

Training & Audit Advisor



Company Brand

At the Post Office our aim is to provide you with the things that are important to you – from your mail to your broadband package, your car insurance to your savings account. Whether you pop into a branch or shop online, you can be sure all your needs will be handled with care. That's the Post Office promise.

The Post Office is changing and our people are central to the journey we're on to make positive changes happen. Our vision is to attract and develop great people who take pride in, and have passion for delivering great value to our customers across all the communities we serve. Everyone here has a strong sense of ownership for their work, demonstrating initiative and flexibility, working well together to adapt to the rapidly changing needs of our markets.

In an environment where our people work in partnership with all those who contribute to the success of our business, the Post Office is a place where people are valued and respected – and encouraged to fulfill their potential to rise to the commercial challenge we face as a business.

The basics

Job Title:	Training and Audit Advisor
Grade:	Postal Officer
Post Reports to:	Area Training & Audit Manager
Department:	Network Operations in Finance & Operations
Budget Responsibility :	N/A
Number of Direct Reports:	Nil

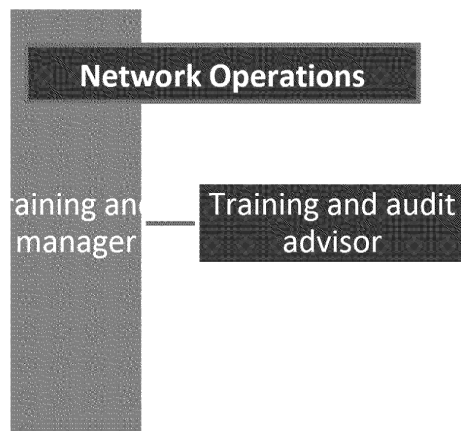
The purpose of the role

- A field based role with responsibility for delivering effective and efficient new entrant (crown and agency) operational training both in classroom and in branch, in branch intervention, audit, compliance and support activity across the Post Office branch network. This will require travelling on a day to day basis and may require overnight stays on occasions.

Key areas of accountability

- Facilitate and deliver appropriate training & learning programmes to staff and agents in line with business strategy and to the required performance standards.
 - Facilitate and deliver appropriate audit compliance activity to staff and agents in line with business strategy and to the required performance.
 - Facilitate and deliver appropriate intervention activity to staff and agents in line with business strategy and to the required performance standards.
 - Implement the business model of evaluation and complete any required documentation and reports as specified within the various activities (training, audit and intervention) and ensure that the results are communicated appropriately.
 - To take responsibility for your own development and ensure that you are aware of any changes to appropriate processes and documentation and are able to explain these to the audiences you interface with.
 - Be prepared to support the Crown network by working on the counter during recognised pressure periods (e.g. Christmas)
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Where does this role fit in with the rest of the team?



- Ability to be mobile and travel as required, working outside of normal office hours if required
- Good presentation skills to large and small audiences of varying capabilities
- Can demonstrate customer orientation in decision making
- Self-motivated, organised and able to work within tight timescales. Good decision making skills and an effective relationship builder both within own team and with others.
- Forward thinking and a 'can do' approach to work.
- Motivated and enthusiastic to introduce change and achieve success.
- Strong time management skills to maximise personal resource.

Location

Dimensions of the role

Key stakeholders

Network Operations Team
 Subpostmasters/agents
 Network Transformation Programme
 Network Development Team
 Project Teams including – IE Simplification;
 Branch Technology
 Crown Ops & Sales Team
 HRSC
 Security & Investigation Team

For admin purposes only

Business sign-off	
Dated sign-off	
OD sign-off	
Organisation code	
Last evaluated	
Version control	
Note	

Knowledge and skills

- An understanding of business strategy, policies, Post Office operating procedures and network transformation processes
- An awareness of both the wider social and commercial environment in which Post Office Ltd operates
- Excellent knowledge of Post Office Horizon system
- Ability to interrogate Horizon reports
- Report writing
- An awareness of Audit & Compliance procedures
- An awareness of training, interventions and evaluation techniques
- An understanding of range of products and services provided by Post Office Ltd