

Role Profile

Job Title	Mailroom Officer
Location:	Capitol Way / Hybrid
Directorate:	Growth and Development
Service:	Print and Mail Service
Grade:	Grade D
Salary Range:	
Reports to:	Rob Goold – Document Centre Manager

1. Job Purpose:

The main purpose of the role is to provide efficient and comprehensive mailroom support, including the sorting, distributing of post to all users of the service. Included will be some back up courier driving.

Specific processes and procedures need to be followed for incoming and outgoing post. The role involves a lot of manual handling of all types of packages and boxes, and pushing laden trolleys and being on your feet most of the day, working in-house with the mailroom team and covering the courier drivers when required. Excellent customer service to meet clients exacting and time critical services is required.

It is essential that a full driving licence is required for this role, Vivaro size van or similar, with manual gears.

2. Key accountabilities:**Mailroom**

- Sorting of the incoming mail received via the Royal Mail and/or council's courier into the appropriate location.
- Collection of mail from the Councils external and internal letterboxes
- Distribute all mail to all pigeon holes across different Council buildings.
- Preparation of mail for raising posting dockets, ready for despatch to Royal Mail.

- Ability to raise daily postal dockets on OBA and present the post to Royal Mail in their prescribed standards.
- To utilise Omnipost software or similar, used to log incoming specials, recorded's and any other deliveries, which require signatures and pictures, for proof of delivery, via a mobile phone app.
- Monitor calls on Hornbill, our self service software, or similar for any area in the mail and courier team and action where required.
- At times, the ability to operate on your own in other post room locations.
- The understanding of scanning to file/email, as majority of post is being dealt with this way.
- Knowledge and understanding on operating letter inserting machines. (currently a KAS machine)
- Good level of customer services and ability to meet tight deadlines.
- Team player
- Answer and understand calls for maintenance of the Multi-Functional Device (Copiers) as we are the 1st line of support in any service calls, including replacing consumables.

Courier (as required)

- To be able to drive a Transit or similar size, manual van.
- To deliver and collect documents as required throughout the borough, using our vehicles to deliver to many Council offices, Libraries, Schools, and occasional deliveries out of the borough.
- There will be an element of distribution within some buildings when collecting and delivering post. As some letters and parcels will require a signature from the recipient via hand held device.
- To deliver/collect print work to and from clients within the borough, occasionally further afield on behalf on the Document Centre.
- Help to deliver the School Library Resources, collecting and delivering, a few hundred resource boxes each time . (heavy work), for up to 12 weeks a year.

3. Financial Responsibilities:

- 1) None

4. Staff Responsibilities

- 1) None

5. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Adhere to all Council and departmental health and safety policies and procedures.
- Conduct regular visual checks of equipment to identify potential hazards or faults.
- Ensure safe handling and storage of printing materials, chemicals, and paper stock.
- Use personal protective equipment (PPE) where required (e.g., gloves, ear protection).
- Maintain clear and safe working areas, free from obstructions and fire hazards.
- Report any accidents, near misses, or unsafe conditions promptly to the supervisor.
- Participate in health and safety training and fire drills as required.
- Ensure electrical equipment is used safely and only by trained personnel.

- Follow manual handling guidelines when lifting or moving heavy items.

6. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

7. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

8. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
None	Essential/Desirable	Application
Experience & Knowledge		
GCSE or equivalent level of education; or equivalent level of work experience in any sector.	Essential	Application/Interview
Proven ability to work in a busy courier service and/or mailroom environment; or be able to learn quickly. Preferably public sector or similar	Essential	Application/Interview
A good understanding of the Royal Mail on-line business account (OBA) service.	Desirable	Application/Interview
Understand all the outgoing posting options available from our current provider, Royal Mail.	Desirable	Application/Interview
Full Driving Licence, manual gears, transit sized vehicle, (no rear view mirrors).	Essential	Application/Interview
A good knowledge of the Barnet area and principal roads	Desirable	Application/Interview

Able to maintain a high level of confidentiality	Essential/Desirable	Application/Interview
Skill & Ability		
Able to prioritise work quickly and decisively.	Essential	Application/Interview
Experience in operating post room machinery; or be able to learn quickly.	Essential	Application/Interview
Experience in operating mailing and envelope inserting equipment to meet deadlines for post; or be able to learn quickly.	Essential	Application/Interview
Good IT Experience in all Microsoft applications and specific mailroom type software, like Omnipost, Hornbill etc. and other similar mailroom software.	Essential	Application/Interview
An understanding of the basic functions of Multi-Functional printers (MFD) and copiers, for instance, replacing toners, staples and clearing paper jams; or be able to learn quickly.	Essential	Application/Interview
Ability to manage the manual handling/lifting of all types (can be heavy) of packages, parcels, paper, and pushing trolleys.	Essential	Application/Interview
Values & Behaviours		
Caring		
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Collaborative		

Caring for **people**, our **places** and the **planet**

Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview
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