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| Job Title | Mailroom Operator |
| Reports To | Section Leader |
| Location | Village Way |
| Main Purpose and  Nature of the Job | The main purpose of this role is to process all relevant jobs in accordance to agreed SLA’s and to fulfil customer requirements to a satisfactory level. |
| Key Duties | Ensure all customer orders are completed accurately to agreed timeframes and meeting SLA’s.  To complete customers’ orders in agreed timeframes.  Working as part of a multi-faceted team of operatives to meet customer requirements.  Working to a high level of accuracy and liaising with section leaders to understand customer requirements.  Ensuring workloads are managed efficiently, effectively and EDM objectives are met.  Comply with all relevant policies, procedures, guidelines and processes.  Adhere to and meet strict targets and respond to service requests.  To undertake any other ad hoc duties or reasonable request made by your line manager.  To contribute and participate fully to any continuous improvement/changes/projects that are being considered/implemented.  To contribute to, participate in and attend appropriate meetings and training courses as required.  Raise any concerns with regards to Equal Opportunity, bullying and harassment and bribery issues.  Contribute to the Companies Environmental Policy by being aware of the resources required to undertake this work and making sure that resources are not wasted and are disposed of in a sustainable way.  Follow safe working practices and assist in the maintenance of good housekeeping standards, in order to achieve a safe and healthy working environment.  To contribute to, participate in and attend appropriate meetings and training courses as required.  Inform, update and escalate areas of concern to the Line Manager / Senior Line Manager.  The job holder may be asked at times to carry out other duties not necessarily listed in this job description, but which are commensurate with this position. |
| Key Skills | Ability to work well under pressure.  Ability to work in a multi-faceted team in a fast-paced customer focused environment.  Ability to handle a number of conflicting priorities.  Administrative experience desirable. |
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| Core Competencies | Customer focus: Able to communicate with both external and internal customers.  Communication skills: Excellent written and verbal communication and able to tailor communication to various stakeholders.  Target driven: Able to demonstrate a track record of success from experience.  Solution-driven: Demonstrating initiative and problem-solving abilities when encountering issues instead of focusing on the identification of problems. |
| Status | 40 hours a week. |
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Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_\_\_\_\_