

Job Title: Postmaster Director

Requisition ID 10797 - Posted - Retail (Retail and Franchise Network) - Retail and Franchise Network (Retail and Franchise Network) - Finsbury Dials (Admin Site) (141550) - Retail Operations - Permanent - Full Time - City of London – and Greater London

Summary

Closing date: Wednesday 7th July

Salary: Competitive

Grade: SLP

Contract Type: Permanent

Location: This is a remote working role and the successful candidate will need to be able to travel to Post Office sites as and when required.

Reporting to: Retail & Franchise Director

Division: Retail and Franchise Network

The Purpose of the Role

To champion the importance of the Postmaster at all levels within Post Office and lead activity that drives Postmaster and trade body engagement, interactions, improvements and cultural change. This role will be instrumental in fostering an environment for achieving 'win win' outcomes for Postmasters and Post Office by driving decision making and actions. Acts as a key conduit between Postmasters, stakeholders and business owners in Post Office. Success in this role will be that all Postmasters will feel like true partners to the Post Office because they are listened to, consulted with and involved.

Principle Accountabilities

Ensure full, meaningful and well-coordinated engagement with various Postmaster segments to ensure all Postmaster voices are heard

- Frequent engagement with Postmasters, at branch level, across the country, driving engagement to mutual benefit, supporting and engaging Postmasters in the cultural shift to fully franchised partners
- Responsible for the development and ongoing delivery of a Postmaster Engagement model to ensure regular, effective, trust building two-way communication with Postmasters including:
 - Setting our Postmaster engagement strategy, understanding and leveraging the most effective channels, taking into account PM segment preferences.
 - Responding to Postmaster consultation outputs, ensuring there are plans in place across the organization to address the feedback. Hold business owners accountable for delivering those plans.
 - Creating regional or national Postmaster forums including establishing governance, criteria and selection process for members
 - Chairmanship of Postmaster engagement groups.
 - In collaboration with Franchise Partnering Director and Postmaster Effectiveness Director, ensure frequency, consistency and quality of engagement channels/forums meet the needs of Postmasters, as well as develop and maintain robustness of feedback processes
 - Driving the content of PM events. Ownership for scoping requirements and briefings to Communications Team for roadshows and awards events
- Actively listens to Postmaster feedback/requirements and holds Post Office central functions to account to ensure delivery of committed actions
- Set the brief to the Communications team and sign off on delivery of regular, relevant and trust-building two-way communication with Postmasters (excluding strategic and operational communications) including positive changes made to support Postmasters, recognition and motivation, as appropriate

Principle Accountabilities Continued

Ensuring Continuous Improvement of the Postmaster Experience and end to end Postmaster Journey, by working with various stakeholders across Post Office

PM Experience improvements:

- Accountability for the new Postmaster forum (which combines Voice of the Postmaster and Improvement Delivery Group forum) , which includes the master list of Postmaster improvements made
- Accountability for Prioritising , tracking, reporting and communicating progress on Postmaster experience improvements

In-Branch Postmaster Journey improvements:

- Using a continuous improvement mindset to influence business owners in Post Office to change business as usual processes and ways of working to resolve Postmaster pain points and improve Postmaster experience
- Hold business owners to account for continuous improvement
- Provide agreement to business change by understanding the impacts on the Postmaster to ensure fit for purpose change, and as such sit on the weekly Project Review Board (RPB) to ensure that investment decisions and project prioritisation are aligned with Postmasters interests. Linking to other areas of the business as a "Voice of the Postmaster"

- Adopting the Post Office process improvement mindset and methodology, facilitate the agreement of process improvement prioritisation and sponsor change programmes to improve postmaster journeys, assuming accountability in the absence of appropriate business ownership to safeguard the delivery of actions

Manage Interested Stakeholder Relationships as the main conduit for all types of Postmasters

