



Contract Advisor



About Post Office

The Post Office has thrived at the heart of high streets and local communities across the UK for over 370 years. As one of the country's most trusted brands, we take our commitment to providing essential services to customers across the UK very seriously.

We're the UK's largest retail network, as well as the largest financial services provider in the UK, with over 11,600 branches nationwide – more than all of the UK's banks and building societies put together.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. That's why we have a range of over 170 products and services, from personal financial services like banking, insurance, payments and travel money, to telecoms and, of course, mails. And we're improving our online and in store experience for customers. We know that our customers never stop changing, so neither will we.

Securing the future Post Office's future:

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come. This is a uniquely exciting and challenging time for the Post Office – we're shaping the future and creating a business we can all be proud of.

Working at the Post Office:

Post Office colleagues are the driving force behind our business. Whether they are in our branches or supporting from our offices, we are proud of the energy, commitment and customer focus our people all have in common.

All Post Office people are guided by our three values and behaviors, see [Code of Business Standards](#):

We **care** by always **thinking customer**
We strive to make things ever better through **honest challenge**
We **commit** to **decisive deliver**

The basics

Job Title:	Contract Advisor
Grade:	3b
Post Reports to:	Head of Contract Management & Deployment
Division:	Retail (50000007)
Business Unit:	Contract Management (60000312)
Budget Responsibility:	N/A
Number of Direct Reports:	None
Location:	Field Based

The purpose of the role

Our Contract Advisors play a key role in supporting our Postmasters by managing the contractual relationship in place. They are required to understand all aspects of the Postmaster contract and provide guidance, support and knowledge as they support with helping the Postmaster to deliver high performance standards.

In the role you will be responsible for deploying procedures to manage and resolve contractual breaches, take responsibility for ongoing contractual compliance, make decisions and agree actions to resolve non-conformance issues and liaise with central support functions to generate a

root cause analysis approach to identifying issues within a branch. Working with the wider Retail Team the role will help postmasters deliver high performance standards and, where necessary, deploy procedures to manage and resolve contractual breaches to help meet these standards.

Principal accountabilities

- To act as role models for the wider business, the go to person when discussing or questioning contractual matters, specifically in relation to expectations, behaviours, obligations, responsibilities & liabilities of our postmasters;
- Responsible for providing advice and guidance to Area Managers and other Retail colleagues on the range of postmaster contracts and their appropriate use. The go to person on complexed contractual branch issues;
- Responsible for the ongoing contractual compliance across the branch network delivering processes in respect of contractual breaches for example fair warning mechanisms, suspensions, risk control actions, termination, incident management and operational issues;
- Adapting to new working guidelines and behaviours to ensure that the postmaster is front and centre in our thinking or recommended resolutions;
- Make timely & consistent decisions on all contract suspensions with the support and guidance of the Head of Contract Management & Deployment (where required);
- Work within the wider Retail Team to make decisions on performance issues on all contract types including the issuing of written directions and notice to terminate with the support and guidance of the Head of Contract Management & Deployment (where required);
- Make decisions and agree actions to resolve non-conformance issues relating to product transaction, Money Laundering, FSA or restrictions policy, non-conformance with systems, physical security, cash management, branch presentation standards, to ensure compliance with any specific legislative, regulatory, or contractual requirements
- Liaise with central support functions to generate a root cause analysis approach to identify current or underlying issues within a branch operation contributing to performance issues of potential financial risk to Post Office Ltd in an open, transparent and timely manner;
- Where necessary conduct a face to face meeting to help our postmasters to understand any issues within the branch;
- Any recommendations or decisions on a case are discussed with the Head of Contract Management & Deployment and to ensure the decision is documented and consistent in line with all expected standards;
- Responsible for the accurate, timely, and dispatch of all templated documentation relating to suspension, termination and performance issues

Qualifications, experience and skills

Knowledge required

A good knowledge of postmaster contracts, policies, systems operating procedures and the environment which postmasters operate in;

A good understanding of operational requirements, procedures and processes across all Post Office branch types;

Knowledge of wider social and commercial environment in which Post Office Ltd operates;

Experience required

A track record of delivering results and improving performance within a complex multi-site environment;

Experienced in influencing management in a multi layered organisational structure;

Influencing and relationship building with postmasters and across multiple senior key stakeholders

Ability to see strategic plans delivered and followed up to conclusion;

Evidence of working on your own initiative and adopting a pro-active approach

Skills required

Strong analytical and decision-making skills with ability to present detailed written findings in a logical way;
Ability to analyse extensive data and translate into action;
Ability to lead, coach positively and influence both peers and partners;
Strong communication skills able to conduct potentially difficult conversations relating to life impacting situations, whilst maintaining a high level of professionalism and integrity at all times;
Strong influencing skills and the ability to build positive arguments;
Accomplished communicator with ability to effectively challenge non-conformance to policy and procedures, addressing repeat poor performers and agreeing documented actions to improve branch performance;
Good negotiation, influencing skills and humility to behave in a manner to uphold the best interests of our Postmasters and the Post Office at all times;
Forward thinking and flexible in approach to deal with individual situations effectively.

Where does this role fit in with the rest of the team?

