

Role Description

Title: Processing Operative

Reporting To: Department Supervisor

The Processing Operative is a multi-skilled role supporting the activities throughout the Inbound Operations department, predominately based in the Post room. This includes duties within mail processing, data capture/perfection and banking. The Processing Operative will be assigned activities by the relevant department supervisor and is required to work under the direction of either a Team Leader or a Supervisor in their day-to-day activities.

The Processing Operative will work to and be measured against KPIs (key performance indicators) within key areas which support the attainment of our SLAs (service level agreements) with clients. This is critical to maintain the high standards and exceptional service required for all areas of Inbound Operations.

In a way that: delivers a consistently high-quality service and leads to exemplary feedback from clients and internal stakeholders

So that: Woods Valldata Inbound Operations are acknowledged as sector leading.

Key priorities:

- **Client retention** – by offering proactive, exemplary service standards to all clients and their supporters
- **Department efficiency** – support the development of new processes and process change to enable a collaborative approach to efficiency
- **Team wellbeing** – contribute to briefings, meetings, training and any other development opportunities to ensure a well-trained, well briefed and effective team dynamic
- **Client SLA's** – work within the guidelines of team/business KPIs to ensure the attainment of client SLA's and be proactive be escalating issues as appropriate
- **Organisation** – ensuring the departments are always clear, tidy and impeccably organised at all times
- **Confidentiality** – is professional and confidential always, conducting yourself with integrity in all matters relating to the company its information, reputation and its employees and clients

Key performance indicators:

- Physical items processed per hour
- System items keyed/processed per hour
- Tickets actioned with time period
- Any other time and motion target to support efficiency within the department

Key Skills and Attributes:

- Good communication skills
- PC literate and able to learn new applications quickly
- Energy and enthusiasm, willingness to learn and to be adaptable to change
- A willingness to 'go the extra mile' with external and internal stakeholders and customers
- Excellent attention to detail
- Able to work well under pressure and to internal KPI targets
- Able to work independently as well as an effective team member