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| **Job Title** | Senior Operator |
| **Business Unit** | Restore Records Management |
| **Location** | Kidderminster |
| **Reports to (direct)** | Business Process Excellence Manager |
| **Tier** |  |
| **Competency Framework** | First Line Manager |

###### JOB SUMMARY

The senior operator is responsible for overseeing the efficient processing, scanning, and distribution of all incoming mail. This role ensures mailroom operations meet organisational standards, deadlines, and compliance requirements. The Senior Operator acts as a key point of escalation, providing guidance to new and existing staff, whilst collaborating with teams such as business process excellence and the relevant IT functions, to optimise workflows and technology solutions.

**MAIN DUTIES AND RESPONSIBILITIES**

**SERVICE DELIVERY:**

* Provide operational support for project setup, ramp up and live operations
* Managing and prioritising daily workload
* System monitoring to ensure end-to-end process is working correctly
* Raising all operational issues via the correct escalation paths
* To fully understand all end-to-end production, inline with subject matter expert values
* Answering general mail room operator queries
* Capture and analyse crucial production metrics
* Monitor equipment performance, assist with troubleshooting issues, and coordinate maintenance or repairs.
* Train and mentor new team members, fostering adherence to best practices.
* Analyse mailroom processes and recommend improvements for efficiency and accuracy.
* Serve as the primary contact for escalations and complex issues.
* Prepare and present operational reports to management.

**PEOPLE:**

* Supporting the operational team day to day and oversee all aspects of end-to-end production
* Review end-to-end process with operational colleagues to identify improvements and training requirements
* Support the operational team with regular process training sessions
* Communicate daily with operational teams to mitigate challenges and frustrations
* To keep your manager informed of any foreseeable challenges and work with them to plan accordingly, utilising relevant support functions and escalation paths
* Report on progress, escalate issues and provide updates on operational efficiency or system performance to managers and supervisors
* Collaborate with new operators and team members to ensure smooth workflows and address operational challenges
* Support in the communication of project goals and operational performance through regular team briefings
* To role model and work within the Restore values, competencies, behaviours and set the cultural tone of the team.

**H&S:**

* Operate, maintain, and troubleshoot mailroom machinery in accordance with safety guidelines.
* Regularly inspect the mailroom for potential hazards, such as electrical issues or obstructions, and address them promptly.
* Ensure proper workstation setup in line with display screen equipment (DSE) standards and encourage staff to follow ergonomic practices to prevent strain or injury.
* Adhere to fire safety protocols, including maintaining clear evacuation routes and familiarity with fire extinguishers.
* Follow safe lifting techniques when handling heavy mail or equipment to prevent injury.
* Safeguard sensitive information to ensure both physical and digital security.
* Use personal protective equipment (PPE) when handling certain mail types or chemicals, if required.

**REPORTING:**

* Track and report daily/weekly performance metrics
* Provide reports on the quality of processed documents, highlighting errors, inconsistencies, or areas for improvement.
* Monitor and report on the condition and functionality of mailroom equipment, including any downtime or technical issues.
* Document and report compliance with safety, data protection, and operational standards, highlighting any deviations or risks.
* Maintain logs of incidents, such as accidents, security breaches, or operational failures, and report them to management for further action.
* Assess and report on team performance, including attendance, productivity, and adherence to procedures.
* Report on the status of office supplies, equipment, and consumables, identifying potential shortages or need for replenishment.
* Report on initiatives aimed at improving mailroom operations, including progress, challenges, and results.

**COMPLIANCE RESPONSIBILITIES**

* Ensure mailroom operations adhere to relevant industry regulations, data protection laws, and organisational policies.
* Safeguard sensitive and confidential information, ensuring secure handling, storage, and transmission of mail, both digital and physical.
* Ensure proper archiving and disposal of documents according to compliance standards and retention schedules.
* Assist with internal and external audits by providing necessary documentation and ensuring processes comply with standards.
* Identify potential compliance risks in mailroom operations and implement corrective actions to mitigate those risks.
* Ensure all mailroom staff are trained on compliance protocols, data protection practices, and health and safety standards.
* Stay informed on changes in regulations and update internal processes to ensure ongoing compliance.

**SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED**

* Comprehensive knowledge of mail processing workflows, document scanning, and distribution techniques.
* Ability to identify discrepancies or errors in documents, ensuring accuracy in processing and distribution.
* Strong analytical skills to troubleshoot and resolve operational or technical issues in the mailroom.
* Efficiently prioritise tasks to meet deadlines and handle high volumes of mail.
* Clear and effective communication skills to collaborate with staff and management teams.
* Familiarity with document scanning software, mail sorting systems, and other digital tools used in mail processing.
* Ability to manage, train, and motivate a team of mailroom staff, fostering a productive and compliant work environment.
* Maintain an organised mailroom environment, ensuring that mail is processed and stored in a timely and efficient manner.
* Capacity to adapt to new technologies and processes as mailroom systems evolve.
* Strong ability to address queries or issues related to mail processing or distribution.
* Understanding of workplace safety protocols, including equipment handling and emergency procedures.

\*\*\* The above is not an exhaustive list but an outline of your duties. All Restore colleagues need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

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| **APPROVALS:**  **Line Manager**  Name: ………………………………………………...  Signature:……………………………………  Date:…………………………………………… | **Post Holder**  Name: ……………………………..………………………..  Signature:…………………………………………  Date:……………………………………………… |

**The company reserve the right to amend or update this job description as the demands of the business develop. A copy of the signed job description should be returned to your local People Team.**