



## Operational Excellence Branch Assurance Team Charter – *Launched May 2024*

*"We provide integrated Operational support for our network of Postmasters and Strategic partners. We are relationship builders with high degrees of professional standards and contextual awareness"*

### OUR VALUES AND RESULTING BEHAVIOURS

#### People skills:

- ✓ **Honest and Professional:** POL, Postmasters and Strategic Partners know you'll undertake your duties with integrity
- ✓ **Emotional Intelligence:** tailor our approaches, to understand the impact situations have on individuals
- ✓ **Listeners :** You understand needs and challenges that postmasters may be facing
- ✓ **Empathic and Compassionate:** You show understanding, patience and care based on situations you encounter
- ✓ **Clear and Articulate:** You are able to communicate complex issues to those whom English may not be their first language
- ✓ **Consultative :** You are constructive and inspiring when guiding postmasters and their staff
- ✓ **Supportive:** You are proactive in giving or signposting the right levels of support
- ✓ **Respect :** You appreciate the role Postmasters play in communities across the country and the personal sacrifices they may have made
- ✓ **Sensitive and Tactful:** You are mindful of how to conduct yourself given the circumstances of your visit
- ✓ **Friendly :** You are approachable on visits and make postmasters relaxed and assured you are there
- ✓ **Proud:** You care about postmasters and that you personally value the role you perform

#### Non people skills:

- ✓ **In the detail** – Meticulous attention to detail with your work, ensuring visits are conducted correctly
- ✓ **Flexible** - With regards to your day to day role and travel arrangements
- ✓ **Conformers** - Unrelenting adherence to team standards
- ✓ **Team player** – Willing to do adhoc tasks and go the extra mile when required

### WE DO SAY

“

- *We're here to help*
- *Is that clear?*
- *Here's how you can get more help*
- *Are you ok?*
- *Thank you*

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### WE DON'T SAY

“

- *We will investigate*
- *We audit*
- *We will police branches*
- *I suspect....*
- *How has that happened?*

”



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### Do



“

- Show compassion to Postmasters and/or staff members who may be emotional
- Remind Postmasters during the visit that support, and training are available
- Be mindful of the language you use, ensuring to keep in line with company policy, guidance, and training provided
- Confirm in branch the best contact number/details to reach them on

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### Don't



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- Make any comments relating to a Postmaster's protected characteristics (see [UK protected characteristics](#))
- Visit the branch without confirming with the correct branch Postmaster
- Ignore Postmaster and/or branch staff distress
- Forget to signpost the support numbers available

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