

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>Job purpose:</p>	<ul style="list-style-type: none"> - As a Sorting Office Supervisor, you will contribute toward the overall success of the Post Office business through overseeing the sorting and delivery of all Royal Mail post received at the sorting office.
<p>You'll report to:</p>	<ul style="list-style-type: none"> - Post Office Manager.
<p>Your relationships:</p>	<ul style="list-style-type: none"> - Post Office Manager. - Post Office Area Manager. - Colleagues within the Post Office trading area. - Royal Mail Colleagues - Colleagues within the wider organisation which include Security, Information Systems, People Team, Health & Safety etc.
<p>What you'll bring to us:</p>	<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 given. - Good literacy and numeracy skills including previous cash handling would be helpful. - A positive approach to teamwork. - A pro-active, enthusiastic and confident nature. - A driving license isn't essential, but to show a willingness to help other sorting offices would be desirable.



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

- Fully complying with all relevant Society policies and procedures.
- Being familiar with all relevant equipment (telephone system, computer system and associated applications, printers, CCTV equipment, etc).
- Ensuring effective liaison is maintained with colleagues within internal and external departments.
- Maintaining a professional manner when dealing with enquiries via telephone, e-mail and any other means of communication as prescribed by the Society.
- Being fully conversant in all Royal Mail delivery services and be pro-active in keeping this knowledge up to date.
- Managing time effectively and efficiently and ensure all daily tasks (both yours and the postal workers) are fully completed prior to the end of each day.
- Taking ownership by maintaining an up-to-date knowledge of all current procedures and legislation relevant to the role, along with attending any mandatory training or development within the Society.
- Ensuring the office is a safe and pleasant working environment, with Health & Safety standards are being maintained at all times.
- Keeping the sorting office clean and tidy at all times.
- Actively promoting local community initiatives on behalf of the wider Society and show a willingness to participate in any events that may promote the Post Office Trading area.



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.

