

LETTERS AND PARCELS MANAGER

Person Specification

We are looking for someone who has:

- Logistical management experience
- Experience in change management
- Experience of managing a unionised workforce
- Strong Customer/Business focus
- Effective communication skills at all levels with the ability to build strong, sustaining relationships
- The ability to instil and project the vision, values, key messages and strategy of Isle of Man Post Office into their team
- Shows resilience and determination in an evolving and changing environment

The Role

Key elements of the role include:

- Providing leadership to a team of 15+ postal workers including the liaison with local union representatives
- Control of letter and parcel delivery and planning
- Budgetary performance, forecasting, KPI review and reporting
- Continuous improvement of operational unit through revised processes, workflows and staffing levels
- Review of customer feedback through regular liaison with our customer services team
- Building effective relationships with key business partners and customers

Further information is available from Geoff Rickard on 698487/399102 or geoff.rickard@iompost.com

Find out more about the **Isle of Man Post Office** at www.iompost.com