



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*



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*



Don't



- *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*

