

JOB DESCRIPTION

JOB TITLE:	Post Office and Banking Hub Manager
PLACE OF WORK:	Hailsham Post Office
SPINE POINT:	SCP 24 – 28 (LC2) (£36,581 - £40,444 per annum)
HOURS OF WORK:	Full-Time – 37.5 hours a week
REPORTS TO:	Town Clerk
MANAGEMENT RESPONSIBILITIES:	See attached organisation chart.

A Main Purpose of the Job

To manage the Post Office and Banking Hub services overall (including selling stamps and weighing/charging for letters, packets and parcels, dealing with a range of financial services, including banking, foreign currency, a variety of insurance products and travel services, accepting payment for a wide variety of bills, such as electricity, gas and water bills, issuing vehicle tax and dealing with motor vehicle registrations, dealing with passport and driving licence applications, financial transactions and any other services offered by both the Post Office and Banking Hub), ensuring a profitable, safe and customer focused operation.

The postholder is responsible for commercial aspects of the business operation.

To lead and inspire the Post Office and Banking Hub team to provide excellent customer service. This includes the line management of all Post Office and Banking Hub staff.

You must be able to cover Post office and Banking Hub duties during periods when other staff are on holiday or absent.

B Areas of Day-to-Day Responsibility

- Responsible for opening and closing the Post Office and Banking Hub premises.
- To ensure the effective day-to-day operation of the Post Office and Banking Hub services within agreed budgets and targets, ensuring both services are fully functioning and operational
- To ensure that all Post Office and Banking Hub duties and rotas are covered and that the correct overtime is processed on a monthly basis. Managing the team of part time staff, adjusting their rotas, taking account of holidays, sick leave and any other staff issues to ensure a full operation as required by both Post Office Ltd and Cash UK Ltd
- To liaise with the Post Office, Cash Access UK Ltd and other appropriate organisations, to ensure the smooth operation of postal and Banking services and to comply with Post Office and Banking Hub rules and regulations.
- To ensure that financial, operational policies and other procedures are followed, ensuring effective, efficient and safe environment and systems.

- To undertake staff appraisals and development reviews of all employees you are responsible for, identify and organise appropriate training activities and participate in the recruitment, appointment and selection of staff and to oversee employee conduct in line with Hailsham Town Council procedures. Ensure appropriate training and development is in place to ensure a strong effective Post Office and Banking Hub Team.
- To support the development of an annual plan for the Post Office & Banking Hub services and their successful implementation.
- To ensure appropriate stocking and pricing in line with policies and annual plans.
- To ensure the effective promotion of the Post Office and Banking Hub Services.
- To ensure high levels of customer care within the Post Office and Banking Hub and monitor business standards.
- To follow financial procedures and provide relevant and timely financial or other relevant Management Information.
- To be responsible and accountable for all aspects of money, stock control, promotions, procedures and operations.
- To support and co-ordinate the external Banking Hub Staff, and to report to Cash Access (including lateness/complaints).
- Overseeing health and safety for Post Office and Banking Hub in collaboration with the Operations and Facilities Manager and liaising with external Banking Hub Staff and Managers regarding health and safety matters.

C Summary of Responsibilities and Duties of the Job

- Create a customer service led culture which is always seeking to improve performance and to deliver a professional, friendly service to all customers.
- Maximise opportunities to grow sales and increase footfall throughout the Post Office and Banking Hub Services.
- Ensure the branch and Hub are fully compliant with current legislation, Post Office Ltd, Cash Access Ltd, and that all staff are up to date with current compliance and training requirements.
- Ensure policies and procedures are fully adhered to.
- Work to agreed budgets and targets.
- Lead, guide and inspire the Post Office and Banking Hub team to provide a friendly, knowledgeable and professional customer focused environment with the aim to achieve both personal and branch targets including sales, shrink, waste, cash loss and staff costs in an environment that encourages growth and inclusivity.
- Manage an efficient operation including full adherence to the security of cash/stock control and accuracy with daily/weekly accounting procedures.
- Resolve all customer queries and complaints in a professional and timely manner.
- Work closely with the Town Clerk, Post Office Area Manager and Banking Hub Teams to identify cost savings and sales opportunities through consideration of the Profit & Loss statement.
- Support the Town Clerk with employee lifecycle from recruitment to appraisals, training and disciplinary procedures.
- To undertake such other duties commensurate with the level of the post and job purpose as required by the Council from time to time.

D Other information

External and Internal Contacts

Post Office Ltd (Regional Manager), Cash Access Uk Ltd, Council Officers and Managers/SMT, Councillors, customers, contractors, suppliers, members of staff and partner agencies.
Face to face, telephone, written and electronic communication.

Working Environment

Post Office and Banking Hub based, but some home working will be considered, with occasional meetings at Hailsham Town Council Offices.

The Council operates a Smoke-free policy and the postholder is prohibited from smoking in any of the Council's buildings.

All staff must commit to Equal Opportunities and Anti-Discriminatory Practices.

Health and Safety at Work

The Town Council's Policy, and all relevant Health and Safety at Work Instructions are to be considered as part of this job description.

Data Protection Act 2018

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018 and the Council's Data Protection Policy.

Council Policies

The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

Performance Management

You will take part in an annual appraisal and six-monthly review that will form the basis of your Personal Development Plan and be linked to the Council's, Post Office Ltd and Banking Hub objectives. You will also have collaborative one-to-one meetings on a regular basis with your line manager. Additional training requirements, such as formal management training, may be identified with your line manager (Town Clerk) and built into the personal development plan

POST OFFICE MANAGER

PERSON SPECIFICATION

	Essential Attributes	Desirable Attributes	Method of Assessment
Qualifications	• Educated to at least A level standard or equivalent Level 3 qualification or substantial job-related experience • Commitment to further professional development where required	• Formal management training or qualification (such as CMI)	• Application form • Interview
Communication Skills	• Excellent oral, written and email communication skills, including an ability to relate to, and communicate with councillors, staff, public and external agencies • Ability to communicate information to a wide range of audiences		• Application form • Interview
Knowledge and Experience	• Experience of working in a retail, banking (or similar) environment, in a management or leadership role, preferably with experience of dealing with financial products or high-value cash transactions • Experience in supporting delivery of targets, including maximising sales, controlling shrink and knowledge of profit and loss accounts • Ability to coach and mentor the team to improve performance, including arranging training relevant to the needs of trainees.	• Experience of report writing • Experience of directly working in a Post Office, as a counter clerk or at a higher level.	• Application form • Interview

	• Experience of working in partnership with a diverse range of people, community groups, public sector organisations and business. • Good recent knowledge of Post Office Ltd Products and Services.		
Skills	• Excellent time management skills, self-motivated and possess meticulous administration skills • An ability to work under pressure with changing priorities and timescales. • Ability to take the initiative and devise creative solutions. • Ability to lead, manage and organise a team, building on the principles of cohesion, inclusiveness and recognising diversity in our local community		• Application form • Interview
Information Technology	• IT literate with experience and practical ICT skills including in Microsoft Office packages and spreadsheets, social media and the internet.	• Experience of the Horizon system.	• Application form • Interview
Other	• Prepared to work out of office hours in order to attend Council and/or Post Office Ltd meetings, when necessary. • Ability to operate with complete impartiality in a political environment.		• Application form • Interview