

## **JOB DESCRIPTION**

Job Title: Business Solutions Mailroom Assistant

Department: Business Solutions Mailroom

Location: IOMPO HQ IM2 IAA

Responsible to: Business Solutions Manager / Assistant Manager

Responsible for: N/A

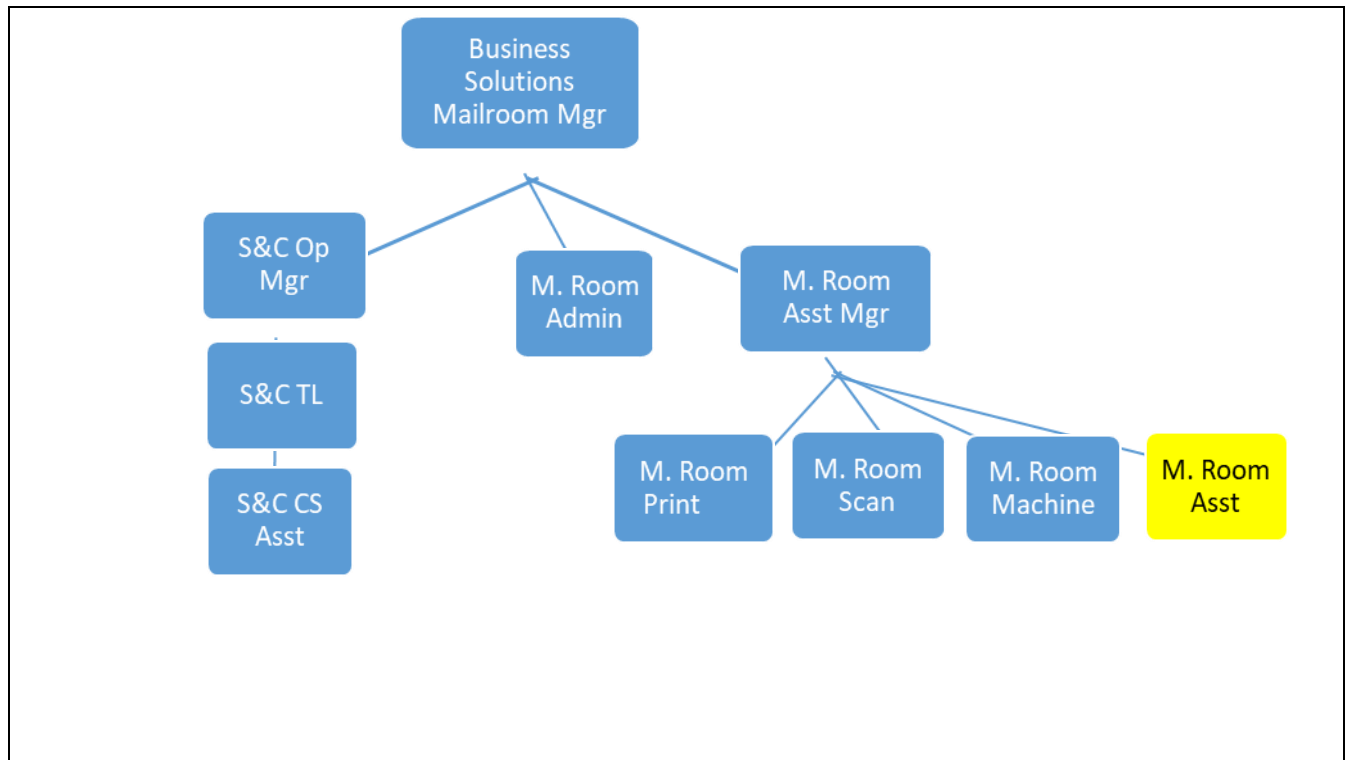
### **Role Purpose Statement**

To contribute towards the smooth running of the specific business units within Business Solutions Mailroom on a daily basis by ensuring that the services are met in accordance with the work schedule, standards of performance and quality are maintained.

### **Dimensions**

- Carry out work on a daily basis as instructed by the Manager / Assistant Manager, ensuring output targets are met, in accordance with agreed SLA's.
- To fully understand the clients job and requirements.
- Ensure equipment, materials are available for each customer's job.
- Liaise between the Assistant Manager and the Mailroom Manager regarding holidays and sickness attendance.
- Complete all job relevant paperwork to an acceptable standard.
- Operate appropriate machine and scanning equipment where applicable.
- Ensure best working practice and that Health and Safety criteria are met.
- Display flexibility in both working hours and areas.
- Contribute to maintaining the departments ISO accreditations.

