



# Team Manager



## 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 behaviours, 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 delivery**

## The basics

Job Title:	Team Manager
Grade:	2A
Post Reports to:	Various
Division:	Service and Support Optimisation
Business Unit:	COO
Budget Responsibility:	None
Number of Direct Reports:	8-16
Location:	Chesterfield

## The purpose of the role

The primary accountability of this role is to provide leadership to a team of Support Advisors whose role is to support Postmasters in the successful running of their businesses.

To successfully deliver the leadership required, you will have a passion for resolution, being Postmaster-centric and delivering outstanding, empathetic service. You will champion high levels of Postmaster

satisfaction via all contact channels, pushing the boundaries to continuously improve Postmaster satisfaction.

The role is challenging and isn't for the faint hearted. You will need to be an expert on Post Office processes with the ability to support and empower your teams to resolve any manner of queries or issues raised by Postmasters. You will also be able to manage upwards, making sure that solutions to the challenges that Postmasters and your team face are considered and implemented.

You will have a specific bolt-on area of responsibility. You will own the processes and performance for the bolt-on area, always looking for improvement opportunities, particularly opportunities that will improve the service that Postmasters receive from Post Office.

## Principal accountabilities

As a Team Manager your role will be to:

1. Provide leadership, oversight and guidance to your team of Support Advisors and be a member of the Service and Support Optimisation management team.
2. Ensure that your team provide quality service to Postmasters, focusing on finding ways to support them with their issues and queries.
3. Ensure that your team take ownership of Postmaster issues, enquiries and complaints and manage them through to resolution, ensuring Postmasters are kept up-to-date at all times.
4. Ensure that your team communicate outcomes to Postmasters simply, but effectively, ensuring that Postmasters are satisfied with the outcomes they give.
5. Deal with escalations from your team where they are unable to resolve the issue, whilst making sure that the Postmaster is kept up-to-date as the case is escalated.
6. Regularly review case files within your team to ensure that all case details have been fully and accurately captured in the case management applications.
7. Regularly review the service levels provided by your team and ensure all members of the team have service-orientated objectives/performance plans where required.
8. Ensure that the controls environment within your area of responsibility is monitored and recorded, with any controls issues reported with actions in place to resolve.
9. Set clear team goals, delegate tasks and set deadlines. Responsible for supervising, managing and motivating team members.
10. Provide effective coaching to all your team to maximise performance, ownership, decision making and the overall Postmaster experience.
11. Achieve agreed targets, particularly your team's quality and productivity targets.
12. Find and share opportunities to improve the service offered to Postmasters and in Post Office processes.
13. Keep yourself and your team up-to-date with changes within Post Office so that your team can continue to offer great service to Postmasters.

You will also have a role specific bolt-on area of responsibility. These are:

### Branch Support

Your team will be providing first line support to our Postmasters and branches when they raise issues and queries with Post Office relating to the operation of their branch. You will be an expert in Post Office branch operations and know how to help Postmasters and branches resolve their issues. Your team will also complete administrative activities to ensure that issues captured in first line support are effectively managed and resolved for Postmasters and branches.

### IT Support

Your team will be providing first line support to our Postmasters, branches and colleagues when they raise issues and queries relating to IT. You will be an expert in Post Office IT and systems and know how to help Postmasters, branches and colleagues resolve their issues. Your team will work with the Post Office IT team and our IT suppliers to develop ways of working to ensure that issues captured in first line support are effectively managed and resolved.

### Issue Resolution Support



Your team will be managing through to resolution feedback, issues and complaints raised by Postmasters and branches. You will be an expert in Post Office branch operations and have relationships across Post Office that allow you to coordinate responses to Postmasters. Your team will be dealing with multiple cases at any one time, focusing on fast and effective first-time resolution.

