

## JOB DESCRIPTION

Job Title: Post Person

Department: Mails

Location: Douglas Delivery Office, Spring Valley Industrial Estate

Responsible to: Delivery Office Manager (Douglas DO)

### **Role Purpose**

To provide delivery, collection and sorting services to the agreed standards

Protect the safety, security and confidentiality of all mail whilst it is in their possession

Ensure that mail is delivered as addressed, unless superseded by specific customer instructions

### **Principle Duties**

- Collection of Mail from Post Boxes, Post Offices and Customers Premises
- Preparation of Mail for sorting (Segregation, Weighing and Facing of Mail)
- Sorting (to destinations on and off the Island)
- Preparation of Mail for delivery
- Delivery of Mail or other products or services
- Using Post Office equipment including PDAs (phones)
- Any other job associated with the distribution of Mail or other Post Office products

### **Core Responsibilities**

- To carry out duties in accordance with laid down procedures
- To ensure that mail and Post Office equipment is kept secure
- Maintaining good relations with, and treat with respect all members of the public and work colleagues
- To ensure Mail is handled and processed without delay
- Carry out reasonable instructions of a manager
- To carry out duties and to use equipment in accordance with Safe Systems of work and to report Health & Safety issues to a responsible manager.

## Other potential responsibilities so long as fully trained

If asked to drive an official vehicle, have completed the training and perform daily safety checks as laid down in the vehicle log

If asked to assist in the unloading or loading of flights at the airport, undergo necessary checks and training and follow all relevant safe systems of work

If asked to assist in Courier / Messenger work following training, follow the relevant laid down procedure

Key results areas:

**Customer Relations** - should be in full uniform and smart, treating customers with respect. Any special customer instructions must be adhered to (Redirections, Keep Safe, Safe Place etc.).

**Behaviour** – should be punctual, abiding by the IOMPO Staff Manual guidelines in terms of attitude and behaviour, treating colleagues with respect and dignity and talking to managers immediately about any problems they may have at work

**Handling mail** (collection, processing and delivery) – accurate sorting and delivery, ensuring mail is always kept safe, weather proof and especially secure

**Mail Delivery** – ensure that any signatures and scans are collected as required, that we have formal authority if any deviation from “Delivering as Addressed” and that fully completed customer cards are left if we cannot deliver an item or have used their authorised Safeplace

**Mail Collection** – ensure that boxes are fully emptied at the correct times, that customer collections are to time and courteous and that mail is brought back to the office for processing promptly

Prepared by: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Agreed by: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

You will be expected to attend all relevant training courses that are deemed necessary for the role in which you are employed.

The above statements are intended to describe the general nature and level of work being performed by the employee undertaking this role. They are not an exhaustive list of all responsibilities, duties, and skills required for the role. Employees may be required to carry out other duties and responsibilities not listed according to the needs of Isle of Man Post Office. This will be subject to consultation with the post holder with as much advance notice as possible.