

Role Description

Title: Processing and Fulfilment Operative

Reporting To: Department Supervisor

The Processing and Fulfilment Operative is a multi-skilled role supporting the activities throughout the Operational Departments. This includes duties within mail processing, data capture/banking, and enclosing produced to the relevant client picking and packing instructions.

This role 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 and Fulfilment 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 exacting standards and exceptional service.

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

So that: We help charities raise more funds. We do that by helping them to attract and retain more supporters, who give more for a longer time.

Key priorities:

- **Client retention** – by offering initiative-taking, 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, clean tidy, and impeccably always organised
- **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
- **Values**– 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 always understand and follow the company policies with regards to Health and Safety
- 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:

- Processing of all incoming and outgoing items (dependent upon the functional process)
- Commitment to change and flexibility to change/adapt the role to follow the business need within operational departments.
- Challenge the status quo of our business and as a process expert and highlight improvement opportunities to better serve our client targeting a Right First Time (RFT) approach
- Establish effective relationships at a day-to-day level with colleagues, existing clients, and prospects
- Contribute to the recording of and feedback on metrics which enable the efficient and effective analysis of operational performance
- Fast and accurate use of machinery and system provided tools to process incoming and outgoing items
- Participate in the audit or feedback of peer work to enable consistent continuous improvement across all areas
- Complete cross-training programme as required to support a well-trained, efficient and multi-skilled team
- Escalate any instances of outstanding work (not processed to department KPIs) to the relevant Team Leader/Supervisor as appropriate
- To meet the needs of the business, it may be necessary from time to time to work in other areas of the business during busy periods.
- Ensure you have the correct packing Instructions and materials for hand enclosing the job
- Ensure you are enclosing only one supporter correspondence into the envelope
- Ensure all correspondence is presented as per postage instructions and sent with the correct postal carrier.

Skills & Experience:

- 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 and ability to work accurately and determine priorities.
- Able to work well under pressure and to internal KPI targets/SLA's
- Able to work independently as well as an effective team member
- Flexible and dependable in approach to work in all departments
- Ability to communicate with other team members and work well as part of a team.

Key performance indicators:

- Physical items processed per hour
- System items keyed/processed per hour
- Zendesk tickets actioned with time period
- Any other time and motion target to support efficiency within the department
- KPI's are recorded and shared for Clients SLA's and total packs enclosed