# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Facilities Management (FM) Post Hub Supervisor

# Department: Business Services

# Grade: [Single Status](https://new.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status) 7

# Responsible to: Facilities Manager (Lewes)

# Purpose of the Role:

If you have a passion for supporting others to deliver quality customer service, we would like to hear from you!

ESCC offers a hybrid inbound/outbound mail service, enabling fluid working and provides modern postal and logistics solutions. As FM Post Hub Supervisor, you will be responsible for supporting the day-to-day management of inbound and outbound post and the delivery of quality customer service. Your duties will include Post Room operations and Logistics, forward planning, liaising with departments and teams, running reports and ensuring the smooth operation of a busy post room.

The role is varied and challenging and presents a great opportunity to build on existing skills. It supports both staff and customers across a variety of East Sussex Council departments. A knowledge of postal equipment, GDPR regulations and process is desirable for this role as is good organisational skills and the ability to work proactively.

# Key tasks:

1. Provide a high level of customer service to internal and/or external customers. Take responsibility for referring customer enquiries to other internal departments or services as necessary.
2. Provide timely and accurate information, including, investigating issues and providing advice on policies and procedures to customers.
3. Monitor and update local processes and procedures to improve efficiency and improve customer experience. Make recommendations on improvements to systems and processes to local management.
4. Produce correspondence and reports from written documents and other sources, including research and analysis as appropriate. Accurately input data, use databases and spreadsheets and process, retrieve, analyse and cleanse data as necessary.
5. Support with the monitoring of the framework contract, including collating data and reports, providing information to managers and staff and supporting operational matters relating to the contract and service.
6. Plan and organise your work, having regard to the effective use of resources and safe working practices.
7. Assist with the induction of new FM team members.
8. Ensure you follow all local and GDPR policies and you comply with any legal duties of the service.
9. Administer transactional financial processes linked to Postal Hub operations in line with Council standards.
10. Record and report on buildings issues liaising with contractors, other ESCC departments and staff.
11. Undertake more complex tasks, which includes the use of specialist equipment, Such as the ESCC Digital postal hub and associated equipment and software.
12. Provide technical support and advice in connection with services, operational delivery, and contract performance management.
13. Assist the FM Manager to ensure the service SLA is delivered.
14. Proactively maintain a sufficient level of competency within the nominated area of specialism. Manage efficient resolution of service issues, maintaining good communications with customers.

Recognising that ESCC is a large organisation with a number of over-arching priorities extending to all areas of our work, you should be aware of these Council priorities and proactively seek appropriate opportunities in your work/service area to contribute, in consultation with your line manager; in particular, but not limited to:

* Net zero emissions targets – reduce your work’s environmental impact.
* Equality, Diversity and Inclusion – contributing to an inclusive and supportive working environment.
* Making the best of our resources - ensuring awareness of the impact of what you do to maximise the use of public monies.

# PERSON SPECIFICATION

# Essential Qualifications

1. [RQF Level 2](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levelshttps:/www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) Maths and English qualifications or ability to pass assessment at interview
2. Security Operator Licence (SIA) Security Licence

# Essential key skills, abilities, knowledge, experience, values and behaviours

1. ICT skills, including ability to accurately input and check computer data.
2. Ability to manage own time effectively, organise own workload to meet deadlines, and deal with conflicting demands
3. Able to use own initiative to solve problems
4. Attention to detail and a high level of accuracy
5. Ability to communicate effectively and converse at ease with customer and provide advice in accurate spoken English
6. Ability to undertake manual handling tasks
7. Tact, diplomacy and negotiating skills
8. Working knowledge of Microsoft Office (in particular Outlook, Word and Excel)
9. General knowledge of the services provided by the directorates.
10. Customer service experience
11. Interpersonal skills.
12. Customer orientated approach to work
13. Ability to work in a team.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | Yes |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | Yes |
| Using power tools | No |
| Exposure to noise and /or vibration | Yes |
| Food handling | No |
| Exposure to blood /body fluids | No |