



Role Profile

Courier			
Reference No.	H176	Type:	Generic
Service	Business Support Services		
Job Family	Admin and Clerical	Grade	FCLW

Purpose
To provide an efficient and effective business support service in line with business requirements. Providing a customer-oriented approach, delivering a service which is responsive to customer needs. Providing a dedicated courier/mail service for a range of internal and external customers.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
The safe, efficient, timeous collection, sorting, and delivery of mail to Fife Council and other premises according to an advised timetable/route.	Delivery and collection of items using a vehicle Delivery of mail Delivery to various premises following a set timetable Ability to provide a regular and effective service.	✓ ✓	✓ ✓
To work as part of a team to generally assist with the work of the Fife Council Mail and Courier Service including collection, sorting and handling mail on the courier routes and within the Fife House mail room	Ability to work well on own initiative. Positive, helpful manner	✓ ✓	

Role Profile

	Good team worker	✓	
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Driving a Council vehicle to collect and deliver mail from a range of locations.	Current Driving Licence	✓	
Undertaking daily and weekly vehicle checks (i.e. oil, water, tyres, etc.) and cleaning vehicle regularly.	Ability to undertake physical tasks	✓	
To complete paperwork associated with the vehicle checks and collection, sorting and delivery of mail	Methodical approach to tasks.	✓	
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Liaising with internal customers including Fife Council employees at various locations and external organisations e.g. Royal Mail, Mail companies at various locations.	Good communication skills	✓	
	Understanding of Customer Care approach to service delivery	✓	
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:			

Role Profile

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Job Title of Specialist tasks			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is included in appendices:
<p>The following information is included in appendices:</p> <ul style="list-style-type: none"> • Structure Chart • Skills Framework (if applicable) • How we work matters <p>You will be expected to work in any location or in any Service of the Council providing support as and when required to achieve the overall aims of the organisation.</p>

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results