

Job Description

Job Title: Postal Operations Team Leader

POSCODE: NEW

Grade: SO2

Overall purpose of the job

The role is to lead and develop the council's postal team to ensure that an efficient and best value mail fulfilment service is delivered. The role will also provide day to day management of the remote storage contract.

Main accountabilities

1.	<p>OPERATIONAL DELIVERY & DEVELOPMENT</p> <ul style="list-style-type: none"> • Manage and monitor the smooth operation of the postal service, through the development of policies, procedures, controls and guidance, ensuring compliance with legislation and corporate standards. • Identify and make recommendation for new business actions required as a result of new legislation and service requirements with appropriate actions are taken. • Lead changes that impact the postal service and provide advice to services to gain best value • Deliver day to day management of the council's remote file storage contract such as providing access to files when required, confirming destruction with service owners and ensuring that new deposits are appropriately marked • Take responsibility for Health and Safety issues in the department and ensure the provision and maintenance of a healthy and safe working environment –by monitoring and reviewing systems and processes and taking appropriate actions where required. • Embrace the development of technology by incorporating this into the operation of the postal service to deliver a best value and modern service.
2.	<p>SUPERVISION & DEVELOPMENT OF OTHERS</p> <ul style="list-style-type: none"> • Manage and supervise employees, ensuring proper recruitment, selection, induction, learning and development. • Manage and monitor the work of other staff, ensuring work is completed to timescales and requirements and properly planned and prioritised. Where appropriate ensuring that the service is appropriately staffed to service needs. • Establish outcomes and targets for employees and monitor employee's progress, performance and delivery, ensuring that all issues of performance are addressed in accordance with Council policies and procedures. • Develop and deliver appropriate training for all staff in the use of procedures, machinery and equipment used in the delivery of the service. • Support reviews and new operating systems as and when required • Impart knowledge and expertise through mentoring and coaching.
3.	<p>MANAGEMENT SUPPORT</p> <ul style="list-style-type: none"> • Provide expertise for services in relation to mail fulfilment and business development (including but not limited to Business Continuity Planning, Risk Management, Internal Communications, Accommodation), taking a lead in relation to the areas of service expertise, as appropriate and dealing with enquires that require additional knowledge. • Co-ordinate and lead projects ensuring active participation, support and appropriately manage project work to ensure that objectives are delivered on time and within budget.

	<ul style="list-style-type: none"> • Monitor and evaluate Council policies, processes and services. Evaluate management information to develop recommendations for action and highlight areas of concern. • Contribute to consultation & negotiation processes of the office/directorate, taking the lead when necessary.
4.	ENGAGEMENT & PARTNERSHIP WORKING <ul style="list-style-type: none"> • Work closely with external partners of who we commission services from in relation to postal services to ensure contracts are managed effectively and services are delivered to the agreed standards.
5.	CUSTOMER SERVICE <ul style="list-style-type: none"> • Lead excellent customer service delivery across the CIM Operations Team. • Proactively identify issues and provide guidance to the team's customers through internal channels such as the intranet. • Provide updates to senior managers, services and colleagues on emerging issues. • Represent the directorate/service at meetings with both internal and external stakeholders.
6.	FINANCIAL SUPPORT <ul style="list-style-type: none"> • Support and help the budget manager to manage and forecast year end expenditure and identify trends in postal charging. • Support and help the budget manager to secure, review and negotiate contracts which aid the service delivery of the CIM Team. • Ensure that relevant services are recharged for services through the council's accounting system. • Contribute ideas and efficiencies to deliver savings.
8.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
9.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to NVQ3 or equivalent experience	General Education to A level standard with in English & Maths or in the equivalent standard	Essential
IT Qualified	CLAIT/IBT2/RSA/ECDL or equivalent standard	Desirable
NVQ/or other qualification	Business Administration or equivalent standard	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Demonstrable experience of working in a mail fulfilment environment	Experience of working in a post room or equivalent service	Essential
In-depth knowledge and understanding of any relevant legislation appropriate to key area of service expertise	Knowledge and understanding of data protection legislation	Essential
Principles of project management	Basic understanding of how to manage projects effectively and roles and responsibilities required	Desirable
Knowledge of effective communication principles	Communication methods to a wide range of audiences	Essential
Understanding of customer care principles	Demonstrable track record of dealing with the public in a positive and sensitive way	Essential
Knowledge of Cambridgeshire County Council policies and procedures		Desirable
Skills		
Excellent interpersonal, listening and communication skills, including negotiating, influencing and challenging.	Proven skill in providing a sensitive and personalised service to clients and to maintain good working relationships with other teams and partners	Essential

Interpret and explain complex issues	Able to communicate clearly and concisely to a variety of audiences, internally and externally by a variety of methods	Essential
Excellent organisational and administrative skills	Able to plan and organise in the most effective way, managing own priorities and leading others	Essential
Ensures targets and deadlines are met	Prioritises to meet deadlines, whilst maintaining quality and performance standards	Essential
Numeracy	Able to work accurately with financial and numerical information.	Essential
Resilience	Ability to work in a challenging and demanding environment	Essential
Proactive approach to change management	Able to lead change and continuous improvement positively and implement solutions	Essential
Decision making	Ability to make decisions and provide advice to senior managers regarding decisions required	Essential
Analyse and problem solving	Ability to analyse and develop innovative, creative and effective solutions to problems	Essential
Committed to ongoing personal and role development	Ability to analyse and develop innovative, creative and effective solutions to problems	Desirable
Experience		
Experience of managing and leading a team of staff	Proven experience in providing quality supervision/appraisals and the ability to lead, coach and mentor a team of staff to ensure service objectives are delivered Ability to identify learning and development needs and opportunities within the team	Essential
Proven experience of project working	Experience of working on projects either on a formal or informal basis	Desirable
Experience of working with financial systems and records and providing guidance to others.	Experience of working with finance systems and keeping accurate financial records	Essential
Experience of leading change	Demonstrable experience of leading change positively and influencing others	Essential

Experience of stakeholder working	Experience in working across services and/or with external services	Essential
Experience of working in the local authority sector		Desirable
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential

Disclosure level

What disclosure level is required for this post?	None ✓	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid ✓	Field	Remote	Mobile
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