



Somerset
Council

Role Description

Role title	Digital Mailroom Assistant
Service	Regulatory and Operational Services
Reporting to	Digital Mailroom Manager
Grade	Grade 15
Evaluation ref	TR0011
Role Purpose	
<p>The Digital Mailroom Assistant is responsible for delivering an efficient and reliable digital mailroom service for Somerset Council, supporting the smooth operation of council business and high-quality service delivery to customers. The role involves managing incoming and outgoing mail, including opening, sorting, scanning, despatch, and the use of hybrid mail solutions, ensuring information is accurately processed and distributed to the appropriate service areas in a timely manner.</p> <p>Working as part of a small team, the postholder supports day-to-day mailroom operations by maintaining records, managing group mailboxes, operating mailroom machinery, and liaising with external providers and internal colleagues. The role contributes to continuous service improvement by following established processes, adhering to health and safety and data protection requirements, and providing a professional, customer-focused service that supports Council priorities and organisational values.</p>	
Key results area	Accountability
Delivery of service plan	<ul style="list-style-type: none">• Assist with administrative work in order that all records are up to date.• Undertake regular stock checks to ensure waste is kept to a minimum.• Manage incoming post including opening, sorting, scanning where required to relevant service areas.• Sort and despatch outgoing mail including parcels.• Ensure wherever possible outgoing mail is despatched via hybrid provider.• Liaise with hybrid provider to resolve any issues.• Organising courier service in line with Somerset Council's policy.• Operate and maintain machinery in line with Somerset Council's processes.• Ensure Somerset Council Health and Safety policies are adhered to.• Manage group email boxes.• Use approved systems to prepare and process orders for stationery, goods, and services.



Role Description

	<ul style="list-style-type: none"> Any other reasonable duties requested by management.
Corporate Responsibilities	<ul style="list-style-type: none"> Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.
Team Working	<ul style="list-style-type: none"> Willing to learn from others and seek assistance as appropriate, whilst taking responsibility for own work. Promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations. Demonstrates good levels of discretion and sensitivity to people's needs, willing to understand another point of view.
Data	<ul style="list-style-type: none"> Working with information and collating the statistical data required for analysis by the line manager.
Customer Service	<ul style="list-style-type: none"> Liaise with the customer and to understand their requirements. Maintain a professional service. Deal with enquires in an efficient manner. Meet demands in a proactive and cost-effective way. Identifying opportunities for further enabling and self-serve Continually look for ways to improve the service, via technology, processes, and procedures.
Dimensions of role	
<ul style="list-style-type: none"> Works to the Senior Digital Mailroom Assistant as one of a team of four. No budget responsibilities. Working and communicating with all officers at Somerset Council to maintain a professional service. Liaising with mail, print providers, maintenance engineers and suppliers. 	
Qualification/ Knowledge / skills	
Qualification	
Essential	
<ul style="list-style-type: none"> Relevant work experience and good standard of education, including excellent literacy and numeracy skills. Basic administrative skills. 	
Desirable	
<ul style="list-style-type: none"> Educated to GCSE standard C or above in Maths and English, or equivalent or qualified by relevant experience. 	



Role Description

Somerset
Council

Knowledge

Essential

- Proficient in Microsoft Office programmes including Teams, Outlook, Word, and Excel.
- Understand the principles of data protection (GDPR).

Desirable

- Good understanding of Council Services.
- Knowledge and understanding of relevant legislation and processes.
- Knowledge of Royal Mail services and products.

Skills

Essential

- Provision of excellent customer service
- Ability to communicate effectively and confidently with colleagues at all levels.
- Able to prioritise and work to deadlines.
- Ability to work as a team but also confident working alone.
- Able to perform efficiently and effectively under pressure.
- Accuracy and attention to detail.
- Resourceful and flexible in approach.

Desirable

- Able to review processes and recommend better ways of working.
- Proficient in use of Council systems

Notes

Competencies and Attributes

- Flexible and ability to adapt to changing priorities.
- Commitment and enthusiasm

Working conditions:

- Ability to travel to different locations across Somerset Council.
- The postal and reprographics areas are in a busy, noisy area with machinery and equipment which requires the need to ensure that agreed safety standards are always maintained.
- Frequent use of IT systems and machinery.
- Regular manual handling will be required.

Working arrangements:

- Office based.
- Office hours between 8:30-17:00, set hours to be determined to ensure business need is met.
- 37 hours per week and based at County Hall, Taunton.
- On rare occasions the role may require working out of office hours to ensure deadlines are met.