

Fulfilment Operative

Job summary:

Location: Chippenham, Wiltshire

Permanent, full time (37.5 hrs per week)

8 am to 4 pm (Monday to Friday)

Closing date: 22nd September 2021

Salary: £17,514 per year

Are you hard-working, passionate and a committed team player? Do you have previous experience and take pride in the work you do with a flexible can-do approach?

We're excited to be able to offer this great new role for a Fulfilment Operative within our production team.

Woods Valldata is a leading UK fundraising services provider. Our business supports charities in raising more funds for their good causes. We value our staff highly and believe that every role is important.

Every individual has their own part to play in making sure we offer the best service for our clients and is valued for the work they do.

We're looking for someone who:

- Has a flexible and reliable approach to work
- Is able to work accurately and determine priorities
- Shows good attention to detail and understands the importance of this
- Can communicate with other team members and work well as part of a team
- Is willing to work within other departments if needed
- Will work closely with other members of the wider Production department to ensure efficient workflow

About Woods Valldata

We help charities raise more by:

- Being proactive in our day-to-day dealings with clients, looking for ways to drive efficiencies and lower costs
- Ensuring the experience of their supporters stays brilliant – helping them build lasting relationships with their donors
- Sharing our experience and expertise to improve the results of campaigns and grow their fundraising programmes

We're a friendly bunch – about 150 of us in total – working from our purpose-built headquarters on the edge of Chippenham in Wiltshire. We're just off the M4 so if you live in or around Swindon, Bath or Bristol, or even further afield, we're easy to get to.

Perks of the job

Alongside your competitive salary, working at Woods Valldata you also get:

- Discounts and benefits portal
- Company pension
- Regular social events
- On-site parking
- 23 days holiday + bank holidays

Our values

We are one team: We collaborate and support each other in an open-minded, positive, and encouraging way. We build mutual trust and respect by actively listening to one another. We are most effective when we are driving for a common goal and having fun together.

We believe in people: The wellbeing of our staff is our highest priority. We enable people to realise their full potential but valuing the diversity and contribution that each person brings.

We take ownership: “Leave it with me, I’ve got it!”. We take ownership when we believe that taking action is not someone else’s responsibility. Using passion, dedication, enthusiasm, commitment, and tenacity, we search for and find successful solutions.

We strive for the highest standards: We are passionate about finding better ways to get things done, questioning existing solutions, simplifying and streamlining to create positive change. Always seeking to improve, we are dedicated to providing a professional service and getting it right every time.

We show integrity: We deliver on our promises and honestly own up to our mistakes. We are straight-talking, transparent and avoid ambiguity.

Role Description

Title: Fulfilment Operative

Reporting To: Fulfilment Supervisor

To: To ensure all items are enclosed and produced to the Relevant Client Picking and packing instructions.

In a way that: All Mailings go out on time as per the agreed Client SLA delivery date.

So that: The Client and supporters receive the correct correspondence for the relevant campaign.

Key priorities:

- To have a full understanding of all the quality required to enclose a campaign.
- Working at a workstation moving printed finished products to the packing area ready for fulfilment into outer envelopes.
- Packing products into envelopes by falling in line with the correct packing specifications set out by Header sheets/Campaign Brief for each fulfilment campaign
- Ensuring any matching products are done to a high standard and the correct documents are actually being matched.
- Ensuring a check is done every 25 packs to ensure correct materials are being inserted into envelopes and ensuring any matching jobs are being correctly matched and inserted.
- Ensuring that any double letters are spotted so that the supporter does not receive someone else's letter.
- Ensure all envelopes are sealed correctly and that the address is showing correctly through the envelope window as per the Royal Mail specifications.
- A good eye for detail is required as this role involves reading labels ensuring they go to correct addresses.
- Ensuring that the enclosed packs are placed into the correct DSA or Royal Mail consumables for the mailing to be collected by the relevant party.
- Ensure the hourly target of packs enclosed is met.
- To uphold and demonstrate our company values, we are one team, we take ownership, we believe in people, we show integrity and we strive for the highest standards.

Important priorities:

- Ensure you understand and follow the company policies with regards to System, data and physical security at all times.
- Ensure you understand and follow the company policies with regards to Health and Safety at all times and you have read and signed the company Health & Safety policy.
- Ensure you understand and follow the company policies with regards compliance with PCI and GCRTS and other relevant standards
- Ensure you understand and follow the company Standard Operating Procedures where they exist.

Departmental Responsibilities:

- Ensure you have the correct Packing Instructions and materials for hand enclosing the job.
- Ensure you are enclosing only one supporters Correspondence into the Envelope.
- Ensure any problems are reported to the supervisor immediately.
- Ensure all Correspondence is presented as per postage instructions and sent with the correct postal carrier.
- Request stock required by liaising with warehouse in plenty of time before lasering commences to minimise downtime.
- To ensure good housekeeping within your given area at all times.

Skills & Experience:

- • Flexible and reliable in approach to work
- • Ability to work accurately and determine priorities.
- • Good attention to detail.
- • Ability to communicate with other team members and work well as part of a team.
- • If required, Flexibility to work within other departments.
- • Work closely with other members of the Production department to ensure efficient work flow.

Key performance indicators:

- KPI's are recorded and shared for Clients SLA's and total packs enclosed.

Other Relevant Information

- If required, Flexibility to work within other departments.
- Work closely with other members of the Production department to ensure efficient work flow.