

Postal Administrator

Job Description

Reports to:	Operations Manager
Responsibility for others:	None
Department:	Fusion – Operations
Location:	Horsham, Broadlands
Hours:	Monday to Friday 9am – 5:30pm with 1 hour for lunch
Grading:	1 - 3

Overall purpose of the Job

Support all areas of Operations Post Administration and Distribution.

Key Activities

- Receiving, scanning, processing and distributing the incoming post.
- Understanding processes across operations administration.
- Logging all received post and safe items on Excel.
- Follow procedures and instructions in order to ensure good client outcomes.
- Safe Items management.
- Reviewing accuracy of out-going post items before posting.
- Source answers and think logically to find solutions.
- Review data to ensure accuracy.
- Contribute and feedback in team meetings.

Required Skills/Experience

- 5 GCSE's including maths and English language.
- Willing to learn.
- Reliable.
- Accurate with good attention to detail.
- Ability to work as part of a team and autonomously.
- Excellent communication skills both written and Verbal.

Desirable Skills/Experience

- Financial Services industry experience.
- Confident user of Microsoft Word and Microsoft Excel.

Personal Characteristics

- Self-starter, willing to learn
- Ability to prioritise work
- Confidence to ask questions and suggest process improvements
- Embraces change positively
- Able to work efficiently and accurately in a fast-paced environment

Grading:

Grade	Competency Level	Experience/What success looks like
1	Starter/Beginner	<ul style="list-style-type: none">• 2-week training alongside practical/on-the-job training• Work and learn across all areas of operations• 100% supervised for Platform Controls teamwork• 100% supervised for 3rd party work• 100% supervised / checked for funding / exceptions work
2	Competent	<ul style="list-style-type: none">• Self-starting• Ability to prioritise own workload and work unsupervised• Attend refresher and annual training• Skills and aptitudes such as will provide the ability to address a range of straightforward issues.
3	Competent +	<ul style="list-style-type: none">• Self-starting• Manage own workload and prioritisation• Seeking work and able to support across all areas of operations administration• Buddy for new members of Administration• Internally recognised Subject Matter Expert for at least one area of administration• Positive feedback• Skills and aptitudes are required as such will provide the ability to address a range of issues, some of which may be difficult.