

Job Profile – Central Mailroom Operator

Job Title: Central Mailroom Operator

Job Grade: Level 1, Zone 3

Salary Range: £26,863 - £28,779

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

We need staff to join the Central Mail Room within the centralised Business Support services to assist and support the effective delivery of postal services for Camden and contribute towards the overall objectives of the service, enabling services to meet their statutory and legal obligations and Camden Plan objectives.

About the role

You will work methodically in processing incoming mail, ensuring security of confidential information, and accuracy and timeliness of deliveries in line with service standards. In doing so, you will be responsible for scanning inbound mail and archiving in accordance with retention policies. You will also be responsible for collecting and processing outbound post using specific systems.

In undertaking the role, you will embrace the use of technology to support service users and ensure that the level of support offered is flexible. You will use innovative and imaginative thinking to improve service delivery and promote the use of the Council's hybrid mail solution to process the majority of outbound post.

The service that you provide has a direct impact on Camden residents who choose to contact Camden by post as you will be ensuring that their correspondence is processed in a timely way. You will also be ensuring that services across Camden receive information that is needed for them to undertake their legal and statutory duties.

About you

You will need to have the following knowledge, skills, and experience to be able to effectively undertake the role:

- Experience of working in a mailroom environment or similar
- Resilience and ability to work with sensitive and sometimes challenging information
- Excellent knowledge and application of IT systems and software packages.
- Knowledge of Health & Safety in the workplace.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focussed support service.
- Excellent levels of literacy and numeracy
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.
- It is desirable that you hold a current UK driving licence

Work Environment:

The role is office based.

The post holder will be expected to participate in all aspects of Central Mail Room operational duties. eg sorting, auto-mailing, scanning, registry and courier work.

The service operates between 08:30 and 16:45 Monday to Friday, with occasional early or late start / finish to meet operational demands.

The post involves occasional moving of goods, supplies and large parcels. The post holder will be required to operate the postal equipment in the Mailroom including scanners, weighting machines and item folding / inserting machine.

When postal equipment is in use, staff will be subjected to a degree of operational noise. This is estimated to be for 20% of the working day.

It is desirable that the post holder hold a current UK driving licence so that, if required, they can undertake some driving duties. This will also be dependent on the post holder passing the Council's driving test to drive Council vehicles.

People Management Responsibilities:

None

Relationships:

The post holder is expected to work with a range of internal and external contacts. There is a requirement to develop and maintain effective working relationships with staff in Business Support, key users, service providers, stakeholders, senior officers, Councillors, coordinators, contractors and visitors. A high level of customer focus is integral to the service provided.

The role operates mainly within broad policy guidelines with readily available support and guidance. The role holder is required to make key business and operational decisions related to their daily workload and priorities, some innovative thinking may be required on an occasional basis to resolve business, and operational problems.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,