

Role title: Post Office Manager

Department: Post Office

Job family: Customer Service and Management

Job level: Level 5

About the role:

Accountable for the delivery of the post office branch key performance indicators set by the Post Office Group and in line with the Post Office Strategic Plan; specifically achieving the financial targets of the branch by maximising on sales opportunities and being engaged with providing customers with information on the full range of services offered by the post office.

To focus on delivering an exceptional customer experience through leading, inspiring and developing a fully engaged team whilst maintaining excellent operational standards within the branch and complying with all Post Office Limited and Society policies and procedures.

Occasionally situations may arise that require the post holder to perform other duties or tasks as reasonably requested by the Society.

What you'll be doing:

The post holder shall:

- Take overall accountability for the customer experience and journey through planned and regular customer interaction and engagement. Implement strategies and initiatives to promote and drive membership with customers, with focus on maximising opportunities.
- Maximise sales by having a good understanding of financials whilst exercising appropriate control of costs to deliver branch budgets and targets in order to achieve maximum profit contribution.
- Lead, coach and empower the team to achieve positive results aligned with the financial and non-financial targets. Deliver operational excellence and drive sales by observing and reviewing the performance of the team, setting engaging goals at regular one to ones and by providing real time feedback to create a high-performance culture.

- Steer all people development activity, including recruitment and selection, induction, training and development, drive best performance and career pathing in order to build a robust team. Manage poor performance effectively and confidently.
- Understand and be able to translate the importance of members to the society. Actively encourage all colleagues to communicate and promote the benefits of membership to other colleagues and customers
- Take responsibility for your own personal development and actively participate in training made available inside or outside the workplace to enhance own knowledge and encourage the team to do the same.
- Take responsibility for ensuring that cash and stock balances are accurately accounted for and all discrepancies are investigated in a timely manner. • Complete the required P250 assessment when required and commit to undertake regular compliance tests as requested by Post Office Limited.
- Ensure Post Office Limited and Society policies and procedures are adhered to always. • Be fully committed to supporting the local community through actively encouraging colleague participation in either Regional Community Group or Keeping it Local.
- Take responsibility for employee relations matters within the branch ensuring they are dealt with quickly and efficiently. Provide support with employee relations matters in other areas of the society if required acting as an impartial person and resolving issues in line with employment legislation and best practice
- Create an inclusive culture ensuring that the team are fully aware of and know how to work effectively with colleagues, customers and members from a wide range of backgrounds and cultures
- Take ownership to ensure that customer complaints are dealt with professionally and processed speedily in line with the Society's complaints procedure
- Maintain an understanding of and always work in line with Post Office Limited and society policies and procedures.
- Demonstrate positive verbal and body language using concise and clear methods of communication taking on board other people's points of view and responding in a considerate way
- Ensure confidential and sensitive data/documents are stored securely.

- Ensure all Legal and Health and Safety requirements are completed and reviewed regularly.
- Take reasonable care for the Health and Safety of themselves and of any others who may be affected by their acts and omissions at work.

About you:

- Previous management experience preferable
- Previous retail/sales experience preferable
- Previous cash handling experience required
- Demonstrates excellent people management skills
- Develops the team and self to improve performance
- Good IT skills are required
- Actively involved in community events/projects

Scope:

Reports to: Post Office Regional Operations Manager

Direct reports: Post Office Colleagues

Contacts: Develop relationships with relevant Post Office colleagues.