- External Stakeholders, such as the NFSP and other independent Trade Bodies
 - Acts as an Ambassador for the Post office brand, maintaining an external professional network beneficial to facilitate business growth
 - Stakeholder management with the National Federation of Sub Postmasters (NFSP) including being responsible for reviewing and recommending approval of the NFSP Grant Agreement and associated Annual Plan, Grant Projects and associated budgets. Hold NFSP to account for delivery of the annual plan.
- Internal Stakeholders, such as the Board Non-Executive Directors, Project Review Board and others.
 - A brand ambassador for Post Office and the voice of the Postmaster within Post Office. Keeping Postmasters within the consciousness of the organisation through strong leadership, influencing, strategic and people management skills to drive postmaster-centricity effectively across all levels within Post Office and amongst Postmasters.
 - Supporting internal cultural change initiatives to drive Postmaster led behaviors
- Our Shareholder & Representative: Department for Business, Energy & Industrial Strategy (BEIS) and UK Government Investments (UKGI)
 - Act as the main point of contact in Post Office for all matters relating to Postmasters for BEIS/UKGI e.g. provides Postmaster updates for quarterly shareholder meeting or Minister briefings etc

Other

- Coach, mentor, and develop staff, including overseeing new employee on-boarding and providing career development planning and opportunities.
- Empower employees to take responsibility for their jobs and goals. Delegate responsibility and expect accountability and regular feedback.

Qualifications, Experience & Skills

- Minimum of 18 months experience in the role as a Postmaster, in the last 3 years
- Personal experience of either working in a franchise business (as franchisee or franchisor); running own business and/or experience of Convenience sector
- Preferred at least two years' experience of working in a management or head office role in organisations outside PO (preferably in a corporate setting)
- Experience of delivering successful outcomes and effective engagement and influence of stakeholders
- Credible and able to demonstrate strong understanding and engagement with Postmasters
- Strong ability to communicate confidently and challenge others, even if more senior, if they do not believe an action or decision is in the best interests of Postmasters. This will require role holder to have gravitas and presence while understanding corporate matrix organisation navigation
- Highly developed relationship management skills with the ability to build and sustain collaborative working relationships both internally and externally
- Political and commercial awareness
- A high degree of customer orientation in decision-making, coupled with analytical and strategic decision making & problem-solving skills
- A real ability to forge chemistry with the Postmaster community – and in turn have the ability to be the voice for them on a large scale both regionally and nationally
- Resilient and robust but a forward-thinking attitude
- Very strong communication skills
- Real team player with skilful stakeholder management and engagement
- Accuracy, with attention to detail
- Integrity and trust
- Engaging and personable with strong emotional intelligence
- Grounded and Empathetic

About Post Office

The Post Office has thrived at the heart of high streets and local communities across the UK for over 370 years. As one of the country's most trusted brands, we take our commitment to providing essential services to customers across the UK very seriously. We're the UK's largest retail network, as well as the largest financial services provider in the UK, with over 11,600 branches nationwide – more than all of the UK's banks and building societies put together.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. That's why we have a range of over 170 products and services, from personal financial services like banking, insurance, payments and travel money, to telecoms and, of course, mails. And we're improving our online and in store experience for customers. We know that our customers never stop changing, so neither will we.

Securing the future Post Office's future:

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide

essential products and services for our customers for many years to come. This is a uniquely exciting and challenging time for the Post Office – we're shaping the future and creating a business we can all be proud of.

Working at the Post Office:

Post Office colleagues are the driving force behind our business. Whether they are in our branches or supporting from our offices, we are proud of the energy, commitment and customer focus our people all have in common.

All Post Office people are guided by our three values and behaviours:

- We work in partnership
- We are one team
- We deliver.

Working partnership as one team we deliver amazing results. We are Post Office

The Post Office embraces diversity and inclusion in the workplace and actively promote working without discrimination. We are also a Disability Confident Employer and are committed to interviewing disabled people who meet our minimum criteria for the job.