

**JOB DESCRIPTION**

**Vacancy Ref: N584**

<b>Job Title:</b> Post Office Manager	<b>Present Grade:</b> CS5
<b>Department/College:</b> Facilities	
<b>Directly responsible to:</b> Head of Commercial Services	
<b>Supervisory responsibility for:</b> Post Office Staff	
<b>Other contacts</b>	
<p><b>Internal:</b> Facilities staff,</p> <p><b>External:</b> Post Office Counters and other suppliers</p>	
<p><b>Major Duties:</b> The overall management of the Post Office and the team therein, ensuring a profitable, safe and customer focused operation.</p> <ol style="list-style-type: none"> <li>1. To ensure the effective day to day operation of the Post Office within agreed budgets and targets</li> <li>2. To liaise with the Post Office Counters and other appropriate organisations to ensure the smooth operation of postal services and to comply with Post Office rules and regulations.</li> <li>3. To ensure that financial, operational policies and other procedures are followed, ensuring, effective, efficient and safe environment and systems.</li> <li>4. To undertake recruitment, appointment and management of staff in line LU procedures and ensure appropriate training and development is in place to ensure a strong effective Retail Team.</li> <li>5. To support the development of annual plan for the Post Office and its successful implementation.</li> <li>6. To ensure appropriate stocking and pricing in line with policies annual plans and LU policies.</li> <li>7. To ensure the effective promotion of the Post Office</li> <li>8. To ensure high levels of customer care within The Post Office and monitor business standards.</li> <li>9. To follow financial procedures and provide relevant and timely financial or other relevant Management Information.</li> <li>10. To be responsible and accountable for all aspects of money, stock control, promotions, procedures and operations.</li> <li>11. To perform such other duties, comparable in responsibility, as may from time to time be directed by the Head of Commercial Services or their nominee.</li> </ol>	