



JOB PROFILE

Post Title:	Postal Officer
Portfolio:	Treasury, Infrastructure & Sustainable Development
Responsible to:	Senior Postal Officer
Responsible for:	None
Grade:	B

Job Purpose

To improve the lives of all within our community and help the island thrive by effectively and efficiently fulfilling the processes for the collection, delivery and sorting of international and local post.

Main Duties and Responsibilities

Financial Services

1. Responsible for checking and receiving of cash payments from the Sub-Post Offices in respect of postal products.
2. Assist the Customer Services Officer with weekly delivery of Social Benefits to the Country Outlets and paying out such Benefits at the Post and Customer Services Centre, as may be required.

Postal/Messenger Services

3. Assist with the sorting and issuing of international mail including the application of the correct custom tariffs where appropriate and prepare all relevant documentation for the receipt and despatch of all post correctly.
4. Responsible for the receipt of and delivery to the St Helena Airport and MV Helena of all international mail and any other transportation which agree to carry mail, ensuring there is the correct supporting documentation.
5. Deliver mail posted for Recorded Delivery to the correct addressee or their next of kin in the appropriate time frame.
6. Responsible for maintaining records of and providing monthly and quarterly statistics to the Senior Postal Officer for incoming and outgoing international and local mail including Portfolio/Directorate mail.
7. Maintain the condition of the Post Boxes within the Post Office Building and Sub-Post Boxes situated around the Island to ensure they are secure and kept in a clean condition.
8. Operate the mail scanning machine and identify contents to be able to apply customs tariffs.



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9. Assist with maintaining the Private Post Box Register and keeping the chart updated before each arrival of the Aircraft and MV Helena.
10. Assist with issuing SHG receipt books to Portfolios/ Sections when requested.
11. As a Postal Officer under the Customs Legislation, responsible for the seizure of illegal goods and substances in accordance with the Customs Ordinance.
12. Cleaning and maintenance of allocated vehicles, when required.
13. Make recommendations for improvements in relation to administrative/postal systems and processes.
14. Ensure service users timely responses to their telephone and email enquiries and processing all associated paperwork in a timely manner.
15. Be compliant with the OTAR 92 and the Airline Air Cargo & Mail acceptance process by undergoing the full security vetting process which includes the Alcohol and Drugs Testing at the Airport. Following clearance, you will also be required to attend the General Security Training Awareness (GSAT).

Special Conditions

1. Occasional out-of-hours working in order to support service delivery will be required.
2. Contact with dissatisfied and frustrated customers who may be abusive or aggressive.
3. Required to board ships and manage rough seas when delivering and collecting mail.
4. Handling of unclean and dusty mail bags, including damaged and or dangerous goods through the mail system.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



JOB PROFILE

Core Competency Framework

Competency	Level
Professional Development: N/A	i
Planning & Delivery of Work: Work is delivered on time, efficiently and to the required quality standards with clarification sought when necessary and relevant parties kept up to date on progress.	ii
Analysis and use of Information: Gathers, summarises and interprets data with attention to detail. Follows guideline for identifying problems and capable of resolving day-to-day problems.	ii
Decision Making: Ability to act on own initiative and confident in making decisions within policy guidelines.	ii
Working with Others: Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.	ii
Communication: Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that have a positive impact on others and engages with them to understand their needs	ii
Influencing and Persuading: Team player, receptive to constructive feedback and seeks clarification when necessary. Confident in expressing difference of opinion in a constructive manner.	ii
Dealing with Change: Flexible, adaptable and receptive to any change initiatives. Will support colleagues in understanding and embracing change by focusing on benefits to self and others.	ii
Continuous Improvement: Willing to learn and develop self and team in job role to work efficiently.	ii
Managing Resources: Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
Numeracy and Literacy Functional Skills Level 2 qualification or equivalent	E	√	
Have a clean and valid driving licence in Classes A & C	E	√	
ICAO/IATA Designated Postal Operators online course in Categories B or C	E	√	
Confident in the use of ICT e.g. ECDL	D	√	
Knowledge & Experience:			
Experience of making recommendations for improvements in relation to systems and administrative processes	E	√	√
An understanding of how to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience in handling cash	E	√	
Experience of working independently and as part of a team	E	√	√
Experience of using information to develop solutions and solve problems	E	√	√
Have an awareness of health and safety risks associated with manual handling.	E		√
Experience of working in a Customer Care/Service area	E	√	√
Good knowledge of the local community	E		√
Skills and Abilities:			
Proven and effective customer service skills.	E	√	√
Understands the need for confidentiality and data protection	E		√
Good written and verbal communication skills	E	√	√
The ability to remain patient and calm during stressful situations	E		√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Able to work on own initiative without constant supervision	E		√
Excellent interpersonal skills, able to communicate effectively and professionally and remain calm and polite under pressure	E		√
Demonstrates attention to detail and works	E		√



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methodically, responding to changes to meet deadlines			
Able to work under pressure and with the public, acting as a friendly face that people know and trust	E		√
Other:			
Willingness to work flexibly – some evening work may be required.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.