

Central Mailroom Operator

Salary Range: £30,155 - £31,131

Grade: Level 1, Zone 3

Location: 5PS

**Reports to: Business Support Team Leader
(Saleka Khatun)**



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

- 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

Other important information...

People management

None

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.

Who you will be working with

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 application process

The interview will consist of a 20-minute IT test and 45mins interview.

Who we are

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 those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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

