagues across departments for smooth operations.
- Promoting community initiatives and participating in events to support the office.

I will be respectful by:

- Maintaining a safe, organised, and pleasant working environment consistently.
- Adhering to Health & Safety standards and reporting identified issues.
- Communicating effectively and courteously with all stakeholders.
- Listening to feedback from colleagues and customers to improve practices.

I will inspire others by:

- Encouraging teamwork and collaboration to enhance overall branch efficiency.
- Sharing knowledge of Royal Mail services to support colleagues' development.
- Promoting a positive, customer-focused culture within the Post Office environment.
- Leading by example in maintaining high operational and service standards.

I will value people by:

- Recognising colleagues' contributions and supporting target achievement.
- Providing guidance to help team members manage time and workload effectively.
- Acknowledging customer feedback to improve services and initiatives.
- Ensuring colleagues feel supported and appreciated while meeting objectives.

I will empower others by:

- Taking ownership of maintaining current knowledge of services and legislation.
- Making informed decisions to ensure smooth and efficient daily operations.
- Proactively suggesting improvements to enhance workflow and service delivery.
- Managing time and resources effectively to achieve all daily tasks accurately.