

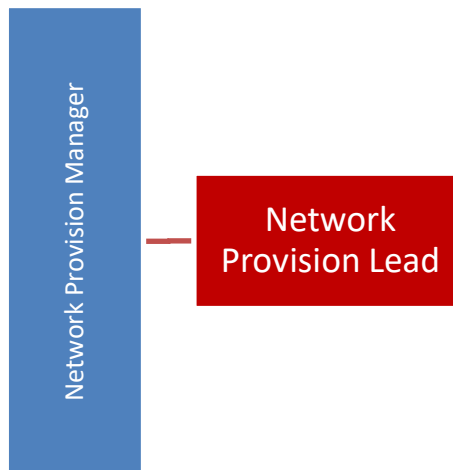
# POST OFFICE JOB DESCRIPTION

|                                      |                                     |
|--------------------------------------|-------------------------------------|
| Job Title                            | <i>Network Provision Lead</i>       |
| Grade:                               | <i>2a</i>                           |
| Post Reports to:                     | <i>Network Provision Manager</i>    |
| Division:                            | <i>Retail</i>                       |
| Business Unit:                       | <i>Retail Operations</i>            |
| Budget Accountability:               | <i>£0</i>                           |
| Number of Direct / Indirect Reports: | <i>0</i>                            |
| Location:                            | <i>Field - Location Independent</i> |
| Fit & Proper Requirements            | <i>No</i>                           |
| Unique Position Number:              | <i>TBC</i>                          |

## Purpose of the role

The Network Provision Lead is a key member of the Retail Field team, sitting as part of the Retail Operations team. This role is fundamental in ensuring we maintain our access criteria requirements (a pre-requisite for shareholder funding) and delivering change initiatives that transform and develop our diversified Post Office branch network. This role is a crucial bridge between strategy and operations, where building strong internal and external networks is essential to successfully delivering your objectives. You will work closely with stakeholders to develop a deep understanding of the areas where you operate, responding quickly to changes in circumstance ensuring customers have access to Post Office services. You will act as the project sponsor for all new Postmaster projects, ensuring their first impression of Post Office is positive and you are able to help them navigate our complex processes, working on behalf of our postmasters to help them start operating in the shortest possible timeframe. Alongside this you will be responsible for helping to drive cost efficiencies totalling £1m p.a.

- **Where does this role fit in within Post Office?**



## Principal accountabilities

- Become the expert for your area, blending inputs from Network Strategy team with on the ground operational knowledge.
- Business Development: You are responsible for developing new relationships and identifying new opportunities that ensure we maintain our access criteria.

- For failed or problematic branches in your specific area you are responsible for delivering alternative service solutions. i.e., cultivate potential new trading partners and identify solutions for new sites, service provision and format.
- Project sponsor for all Potential New Post Masters, ensuring the shortest possible time frames are delivered from the point of interest to new openings.
- To achieve this, you will need to form strong working relationships with On-boarding, training, Property, Business Support and Area Managers as well as other parties involved in the early life of a Postmaster.
- Develop Strong and professional Postmaster relationships while maintaining a high degree of impartiality when making recommendations on requests for funding and support.
- Make decisions that balance the need of the business, postmasters, and communities.
- Sponsor for operational projects with responsibility to ensure that the project authority process is completed accurately once funding has been agreed.
- To provide guidance on matters relating to the Equality Act, Planning applications, Health and safety, transport legislation relating to mobile Post Offices, contractual relationships, consultation requirements and TUPE.
- Complete quarterly compliance/H&S reviews with Postmasters operating Mobile Vans
- Provide exemplary levels of service and support to all internal stakeholders including Directors.
- Establish, build, and maintain strong relationships with external stakeholders such as MPs, Councilors and local community groups to leverage the required outcome at pace.
- Develop and implement communication mechanisms between self, Area Manager and Business Support Manager to ensure the consistent knowledge share of project and process changes in our network.
- Input to MI tracking reports and maintain excellent record keeping of all interactions relating to Postmaster projects. This includes email, spreadsheet completion.
- Highly diligent in ensuring that all promises of communication to postmasters and internal stakeholders are delivered in the timelines committed.
- Work with support advisors to resolve onboarding issues and escalate as necessary to achieve satisfactory resolution. Work collaboratively across the business, providing input, expertise and guidance on new processes and initiatives, involvement in working groups, sharing best practice and using examples from previous knowledge to benefit the new process being deployed.
- Work with the relevant teams to deliver the Network Strategy Acceleration program and bring in associated cost savings to the business. Delivering more than £1m p.a. savings

### **Knowledge, experience, and skills**

- Skilled at building relationships and influencing at senior level.
- Computer literacy/numeracy with Excel, Word and PowerPoint skills
- High attention to detail and a diligent approach to work.
- Able to operate in ambiguous situations, exhibit adaptability and resilience in handling frequent changes.
- Effective planning and organisation skills, with the ability to work within structured processes, managing tasks efficiently and effectively. Positive attitude, enthusiasm and flexibility are essential with the ability to work to changing priorities.
- A role model in collaborative working through engagement and teamwork.

- Problem solving and decision making.
- Excellent knowledge of Post Office product ranges, services available in the various Post Office branch models.
- Able to demonstrate a business development skillset, including good negotiation skills, sales skills and objection handling.
- Knowledge of relevant legislation including H&S and Equality Act.
- Knowledge of the wider social, commercial (including key competitors) and political environment in which Post Office operates.
- A good understanding of business strategy, policies and operations, especially regarding operation of Local and Main branches and the legal and contractual differential between the two models.
- Has good interpersonal skills and uses them effectively to positively influence.
- Excellent written and verbal communication skills
- Able to envisage optimal branch layouts/designs.
- Consistently acts as a brand ambassador.
- Ability to present effectively to all audience levels.
- Demonstrates excellent personal standards of self-discipline and work ethic, which enables them to manage all aspects of their workload.

## Key Working Relationships

| Who?                                | When?              | To achieve what?  |
|-------------------------------------|--------------------|---|
| <i>Onboarding</i>                   | <i>As required</i> | <i>Delivery of projects &amp; programs &amp; Business As Usual activity</i> |
| <i>Business Support Managers</i>    | <i>As required</i> | <i>Delivery of projects &amp; programs &amp; Business As Usual activity</i> |
| <i>Training</i>                     | <i>As required</i> | <i>Delivery of projects &amp; programs &amp; Business As Usual activity</i> |
| <i>Consultation</i>                 | <i>As required</i> | <i>Delivery of projects &amp; programs &amp; Business As Usual activity</i> |
| <i>External Stakeholders</i>        | <i>As required</i> | <i>Delivery of projects &amp; programs &amp; Business As Usual activity</i> |
| <i>Strategy &amp; Delivery Team</i> | <i>As required</i> | <i>Delivery of projects &amp; programs &amp; Business As Usual activity</i> |
| <i>Proposition Team</i>             | <i>As required</i> | <i>Delivery of projects &amp; programs &amp; Business As Usual activity</i> |
| <i>Press Office</i>                 | <i>As required</i> | <i>Delivery of projects &amp; programs &amp; Business As Usual activity</i> |
| <i>Regional/Area Managers</i>       | <i>As required</i> | <i>Delivery of projects &amp; programs &amp; Business As Usual activity</i> |
| <i>Strategic Partners</i>           | <i>As required</i> | <i>Delivery of projects and programs</i>                                    |