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## Your job

**Job Title: Mailroom Officer – Resident Services**

**Service: Customer Experience and Support**

**Grade: 4**

**Reporting to: Business Partner – Life Centres & Welfare**

You will provide a comprehensive, efficient and effective mailroom and indexing service. Providing administrative support across all mailroom functions alongside electronic document management and online systems. You will ensure incoming and outgoing mail is processed daily in line with policy and procedure ensuring performance targets are achieved.

Using effective communication skills both in person, via telephony and online, you will engage with teams, partners and services to ensure documents reach their destination efficiently.

You will also provide wider business support across the directorate when required.

Confidentiality and security are of the utmost importance in this role dealing with sensitive information and documents.

### **Mandatory Statement**

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

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## **In this job you will:**

In the next 12 months, you will:

- Learn quickly and embed yourself into the mailroom support function. You will become an active team player who can work independently and as part of a small team

On an ongoing basis you will:

- Open, record and distribute incoming mail following process and procedure across all Wigan Council directorates
- Batch and scan documents accordingly
- Record all items with value ensuring security is always maintained
- Scan and index documents onto various systems
- Maintain records of incoming and outgoing mail/contact
- Action all enquiries both electronically, by phone and in person
- Provide advice and assistance with issues relating to items of correspondence or equipment
- Maintain financial records relating to items of value
- Liaise with colleagues in finance or other departments relating to items of value
- Provide support to the wider indexing service linked to electronic document management
- Provide support around use of mailroom equipment to colleagues in IT and other services
- Where required, provide a scanning/archiving service to all services
- Deal with tasks in a timely manner ensuring both speed and accuracy is always maintained
- Actively seek to find resolution for enquiries linked to mailroom or indexing services to resolve colleague and customer enquiries
- Actively participate in changes to systems and processes whilst always seeking to improve and enhance the overall mailroom support function
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules
- Undertake all appropriate training and core learning activities linked to your role and as a member of staff at Team Wigan

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## In this job you will need:

You must be able to demonstrate the following essential requirements:

- 5 GCSE Grade C or above or equivalent qualifications or experience relevant to the role
- The ability to use IT in line with corporate policies and procedure
- The ability to work flexibly in line with the demands of the service
- Accountability for day-to-day workload ensuring all work is completed to a high standard
- Experience of working as part of a team and the ability to support other team members
- Experience of dealing with and resolving customer enquiries
- Competency to raise issues, taking ownership of problems and actively seek a solution
- The ability to consider the impact of your own actions on the customer, colleagues and the service
- The ability to actively consider the cost to serve of service delivery and make recommendations to improve this
- Confidence to openly share good and bad practice to enhance day to day processes and the customer journey

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## Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

<b>Be Positive</b>	“ Take pride in all that you do and support and develop yourself and others. ”
<b>Be Accountable</b>	“ Be responsible for making things better, enabling change and supporting improvement. ”
<b>Be Courageous</b>	“ Be open to doing things differently and working collaboratively with others. ”
<b>Be Kind</b>	“ Be helpful, generous and thoughtful towards yourself and others. ”