

# Processing Operative

Lansdowne House

Bumpers Farm, Chippenham

**Closing date – 8<sup>th</sup> November 2021 @ 3pm**

At Woods Valldata, we value our staff highly and believe that every role is important within the organisation. We are always on the lookout for like-minded, hard-working, passionate and committed individuals to join our team.

We have an opportunity to join the team as Processing Operative predominately based in our mail room. The successful candidate will bring energy and enthusiasm to the team and demonstrate adaptability and excellent attention to detail.

The position is full time working 37.5 hours per week between the hours of 8:00am to 18:00pm, Monday to Friday. The salary is £17,514 per annum.

Based in Chippenham, Wiltshire, we are minutes from the M4 and within easy reach of Swindon, Bath, Bristol. Here, we are lucky enough to enjoy great surroundings in an impressive brand new, purpose-built building.

Our building has been designed to accommodate all our services and staff under one roof. There are communal break out areas, dining facilities, on-site parking, and meeting rooms equipped with the latest technology. Our workforce is currently 150+ staff and everyone contributes to the fun, friendly atmosphere.

## 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. 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 Group 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

### 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
- 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 items (dependent upon functional process)
- Commitment to change and flexibility to change/adapt role to follow the business need within Inbound operations
- 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 Inbound Operations performance
- Fast and accurate use of machinery and system provided tools in order to process incoming items
- Participate in the audit of 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
- Consistently meet team and individual KPIs (measurable) in support of delivering client SLAs
- Escalate any instances of outstanding work (not processed to department KPIs) to the relevant Team Leader/Supervisor or Head of Inbound Operations as appropriate
- Participate in keeping all areas of the office tidy
- In order 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.

**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

**Other Relevant Information**

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