

## **Confidential**

Date

Dear

### **Re: Assessment for the position of subpostmaster**

In connection with your application assessment form for the position of subpostmaster, I have arranged for your interview to take place at [Insert place] on [Day and Date] at [Insert time]. Please allow for the interview to last approximately two hours and feel free to bring your partner along to the interview if you wish. A map of how to reach us is enclosed.

At the interview you will be asked to give examples and cite previous instances where you have demonstrated skills relating to particular competency areas. There will be detailed questions on these skills and where it is not possible to explore real examples, the interviewer(s) may explore relevant attitudes and experiences.

Page 2 of 17

I also attach, as appendix 2, a brief summary of the conditions of the Subpostmasters Contract, for your attention. Please note that the summary does not represent the complete terms and conditions of the Subpostmasters Contract and may not be relied upon by a subpostmaster. It only covers certain sections of the Contract and should not be used in place of a thorough review of the Contract. You will receive a full copy of the Contract if you are successful in your application assessment and business interview as part of the appointment process.

### **Evidence of Identity / Right to Work in the UK**

At the interview you must produce documentary evidence of your right to work in the UK [which will also act as evidence of identity] together with proof of your address. Please bring this letter to the interview along with one of the following identification documents **(originals only)** listed in appendix 1

Please return the attached slip confirming your attendance at the interview in the enclosed pre paid envelope. If you are unable to attend, please contact the Human Resource Contact Centre on   A new appointment will be arranged for you as soon as possible.

At the time of writing, the following references, needed to support your application, are still outstanding.

[Insert list of outstanding references]

Page 3 of 17

Please note that until and unless we receive satisfactory references in respect of the above, we will not be able to approve your application. It is, therefore, in your interests to contact your referees and urge them to respond, or in the case of bank/employer references to obtain copies and bring these to interview.

Yours sincerely

Contracts and Service Manager

Post Office Ltd

To: Contracts and Service Manager

From:

Application assessment for subpostmaster

I will/will not\* be able to attend the interview on

Page 4 of 17

\_\_\_\_\_ at \_\_\_\_\_.

Signed.....

.....

Date

.....

...

\* Delete as appropriate



## **APPENDIX 1**

### **Proof Of Right To Work In The UK - Acceptable Documents**

You must produce ***either*** any ***one*** of the documents shown below in List 1 ***or two*** documents from either of the combinations shown in List 2.

#### **LIST 1**

- A passport showing that the holder is a British citizen, or has a right of abode in the United Kingdom.
- A document showing that the holder is a national of a European Economic Area country or Switzerland. This must be a national passport or national identity card.
- A residence permit issued by the Home Office to a national from a European Economic Area country or Switzerland.
- A passport or other document issued by the Home Office which has an endorsement stating that the holder has a current right of residence in the United Kingdom as the family member of a national from a European Economic Area country or Switzerland who is resident in the United Kingdom.
- A passport or other travel document endorsed to show that the holder can stay indefinitely in the United Kingdom, or has no time limit on their stay.
- A passport or other travel document endorsed to show that the holder can stay in the United Kingdom; and that this endorsement allows the holder to do the type of work you are offering if they do not have a work permit.

Page 6 of 17

- An Application Registration Card issued by the Home Office to an asylum seeker stating that the holder is permitted to take employment.

## **LIST 2**

### **FIRST COMBINATION**

**A.** A document giving the person's permanent National Insurance Number and name. This could be a: P45, P60, National Insurance card, or a letter from a Government agency.

**Along with one of the following documents listed in sections B-H:**

**B.** A full birth certificate issued in the United Kingdom, which includes the names of the holder's parents; **OR**

**C.** a birth certificate issued in the Channel Islands, the Isle of Man or Ireland;

**OR**

**D.** a certificate of registration or naturalization stating that the holder is a British citizen; **OR**

**E.** a letter issued by the Home Office to the holder which indicates that the person named in it can stay indefinitely in the United Kingdom, or has no time limit on their stay; **OR**

**F.** an Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the person named in it can stay indefinitely in the United Kingdom, or has no time limit on their stay;

**OR**

**G.** a letter issued by the Home Office to the holder which indicates that the

person named in it can stay in the United Kingdom,

**OR**

**H.** an Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the person named in it can stay in the United Kingdom.

## **SECOND COMBINATION**

**(i).** A work permit or other approval to take employment that has been issued by Work Permits UK.

### **You must also supply one of the following documents:**

**(ii).** a passport or other travel document endorsed to show that the holder is able to stay in the United Kingdom and can take the work permit employment in question; **OR**

**(iii).** a letter issued by the Home Office to the holder confirming that the person named in it is able to stay in the United Kingdom and can take the work permit employment in question.