### **Network Monitoring and Support**

Your team will be using data sources to effectively monitor the compliance and risk in the Post Office branch network. You will be an expert in Post Office branch operations and be able to support Postmasters and branches where you identify compliance issues or risk. Your team will be dealing with multiple cases at any one time, focusing on fast and effective first-time resolution of the issues you identify in the network.

### **Reconciliation Support**

Your team will be using multiple data sources, including Horizon and third party client or customer data, to identify where transaction corrections are required to support branches to maintain accurate branch accounts. You will be an expert in the Post Office products that your team monitor and be able to support Postmasters and branches where your team identify the requirement for a transaction correction. Your team will be dealing with multiple cases at any one time, focusing on ensuring that transaction corrections are delivered quickly and effectively to branches. You will have responsibility for a number of financial and operational controls and will have financial authority to write off/make payments to an agreed value.

### **Enquiries Support**

Your team will be dealing with enquiries from branches and third party clients where transactional errors have been identified that may require transaction corrections. You will be an expert in the Post Office products that your team support and be able to support Postmasters, branches and third parties to attempt to resolve the transactional error. Your team will be dealing with multiple cases at any one time, focusing on ensuring that enquiries are dealt with quickly and effectively and that any required transaction corrections are delivered quickly and effectively to branches in order for branches to maintain accurate branch accounts. You will have responsibility for a number of financial and operational controls and will have financial authority to write off/make payments to an agreed value.

### **Tier 2 Resolution Support**

Your team will be investigating balancing queries and transaction correction disputes raised by Postmasters and branches. You will be an expert in Post Office branch operations, particularly branch accounting processes, and be able to use multiple data sources to support Postmasters and branches to find the causes of branch discrepancies. Your team will be dealing with multiple cases at any one time, focusing on fast and effective first-time resolution of the balancing query or dispute. You will personally act as the primary triage point for all branch accounting investigations. You will have responsibility for a number of financial and operational controls and will have financial authority to write off/make payments to an agreed value.

### **Postmaster Account Support**

Your team will be providing support to Postmasters and branches for any balances settled centrally (or to a nominee account) at the end of trading periods. You will be an expert in Post Office branch operations, particularly branch accounting processes, and be able to support Postmasters and branches to identify if the cause of the discrepancy has been established or requires further investigation. Your team will manage the processes for resolving established gains and losses with current and former Postmasters and multiple partners. Your team will be dealing with multiple cases at any one time, focusing on fast and effective resolution. You will have responsibility for a number of financial and operational controls and will have financial authority to write off/make payments to an agreed value.

## **Qualifications, experience and skills**

### **Experience required**

- You will have experience of working in a service environment.
- You will have experience of working to service levels and quality targets.
- You will demonstrate good all-round IT skills, be able to use the Microsoft Office and be familiar with case management applications.

- You will have excellent verbal and written communication skills.
- You will be used to acting as a brand ambassador.
- You will have extensive knowledge of Post Office policies and processes, particularly in relation to your bolt-on area of responsibility
- You will have a good understanding of the relevant business stakeholders for your bolt-on area of responsibility

## Skills required

- Role model for the skills required by your team of Support Advisors – empathy, commitment, curiosity, attentiveness, connection, and courage
- Service-focused mindset
- Performance-focused mindset
- Coaching mindset and capabilities
- Strong analytical and decision-making skills – joins the dots and is outcome and resolution focused
- High attention to detail and resilience
- The ability to succinctly summarise complex issues in writing
- Good negotiation and influencing skills – does not shy away from conflict or the delivery of difficult messages
- Accomplished communicator with the ability to conduct difficult conversations
- High levels of professionalism and integrity

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

## IT permissions

Please note that the following section is to be completed by the Line Manager:

IT permissions	
Job Role	
IT Equipment	<i>Standard Equipment</i>
Applications	<i>Standard Application Build</i>
System Access	<i>Standard System Build</i>
Other System/Application	<i>Credence, POLSAP, HoRice, MapPoint, Success Factors, Quatrix</i>
Approved by [System Owner]	
Job Title [System Owner]	
Date	