

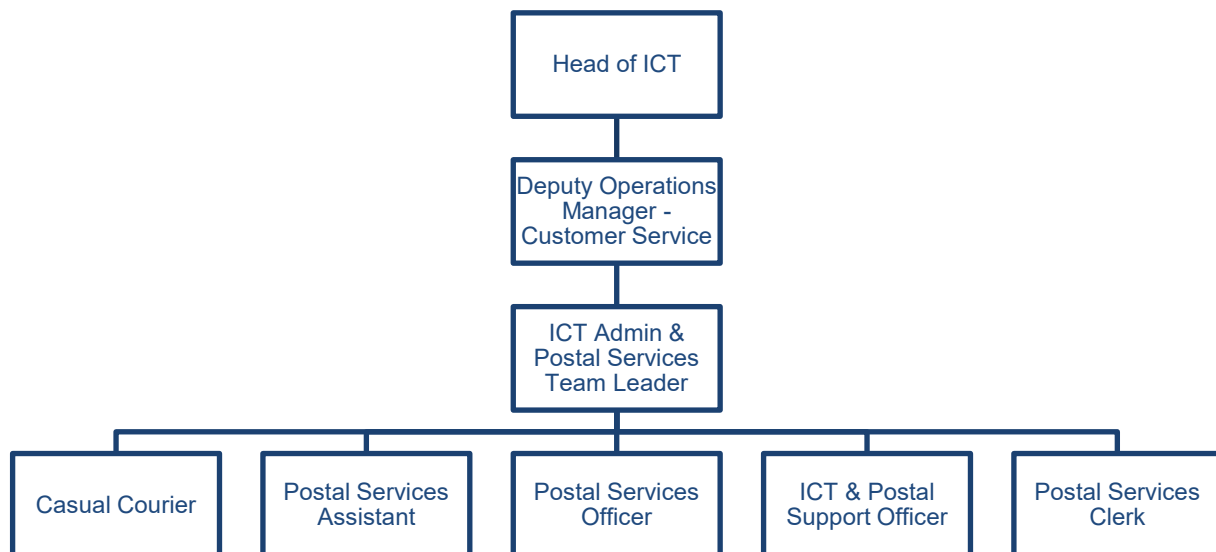
## Job Description and Person Specification

<b>Job title:</b>	Postal Services Assistant
<b>Directorate:</b>	Resources
<b>Service:</b>	ICT
<b>Team:</b>	Operations – Customer Services. Postal Team
<b>Post number:</b>	00045
<b>Salary grade:</b>	C
<b>Work location:</b>	Market Street
<b>Reports to:</b>	ICT Admin & Postal Services Team Leader
<b>Supervises:</b>	None

### Job Purpose

To support the ICT Service by providing support to the Postal Services Team. Process incoming and outgoing mail, archiving, creating identity badges and recording information on relevant databases.

### Structure Chart



## Main Duties and Responsibilities

- To assist with incoming and outgoing Council mail, including sorting, distributing and franking in a timely, accurate and confident manner.
- To accurately maintain and regularly update files and records, using existing systems and processes and ensuring accuracy and security of information. Including the logging of all post sent out on a spreadsheet: including 1<sup>st</sup>, 2<sup>nd</sup>, Recorded and Special delivery post.
- To be jointly responsible for the Council's archiving system in a timely, accurate and secure manner. To facilitate the movement of boxes in and out of the archives and assist with cross charging for the storage and movement costs.
- To be jointly responsible for the management of the Franking machine. To maintain, manage & order stock & ensure sufficient funds on the franking machine.
- To be jointly responsible for managing the issue of the Council's identification cards for all members of staff, Members, temporary staff, contractors and visitors for all West Berkshire Council sites. These processes require timeliness, accuracy and confidentiality to be maintained at all times. To maintain, manage & order stock for producing ID cards.
- To produce and format a range of documents, including letters, reports and presentations, ensuring that they are accurate and well-presented, meeting agreed specifications and deadlines.
- To receive a range of telephone and face-to-face enquiries from both internal and external customers and contacts, and provide a timely response or refer to others as appropriate.
- To perform a range of financial tasks; including the processing of creditors invoices, preparation of debtor invoices, journal transfers, handling and receipting income, and recording and monitoring for budgetary purposes.
- To maintain, manage and deliver paper to printers in the building.
- To dispose of IT equipment including shredding CDs and ID cards, and collecting, sorting and packaging used printer cartridges ready to be returned to supplier.
- To carry out any other duties which may be required, including flexible working in support of other Service Areas and covering for the Couriers, other Postal Services Assistant and Postal Services Officer if required due to absences and annual leave.
- To promote equality as an integral part of the role and to treat everyone with fairness and dignity.
- To recognise health and safety and Security is a responsibility of every employee, to take reasonable care of self and others and to comply with the WBC Health and Safety and WBC Security policies and any service-specific procedures / rules that apply to this role.

## Scope (impact on/control of resources, people, money etc)

There are no significant budgetary responsibilities although the post-holder will be required to process invoices using a financial management system. When assisting couriers may be responsible for conveying cheques. There are no line management responsibilities associated with this role.

<b>Person Specification</b>	<b>Essential/ Desirable</b>	<b>Internal Use Only</b>
<b>Qualifications</b>		
Good basic education, ideally GCSE Qualifications or equivalent – ideally Maths and English	E	1
Good working knowledge of English Grammar	E	2
<b>Experience</b>		
Experience of using databases	D	1
Previous office experience	D	2
<b>Knowledge and understanding</b>		
Knowledge of Council Services	D	1
Knowledge of Microsoft Office applications	E	1
Knowledge of West Berkshire locality	D	2
<b>Skills and abilities</b>		
Ability to use Outlook, and a web browser to access information	E	1
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	2
Good basic numeracy skills	E	3
Good interpersonal skills	D	1
Customer service skills	E	4
<b>Work-related personal qualities</b>		
Courteous and pleasant telephone manner	E	1
Willingness to learn and be flexible	E	2
A good team player	E	3
Organised and methodical	D	1
Good attention to detail	E	4
Commitment to the Council's objectives	E	5
<b>Other work-related requirements</b>		
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	E	1
Enhanced DBS check with relevant barred list/s	No	n/a
Is this post politically restricted?	No	n/a
Full driving licence	E	2
Confidentiality	E	3