



## Vacancy details

### **Mails Support Advisor (Part Time)**

**Salary:** £18,582.06 PA

**Days/Hours per week:** 3 days / 21 hours

**Location:** North West

The National Federation of SubPostmasters (NFSP) is the voice of the post office network. We offer our members representation and support. Through grant funding the Mails Support Team support NFSP members in achieving the national mails segregation compliance targets which enable NFSP members, if the compliance targets are achieved, to receive a share of an annual mails segregation payment made by Post Office Ltd.

We are seeking an enthusiastic professional to join our Mails Support Team as a Mails Support Advisor on a part-time basis. Our Mails Support Team is integral with providing operational support to our membership and assists them with achieving compliance targets. Reaching the set targets provides our members with additional remuneration.

We engage with our membership by delivering one-to-one training and coaching. We hold face-to-face or virtual conversations and communicate with members through a range of channels including a bi-monthly magazine, network of WhatsApp groups, members-only Facebook page, direct email, regional and branch meetings, and Annual Conference.

The ideal candidate will be confident, enthusiastic, and motivated with delivering effective communication and engaging with our diverse membership. We are a small organisation, and the successful candidate will be expected to take a hands-on approach.

## Key responsibilities

The Mails Support Advisor role requires you to visit NFSP members and build trustworthy relationships with them and their teams, building their confidence and knowledge in mails segregation and Pick Up Drop Off (PUDO) transactions.

You will use your influencing, training, and coaching skills to help NFSP members and their teams achieve mails segregation and PUDO compliance targets, providing support to realise the maximum mails segregation and PUDO income and develop a sense of support, enabling the sharing of best practice.

You will have and maintain a knowledge surrounding the products and services, and company policies and procedures, for Post Office Ltd, Royal Mail, alternative carriers and the NFSP. You will also collaborate with Post Office Ltd, Royal Mail, and PUDO carriers, with addressing and resolving complex issues.



Member enquiries and support requests will need to be answered in a timely and professional manner. You will also need to maintain and log member support and

interaction records, and identify trends with member feedback and report to management for continuous improvement.

You will provide accurate and detailed information about mail products and services from all postal carriers, and support the Mails Support Team to deliver all targets that fundamentally support NFSP members' ability to achieve additional payments and improve compliance and customer service.

The role will require you to represent the NFSP at internal and external events, with the occasional overnight stay.

To view the full job description [click here](#).

## Person specification

- A positive and collaborative attitude and great listening skills.
- Effective influencing skills and an ability to advise members with mail compliance.
- Strong people skills. The ability to build and maintain good working relationships with colleagues and external stakeholders.
- Proven experience within a customer service role.
- A proficient knowledge of Outlook, Microsoft 365 (Word, Excel and PowerPoint) and customer service software.
- An ability to write clearly with excellent attention to detail.
- Excellent organisation and planning skills. The ability to juggle multiple tasks and prioritise work.
- Excellent problem-solving skills with the ability to think critically.
- Strong presentation skills.
- Analysing data skills.
- Training and coaching skills.
- Able to work both independently and as part of a small and diverse team.

## Benefits

- 25 days holiday entitlement plus bank holidays (pro rata calculation for part-time employees).
- Car allowance (pro rata calculation for part-time employees).
- Non-contributory defined contribution pension scheme.
- NFSP+ benefits.



## How to apply

If you wish to become part of our team, please submit your CV with a covering letter outlining your relevant experience to [mailssupport@nfsp.org.uk](mailto:mailssupport@nfsp.org.uk)

Please include "Mails Support Advisor application along with your name" in the subject line no later than Sunday 4 August 2024

## About the NFSP

### **Our vision**

The collective voice of post office operators - offering members representation, support, and solutions to realise the full potential of their business.

### **Our mission**

A membership-led organisation, supporting members to operate post office and retail outlets. We represent their interests at every level of decision-making. We offer an opportunity to belong to, and take part in, a community working together for a more successful future.

### **Our values**

- Member-focused
- Trusted
- Knowledgeable
- Respectful
- Supportive