

**JOB SPECIFICATION**

**TITLE:** Supply Postal Worker  
**DEPARTMENT:** Royal Gibraltar Post Office  
**RESPONSIBLE TO:** Postal Higher Grade (Level 4)  
**ACCOUNTABLE TO:** Director of Postal Services

**1. JOB PROFILE:**

- 1.1 To collect, process, handle, sort, export and deliver mail items safely and in a timely and professional manner in accordance with the Service Model and Working Practices set by management.
- 1.2 Adhere to the Service Model and Working Practices set by management from time to time.
- 1.3 Maintain customer satisfaction and professional customer care etiquette.
- 1.4 Project a neat and professional image.
- 1.5 Be available to work at short notice.

**2. KEY ACTIVITIES (will include but not be limited to):**

2.1 The main functions of the post relate to any UK Single Operational Grade activities plus all or any combination of the following activities:

Driving (Van and Motorcycles), collection, sorting, bagging, debagging, opening, sampling stamping, signature, collecting as proof of receipt, collection of monies, hand delivery to recipient, facing, delivery, dispatching, cancelling, franking, weighing, counting, storing, safekeeping, record keeping, PO Box filing, handling, paperwork, counter, telephone answering and query answering, transporting, frontier ,mail exchange, airport delivery and collection, payment collection, mail bag handling and exporting, registered mail documentation and slip preparation, notice preparation and delivery, computer operation, bar-coding, scanning, tracking, electronic communication, training (as trainee or trainer), packing, warehousing, addressing, interdepartmental cooperation, equipment operation, equipment maintenance, vehicle safety checks (including, tyres, oil and water levels, lights), vehicle upkeep (including washing, cleaning inside)

2.2 Any other related mail processing tasks together with any new tasks resulting as a consequence of new technologies being introduced into the Post Office for all or any part of the day as directed by management.

2.3 All Supply Postal Workers (Single Operational Grade (Basic)) on delivery duties are required to carry out the delivery in an expedient manner and return to working duties after they have completed their delivery.

2.4 All or any of the above activities may be required to be carried out in different locations.

### **3. MAIN RESPONSIBILITIES:**

3.1 Handle, process and sort all mail items to agreed quality standards.

3.2 Deliver mail items accurately within agreed Walk / Schedule timings.

3.3 Co-operate at all times with team members and management.

3.4 Present a professional approach to all business Customers.

3.5 Undertake all duties and tasks in compliance with all Gibraltar Government Directives, Health and Safety legislation and Post Office Policies and Procedures.

3.6 Comply with Post Office uniform requirements. Any uniform provided must be looked after and be clean and ironed when reporting to work.

3.7 Sustain good attendance and be punctual when commencing work.

**PERSON SPECIFICATION – SUPPLY POSTAL WORKER**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications:</b>	<p>Applicants should be in possession of:</p> <ol style="list-style-type: none"> <li>1. 2 GCSE passes at grades A, B or C, to include English Language, or</li> <li>2. 2 GCE passes 'O' Level, 2 CSE grade 1 or 2 CEE grade 1, 2 or 3 to include English Language, or</li> <li>3. A full GNVQ (Intermediate), BTEC (Intermediate) or BTEC (First Diploma), OCR National (Level II award), NVQ (Level II award) together with one GCSE pass at grade A, B or C, GCE 'O' Level, CSE grade 1 or CEE grades 1, 2 or 3 in English Language.</li> </ol> <p>Applicants not in possession of the abovementioned qualifications will be required to pass an entrance examination.</p>	
<b>Experience &amp; Knowledge:</b>	<p>Experience of working effectively under pressure where tasks are time critical.</p> <p>Experience of office administration work.</p> <p>Experience of working as part of an integrated team.</p>	<p>Experience of working in a sorting office environment.</p> <p>Awareness of Health &amp; Safety at Work issues.</p>
<b>Key Skills and Behaviours:</b>	<p>Good team spirit.</p> <p>Ability to communicate clearly, concisely and in a friendly manner with members of the public generally and specifically with customers making observations.</p> <p>Ability to communicate with outside agencies such as freight agents, suppliers etc. This comprises both direct personal contact and over the telephone.</p> <p>Demonstrable good level of basic literacy &amp; numeracy.</p>	

<b>Key Skills and Behaviours (con'd):</b>	<p>Ability to read and sort mail quickly and accurately and deliver mail in accordance with set criteria.</p> <p>Ability to comply with checklists.</p> <p>Ability to operate any postal machinery such as cancelling / franking machines etc.</p> <p>Good driving skills.</p>	
<b>Other requirements:</b>	<p>Must be in possession of a valid 'A' and 'B' class driving licence (Light motorcycles with a cubic capacity not exceeding 125cc and of a power not exceeding 11kw and Motorcars with up to 8 passenger seats and up to 3500kg with a trailer up to 750kg).</p> <p>Applicants should be physically fit and be able to cycle.</p>	