Digital Mailroom Assistant (1652, 1756, 2095, 2199, 2200, 2201, 2284, 2524)

# Service Area

Customer Services – Digital Mailroom Services

# Manager/Team Leader

Customer Services Information Centre and Digital Mailroom Team Leader

# Direct reports

N/A

# Total Managed

N/A

# Purpose of the Role

To accurately and efficiently administer the Postal, scanning/indexing, Cashier and Stationery services to internal and external customers in a customer focused manner. Working within a rota system, as part of a team delivering a digital mailroom service across the Council, to incorporate receiving, sorting, delivering and the dispatch of mail both internally and externally, encompassing the use of the insertion, franking and print room machines. To provide a scanning and indexing function to support all forms of Electronic Document Management Systems. To batch, complete transactions and reconcile relevant groups of payments

(Cashiering), documents etc. for processing using various methods and systems. Complying with all statutory legislation required by each service area and complying with corporate responsibilities such as the requirements of GDPR.

# Key Result Areas

1. To scan, index and archive documents received through traditional mail, email and web form. This includes Benefits, Revenues and Non-Domestic (Business) Rates, Planning and Building Control, Environmental Health and Licensing, Property Services and Leisure, HR, Electoral and Democratic Services.
2. Managing customer enquiries using a working knowledge of multiple services and systems to record customer notifications of complaints within the district. To be accountable for providing an explanation to the customer with a clear understanding of process and expectations of resolution.
3. To scan and index new applications for licenses, electoral registration, planning permission and building regulations and evidence requirements within agreed target times.
4. To maintain a technical working knowledge of legislation, case law, working practices and policies in respect of Electoral Services, Planning and Building Control, Environmental Health and Licensing, Council Tax and Non-Domestic (Business) Rates, and Housing Benefits to ensure accurate and efficient scanning services.
5. To manage customer enquiries regarding service enquiries across multiple departments using a wide-ranging knowledge of council services.
6. To ensure the cross-referencing of household property information between all relevant services to identify potential inaccuracies and maximise revenues.
7. Accurately maintain and update customer accounts (including financial data, payments and credit refunds), using a workflow system. To take responsibility for resolving enquiries, prioritising tasks, decision making and ensuring there is a comprehensive audit trail with a minimum level of supervision. To avoid unnecessary delays and maximise customer satisfaction.
8. To provide administration support to the cashiering system including the distribution and reconciliation of the Petty Cash.
9. To provide excellent customer service, promoting equality and diversity, treating customers professionally, sensitively and with empathy.
10. To use creative and innovative thinking on how we best serve our customers to promote digital transformation and recommend improvements to our service. Using critical thinking to ensure processes and our best practices are efficient and cost effective. To strive for customer service excellence at all times.
11. To be adaptable to change and new council initiatives which generate additional transactions. To be at the forefront of change by promptly learning new procedures and system functionality and delivering continuous high standards of customer care.
12. To achieve personal and service performance targets by using best judgment and flexibility whilst being proactive in meeting service demands. To understand the importance of these targets and how individual appraisal objectives impact the overall corporate plan.
13. To promote a customer focused culture in all your endeavours, to be an effective team member working together communicating the council’s core values to all your internal and external customers.
14. To provide ad-hoc cover and support for the Print Room.
15. To advise, develop, build and maintain positive and effective working relationships with a variety of internal and external stakeholders including, Department of Work and Pensions, and NCC Children Services.
16. To support the NNIC, Digital mailroom Team Leader with inter departmental projects such as Digital Transformation Workshops and with software testing / changes to procedures.
17. To adhere to all financial confidentiality and security checks when completing transactions and maintain accurate records. Ensure compliance with the provisions of the GDPR Act 2018, including that confidential information is not shared without appropriate consent.
18. To promote and adhere to the workplace values of our organisation.
19. To take responsibility for your own Health and Safety at work and that of other persons who may be affected by your actions.
20. To assist the NNIC, Post & Scanning Services Team Leader /Manager with work required within the confines of the existing grading and post.



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| **Postal and Scanning Services Assistant (Post 2102)** | | | | | | |
|  | | **Essential** | | **Desirable** | | **How Identified** |
| **Experience/ Knowledge** | Demonstrate experience in working in a related or similar  office/scanning environment | **** | |  | | **Application Form\*** |
| Experience in supplying product knowledge to answer and process customers’ queries  accurately and according to priority. | **** | |  | | **Application Form\*/ Interview** |
| Demonstrate accuracy in data inputting with good keyboard skills | **** | |  | | **Application Form\*/ Interview** |
| Computer Literate | **** | |  | | **Application**  **Form\*/ Interview** |
| Experience of using Microsoft Word and Excel | **** | |  | | **Application Form\*/ Interview** |
| Experience of using various scanning systems. |  | | **** | | **Application Form\*/**  **Interview** |
| Demonstrates an understanding of using scanning software for the storage of documents |  | | **** | | **Application Form\*/ Interview** |
| To have an awareness of the political nature of the council  and members. |  | | **** | |  |
|  | | | | | | |
| **Qualifications** | Good Standard of general education1 | **** | |  | | **Application Form** |
| Full driving license |  | | **** | | **Application Form** |
|  | | | | | | |
| **Skills** | Be well organised, methodical and pay attention to detail | | **** | |  | **Interview/**  **Test** |

1 Whilst no academic attainments are required for this post, numeracy and literacy will be tested upon interview

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Skills Cont.…** | Good level of numeracy for batch totalling, reconcile relevant groups of documents, payments etc (Cashiering), for processing using various methods and  systems | **** |  | **Application Form\*/ Interview** |
| The ability to prioritise tasks as  and when required in order to meet deadlines | **** |  | **Application**  **Form\*/ Interview** |
| Ability to use computer systems  to input, retrieve and search for data | **** |  | **Application**  **Form\*/ Interview** |
| Good written and verbal  communication skills | **** |  | **Interview/**  **Test** |
|  | | | | |
| **Aptitude and Disposition** | Demonstrate a positive and  helpful attitude towards customers and colleagues | **** |  | **Interview** |
| Team worker | **** |  | **Interview** |
| Flexibility to accommodate different tasks and deadlines | **** |  | **Interview** |
| Good interpersonal skills | **** |  | **Interview** |
|  | | | | |
| **Personal Circumstances** | Able to work a rota system starting from 7:30am | **** |  | **Application**  **Form\*/ Interview** |
|  | | | | |
| **Physical** | Lifting and moving of heavy object | **** |  | **Interview** |
| Able to operate an insertion/franking machine and cover print room activities as  required | **** |  | **Interview** |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the Council:

**Fairness** - We respect people and treat everyone fairly **Ambition** - We welcome new challenges and embrace change **Integrity** - We are open and honest and listen **Resourcefulness** - We strive to be efficient with our resources

\*In order to assess this from the application form we require you to provide an example