

## Kent County Council

### Job Description: Mail Room Operative

<b>Directorate:</b>	<b>Deputy Chief Executive Department</b>
<b>Unit/Section:</b>	<b>Infrastructure</b>
<b>Grade:</b>	<b>KR4</b>
<b>Responsible to:</b>	<b>Area Facilities Officer</b>

#### **Purpose of the Job:**

Responsible for processing incoming and outgoing mail within KCC operational office estate. Ensuring the timely and accurate distribution of mail and packages to the appropriate KCC department.

#### **Main duties and responsibilities:**

1. Provide a professional customer service for all office related mail requirements, receive incoming and outgoing mail and packages, sorting them according to their destination or recipient, ensuring they are distributed to the appropriate individuals or departments within the organisation or sent via Royal Mail externally.
2. Assist with enquiries providing guidance on mailing procedures or options for staff members taking appropriate actions, as required, to resolve the enquiries.
- 3.. Maintain KCC's postal service by recording mail to ensure easy identification of all mail, following secure and confidential procedures ensuring all mail can be tracked to prevent losses.
4. Responsible for adhering to organisational policies and procedures related to mail handling, security, and confidentiality. This involves handling sensitive or confidential mail appropriately and maintaining the security of the mailroom area.
- 5.. Responsible for the organisation of incoming and outgoing post and parcels, ensuring the outgoing post is correctly franked with postal rates and weight options provides the best value for KCC.
6. Support operational effectiveness of specialist postal services across the estate ensuring all post is dealt with in a timely manner.
7. Responsible for displaying customer focused, professional and empathetic behaviour. Provide excellent service, ensuring delivery is high quality and puts the customer at the heart of every aspect of the work in fulfilling customer expectations.
8. Responsible for innovation identifying opportunities to plan new interventions, proactively embracing new ways of working. Consistently looking at the current way of working to see how this can be improved.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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## Person Specification: Mail Room Operative

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Level 2 qualification in numeracy and Literacy</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of working in a post room environment.</li> <li>Familiarity with mailroom equipment such as franking machine, scanning/printing devices and inserting machines</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Provide excellent customer service skills</li> <li>Excellent interpersonal and communication skills both oral and written.</li> <li>Ability to operate both manual and electronic / virtual post systems</li> <li>Ability to organise and prioritise workload</li> <li>Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Familiarity with mailroom equipment and procedures</li> <li>Postage options and availability</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>We are <b>curious</b> to innovate and improve</li> <li>We are <b>compassionate</b>, understanding and respectful to all</li> <li>We are <b>strong together</b> by sharing knowledge</li> <li>We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>

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