### **Proof of Address - Acceptable documents**

In addition to providing documentary evidence of your right to work in the UK / Identity, you must also provide evidence of your address. **One** of the following documents must be produced showing your name and current address:

- Driving Licence
- Paid Gas or Electricity Bill

Page 9 of 17

- Paid Telephone Bill (not mobile)
- Paid Council Tax Bill
- Paid Water Bill
- TV Licence
- Bank Statement, must be supported by a credit/debit card

## **APPENDIX 2**

### **BRIEF SUMMARY OF CERTAIN SECTIONS OF THE SUBPOSTMASTERS CONTRACT**

(For use as a guide only)

#### **Contract**

Subpostmasters are agents of Post Office Ltd (formerly Post Office Counters Ltd) contracted to provide premises and Post Office services.

Subpostmasters are, consequently, **NOT** employees of Post Office Ltd. The contract is a personal one, held by a single individual, even where for example, several people jointly own the business, or where a business runs a large number of Post Office® branches.

#### **Accommodation standards**

Under the terms of the Subpostmasters Contract subpostmasters are required to provide and maintain accommodation to standards specified by Post Office Ltd. A subpostmaster is not obliged to attend the branch personally, but is required, whether there or not, to accept full responsibility for the proper and efficient running of the Post Office® branch.

#### **Assistants**

The subpostmaster must provide, at his own expense, any assistance which he may need to carry out the work in the Post Office® branch. Assistants are employees of the subpostmaster. The subpostmaster will be held liable for any failure on the part of the assistants to provide a proper standard of service to the public or to apply proper Post Office® procedures.



**Post Office® Cash and Stock**

The subpostmaster, on taking up the appointment, is supplied with suitable Post Office® stock. The subpostmaster is permitted to hold Post Office Ltd cash, which should be sufficient to meet payments at the branch after due allowance has been made for unexpected receipts and in accordance with official accounting and security instructions. The subpostmaster is expressly forbidden to make use of the balance due to Post Office Ltd for any purpose other than the requirements of the Post Office® service; and he must on no account apply to his own private use, for however short a period, any portion of Post Office® cash entrusted to him, nor make use of the Post Office® cash for payment of wages to his assistants. Misuse of Post Office® cash may lead to termination of the Subpostmasters Contract.

**Losses**

The subpostmaster is responsible for all losses caused through his own negligence, carelessness or error, and also for all losses caused by his assistants. Deficiencies due to such losses must be made good without delay.

**Standards**

Post Office Ltd, through its network of Post Office® branches aims to give customers and clients a high quality service. Subpostmasters must therefore give top priority to serving customers quickly and efficiently, and to fulfilling the documentation requirements of clients with accuracy and professionalism. Subpostmasters should ensure that the time for which customers wait to be served is

kept to a minimum, and make the necessary adjustments to the staffing pattern to achieve this objective

**Branch Trading Report**

Subpostmasters are required to produce a Branch Trading report at every period end.

**Remuneration**

Remuneration is paid from the first day of appointment until the last day of service, irrespective of traffic periods. It covers any attendance during normal hours of business including, in respect of a mailwork office, attendance in the sorting office both prior to and after the close of Post Office®.

Remuneration will normally be made up of a sales related tier payment and either an assigned office payment, or a core tier payment depending on the contract type.

**Sales Tier Payment**

This is a variable volume related payment, normally paid monthly, based on the main traffic transacted at the office two months prior to the month of payment.

**Assigned Office payment (AOP)**

Smaller Post Office® branches will have an assigned office payment which is set in respect of each individual office. Once established at an annual rate it will be paid in 12 equal instalments over a period of a year. For all offices this payment will remain at this level and will not be subject to traffic fluctuations.

**Core Tier Payment**

Commercial Post Office® branches will have a Core Tier payment. The Core Tier will automatically be recalculated on the 1 April each year, commencing on



1 April 2005, based on sales performance in the previous year.

**Small Full Time Post Office ® branches with annual remuneration payments below £14,000 per annum**

Most Post Office® branches that fall into this category have a set annual revision date. To calculate remuneration for these offices for the next twelve months, the last four full quarters transactions for traditional Post Office® business such as postage sales are multiplied by a value per transaction and totalled. This becomes the Annual Sales Tier Payment that is added to the assigned office payment to give total remuneration for the year. This figure will be paid monthly in 12 equal parts until the next annual revision is due. In addition there are a small number of products that are reviewed monthly, based in the main on transactions completed two months prior to the month of payment. Subpostmasters at annually revised branches can choose to transfer from annual to monthly calculations for payment of remuneration.

