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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: FM Scanning and Mail Operative | **POST NUMBER:** 1100COO |
| **REPORTS TO** (Job Title):  | FM Scanning and Mail Supervisor |
| **DEPARTMENT:** Facilities Management | GRADE: 3 |
| **JE REF:** | 3129 B00398 | PANEL DATE: | 250613 |
| **1.** | **MAIN PURPOSE OF JOB:** To deliver a high quality, professional, customer focused incoming post and scanning service to all Council Departments.To provide a corporate scanning and indexing service for the council, by providing live and back scanning services into the corporate scanning team.Provide a Goods Management service to the authority, including ordering and receipting consumable stock, distributing and replacing MFD consumables. |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i. | To assist the FM Scanning and Mail Team in providing a customer focused post opening service that complies with the Benefit Fraud Inspectorate standards and any other special requirements as defined by individual departments |
|  | ii. | To open and sort all incoming post (both internal and external) ready for scan processing. Payments and valuables for Benefits customers that are received must be processed according to internal procedures and Benefit Fraud Inspectorate (BFI) guidelines. This process must be carried out in a secure environment.  |
|  | iii. | To prepare, batch and scan documents for all Council Departments into the Document Management System on a daily basis ensuring the quality is clear and accurate. |
|  | iv | Ensure physical documents are stored confidentially and destroyed within defined timescales according to CYC document management procedures |
|  | v | To deal with end user enquiries over possible problems and document retrievals. |
|  | vi | To process all payments to external suppliers both cheques and remittances on a daily basis |
|  | vii | To process all Council invoices are processed and posted according to the requirements of the Customer Accounts Team |
|  | viii | Co-ordinate and distribute all goods and consumable stock entering the authority. Ensure records are kept up to date according to defined procedures. |
|  | ix | To issue controlled stationery (receipt books, ICT pads etc) to all customers within the Council. Keeping accurate records of all stationery issued in accordance to team procedures |
|  | x | To process customer order requisitions for stationery and train tickets using Authority Financials and Purchase to Pay systems. Receiving and distributing goods on arrival. |
|  | Xi | Replenish and control all MFD stock. Respond to all reported MFD issues and resolve where appropriate in accordance to team procedures. |
|  | Xii | Respond to meeting room requests and ensure meeting rooms are set up properly, in accordance with guidance from the Meeting Rooms Supervisor. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**The post holder will have no supervisory responsibility.  |
| **4.** | **CREATIVITY & INNOVATION**The post holder will be required to use moderate levels of creativity and innovation to improve their day to day tasks in consultation with the FM Scanning and Mail Lead. To deal with customers in a professional manner at all times and to be able to provide an excellent support service for the postal and scanning service. |
| **5.** | **CONTACTS & RELATIONSHIPS:**The post holder will have close working relationships with staff from all areas of the directorate and at all levels especially Assistant Directors, Managers and Team Leaders.The ability to build good relationships and provide a professional service to colleagues within the department and across the Council is essential in the provision of performance related tasks |
| **6.** | **DECISIONS – discretion & consequences:**The post holder will be required to work set hours on a daily basis, with guidance from the FM Scanning and Mail Lead and will need good time management and organisational skills. They will be expected to manage their own deadlines to agreed quality and time standards.The post holder will be responsible for achieving service deadlines and performance targets, while working without direct supervision. The post holder is responsible for maintaining high levels of security and confidentiality. |
| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* To support the FM Scanning and Mail team in ensuring the security of large quantities of payment cheques. |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context****Work demands** Duties involve some unpredictable workloads and interruptions. The post holder is expected to respond to unexpected and changing work demand appropriately and to manage and prioritise workload accordingly.**Physical demands**Some lifting and carrying is required in relation, archive storage, document disposal and Goods Management Procedures. Manual dexterity is required for frequent keyboard and scanning use.**Work conditions**The post holder will be based at West Offices and Hazel Court. **Work context**There may be occasions when the post holder is faced with increased work pressures due to internal demands. Appropriate issues will be escalated and discussed with line management as required. |
| **9.** | **KNOWLEDGE & SKILLS**Knowledge* Must be able to demonstrate through experience and/or qualification a good working knowledge of document scanning and scanning software
* Be ECDL qualified or working towards or be prepared to work towards the qualification

Skills* Have the ability to work as part of a team or on own initiative when required.
* The ability to develop and deliver good working relationships with directorate and corporate colleagues.
* Have the ability to work co-operatively with others to maintain a professional customer based service.
* Have good interpersonal and organisational skills
* The ability to work flexibly and meet agreed deadlines.
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| **10.** | **Position of Job in Organisation Structure**Senior FM Scanning and Mail Operative**(This Post) FM Scanning and Mail Operative** **FM Co-ordinator**FM Scanning and Mail Supervisor |