

About us...

Lincolnshire



Our Post Office supports local communities by providing trusted everyday services, including post deliveries, bill payments, financial services and retail products. Our friendly teams work with local businesses and organisations to ensure our services remain reliable, convenient and relevant. We are committed to excellent customer service that keeps people connected and supports the wellbeing of the communities we serve.

Essential Information – *what you need to know*

Job purpose:

- Playing a key role in delivering excellent customer service, greeting customers warmly and ensuring they receive a friendly, efficient, and personalised experience that keeps them returning.
- Assisting customers with a wide range of services, from posting and parcel options to travel needs like currency and insurance, as well as personal and business banking, supporting them to get things done quickly and effectively.

You'll report to:

- Post Office Manager

Your hours:

- 39 hours per week (FTE)

Your relationships:

- Colleagues within the Post Office including the Operations Manager
- Colleagues within the wider organisation which include Marketing, Membership, Information Systems, People Team, Health & Safety, Finance, etc.
- Customers at all levels and partners from our local community groups.
- Stakeholders at Post Office Ltd. and other external suppliers, contractors or service partners involved in day-to-day operations.

What you'll bring to us:

- Previous experience in a Post Office or similar environment would be helpful; however, this isn't essential as full training will be provided.
- Good literacy and numeracy skills, including previous cash handling, would be helpful.
- Excellent organisation skills and accuracy in handling cash and transactions.
- An ability to work effectively as part of a team and supports colleagues during busy periods.
- An Understanding of the importance of keeping knowledge up to date proactively with postal regulations, procedures, and product changes.
- Experience in delivering a seamless and professional service to every customer.
- An ability to maintain a positive, confident attitude, takes ownership of your work, and adapts flexibly to different situations



**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:

- Always providing a friendly, knowledgeable and effective service to all our customers and colleagues.
- Keeping up to date with any relevant communication and understand where this can be found.
- Showing an understanding of health and safety in the workplace and reporting where issues are identified.
- Assisting customers with their postal needs, handling enquiries in person, over the phone and via email.
- Advising customers on the most suitable options for their postage needs with their letters and packages.
- Ensuring that mail is correctly labelled, weighed and stamped for delivery.
- Processing mail for dispatch and distribution.
- Staying informed about changes to postal rates, services and products.
- Continuously updating knowledge of postal regulations and procedures to provide accurate information to customers.
- Handling cash, debit/credit card transactions and other forms of payment accurately and securely.
- Collaborating with colleagues to ensure smooth operations and provide support during busy periods.
- Working together to maintain cleanliness and organisation in the post office counter area.
- Regularly discussing opportunities for customers about our wide range of banking services, at a time where many banks are currently closing their community offices.
- Conversing with customers about their holiday plans, and how we can assist them by offering our wide range of travel products.
- Balancing cash at the end of shifts and reconciling any discrepancies.
- Prepare potentially large volumes of cash for dispatch with accuracy in a professional manner.

Key role requirements:

- This role is subject to P250 clearance.
- A full UK driving licence and access to a vehicle for business use.



Together we THRIVE...

- **Trustworthy** – we do what we say we'll do and trust others to deliver to the best of their ability
- **Helpful** - we support and challenge each other collaboratively, no matter the role or level.
- **Respectful** - we listen to other views and opinions with consideration and celebrate differences.
- **Inspiring** - we role model what good looks like and lead by example to be better.
- **Valued** - we recognise achievements and appreciate everyone's contributions.
- **Empowered** - we listen and encourage each other to take opportunities.

Your Approach – *how you will contribute to your team and the Society's ongoing success in this role.*

I will be trustworthy by:

- Handling cash, card transactions and reconciling discrepancies accurately.
- Ensuring mail is correctly labelled, weighed, and stamped for delivery standards.
- Preparing large volumes of cash for dispatch accurately and professionally.
- Keeping up to date with postal regulations and procedures to ensure compliance.

I will be helpful by:

- Assisting customers with postal enquiries in person, over the phone, and via email.
- Advising customers on suitable postage options for letters and packages.
- Providing information on banking and travel services to support customer needs.
- Collaborating with colleagues to maintain smooth operations during busy periods.

I will be respectful by:

- Showing understanding of workplace health and safety and reporting any issues.
- Maintaining cleanliness and organisation in the post office counter area.
- Delivering friendly, professional and effective service to all customers
- Listening to customers' needs and responding with patience and professionalism.

I will inspire others by:

- Encouraging teamwork and knowledge sharing to improve customer service.
- Motivating colleagues to stay informed and apply updated regulations accurately.
- Promoting a customer-focused environment aligned with branch objectives.
- Supporting colleagues to provide guidance and confidence during busy situations.

I will value people by:

- Recognising and supporting colleagues' contributions to maintain standards.
- Providing guidance to help colleagues develop knowledge and confidence.
- Acknowledging customer feedback to enhance postal, banking and travel services.
- Ensuring colleagues feel supported while achieving branch service targets.

I will empower others by:

- Taking ownership of updates to postal rates, services, and procedures in branch.
- Making decisions to ensure efficient day-to-day operations and customer service.
- Actively identifying opportunities to improve branch efficiency and service delivery.
- Staying current with communications and applying updates to all operations.