**Small Full Time Post Office® branches with annual remuneration payments above £14,000 per annum**

For small Post Office® branches with an annual remuneration above £14,000, the transactions undertaken during a cash account period (there are 12 in a year) are multiplied by the value of such transactions to form a Sales Tier Payment which is paid monthly, based in the main on transactions completed two months prior to the month of payment. For example traffic transacted in January will be paid in the March payroll period. Sales Tier Payments will fluctuate depending on whether it is a four or five-week cash accounting period. The annual

value of the assigned office payment is divided by twelve and added to the monthly sales tier payment due.

### **Commercial Branches**

A new remuneration system for our larger Commercial Post Office® Branches came into effect on 1st October 2004. Remuneration payments at these branches will be made up of a 'Core' tier that has been derived through in depth analysis of the typical fixed costs associated in running a post office® branch, and a 'Sales' tier, which contains product payment rates (Sales Tier Payments) for individual products. The Core Tier will automatically be recalculated on the 1 April each year commencing on 1 April 2005, based on sales performance in the previous year. The Sales Tier Payment will be based on transactions completed in the main two months prior to the month of payment. For example traffic transacted in January will be paid in the March payroll period. Sales Tier Payments will fluctuate depending on whether it is a four or five-week cash accounting period.

### **Mailwork branches**

A subpostmaster at a mailwork branch is expected to supervise the sorting room along with the delivery staff, dealing with day-to-day problems as they arise. The subpostmaster is also required to provide suitable accommodation for the delivery staff and to ensure that the accommodation at all times complies with relevant legislation including the Health and Safety at Work Act.

### **Premises**

A subpostmaster must provide at his own expense any reasonable office accommodation and fittings that Post Office Ltd may require of him, for carrying out the work of the office.

These fittings comprise, among other things, a counter, counter drawers and tills for the official stock of stamps, postal orders, etc., a cupboard or drawers for forms, a safe or other approved container (where not provided) affording good resistance to attack by thieves, a suitable locker to enable secure posting items to be held in safe custody, a clock and certain small stores. Certain fittings may also be purchased on application to Post Office Ltd. More details and approximate prices can be obtained at interview.

## **Restrictions**

Some products and services are only available at certain Post Office® branches. All products and services are subject to change at any time. There is no entitlement to compensation for loss of business if products are ceased, but Subpostmasters must undertake any other business or duties not currently undertaken at the branch, if required to do so by Post Office Ltd.

It is important to the future of the Post Office® network that all subpostmasters support our products and services. If you are appointed as subpostmaster, offering products or services in your private retail business on the premises in which your Post Office® branch is situated that compete with our products and services can reduce the revenue generated by the Post Office® branch. This revenue provides an essential contribution to the fixed costs of



maintaining our network. Without it, we might not be able to sustain the Post Office® network. If you are appointed, it will therefore also be in your interest to support this principle.

If appointed, your contract with us will therefore contain some restrictions on the products and services you can sell in your private retail business. You will not be allowed to sell the following products and services in your private retail business on the premises in which your Post Office® branch is situated: letters, parcels and packages services; bill payment services; National Lottery products; banking services (including cheque cashing services and bureau de change services); and financial services. In the case of a branch relocation, if you currently sell any such products or services on your private retail counter, we would expect you to stop selling these once you take on the Post Office®. If this is relevant to you the details will be discussed in full if your application leads to an interview.

### **Disability Discrimination Act 1995**

As part of the subpostmaster's obligation to provide accommodation as required by Post Office Ltd the subpostmaster has to provide premises which comply with the Disability Discrimination Act. In addition the subpostmaster is obliged to ensure that the manner in which the Post Office services are provided to the public comply with the DDA.

*[Note: The above paragraphs summarise certain sections only of the Subpostmaster's Contract. They are by no means a comprehensive description of the Contract, and should not be used in place of a thorough review of that Contract. A subpostmaster*

Page 17 of 17

*may not rely upon the points made in this summary,  
as they are for reference purposes only.]*

The Post Office and the Post Office symbol are  
registered trade marks of Post Office Ltd in the UK  
and other countries.

Post Office Ltd  
Operations