## **Organisation Chart**



## **Knowledge, Skills & Experience**

- High level of attention to detail
- Good numerical skills
- Geographical knowledge
- Be a strong team player
- Good communication skills
- Demonstrate effective organisational skills
- Be able to work quickly and accurately within set timescales
- Ability to work independently

## **Key Result Areas**

- Carry out work on a daily basis as instructed by the Manager / Assistant Manager, ensuring output targets are met, in accordance with agreed SLA's.
- Complete all job relevant paperwork to an acceptable standard.
- Ensure ISO standards are adhered to

## **Additional Duties**

Undertake any other tasks as allocated by the Mailroom Manager / Assistant Manager

## **Communications and Working Relationships**

Communicate accurately, briefly and clearly, records information in a clear and accurate way, be open and receptive to new ideas and ways of working. Build effective working relationships with colleagues and act with integrity, Be open and honest and trusts colleagues, showing loyalty towards them.

## **Scope for Impact**

All members of Business Solutions Mailroom are accountable for the responsible handling of Isle of Man Post Office and its client's information as defined by Isle of Man Post Office policies, procedures, guidelines in addition to the Data Protection Act 2002 and Official Secrets Act.

Any employee who knows of or suspects a breach of information systems security must report the facts immediately to the Mailroom Management and the Post Office Information Security Officer.

## **Agreement**

Approved by:  
(line manager) \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Agreed by:  
(post holder) \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

You are expected to attend all relevant training courses that are deemed necessary for the role in which you are employed.

The above statements are intended to describe the general nature and level of work being performed by the employee undertaking this role. They are not an exhaustive list of all responsibilities, duties, and skills required for the role. Employees may be required to carry out other duties and responsibilities not listed according to the needs of Isle of Man Post Office. This will be subject to consultation with the post holder with as much advance notice as possible

## **Competency levels**

The competency levels for this role are:

	<b>Expected Level</b>
<b>Team working</b> Is clear about own role and priorities taking responsibility for providing an excellent service; works supportively as a team player in pursuit of agreed objectives; builds effective working relationships with colleagues; deals constructively with interpersonal issues.	A
<b>Building Partnerships, Communicating &amp; Influencing</b> Communicates clearly, both orally and in writing; expresses their views effectively in group or team meetings; is courteous and effective in their communications with colleagues and customers; records and communicates information accurately.	A
<b>Achieving Results</b> Organises own time efficiently, working in an orderly and disciplined way; makes day-to-day decisions within limits of authority and refers more important decisions in a timely and appropriate manner; delivers agreed tasks on time, liaising with colleagues where necessary.	A
<b>Delivering Quality Service</b> Enjoys delivering excellent service to internal and external customers; treats customers and customer problems as top priority; takes a pride in delivering work of a consistently high standard; shows an awareness of the cost of resources and uses these efficiently.	A
<b>Development &amp; Adaptability</b> Shows an interest in own self-development; is open to new ideas and willing to consider alternative working practices; accepts and adapts to change or new situations.	A
<b>Personal Management</b> Takes pride in doing what is required of them on time and to the required standard; willingly takes on additional responsibilities when required; is positive and enthusiastic under normal, routine work pressures; maintains focus and shows determination	A

## PERSON SPECIFICATION

Role:		
Attributes	Essential/Desirable	Method of Assessment
<b>Qualifications</b>  N/A		
<b>Experience</b>  Strong attention to detail  Processing mail  Proven experience working to tight deadlines, dealing with priorities across multiple work streams	Essential  Desirable  Essential	Application Form/Interview  Application Form/Interview  Application Form/Interview
<b>Knowledge &amp; Skills</b>  Geographical skills  Ability to work Independently  Ability to work quickly and accurately within set timescales  Good Knowledge of ISO accreditations.	Desirable  Desirable  Desirable  Desirable	Interview  Interview  Interview  Interview
<b>Personal Attributes</b>  Ability to work as part of a team and independently without supervision.  Reliable, conscientious with a can-do approach to work  Team player  Effective communication skills written and oral	Essential  Essential  Essential  Essential	Interview  Interview  Application Form/Interview  Interview
<b>Circumstances</b>  Isle of Man Worker  Satisfactory Police Check	Desirable  Essential	Application Form/Pre Employment Checks  Pre-Employment Checks