



# JOB of the Week



**Job name:** Postal delivery worker

**Job description:** Postal delivery workers (postmen and postwomen) sort letters and packages for delivery to homes and businesses.

**Tasks you will undertake in the job:** As a Postal delivery worker, you'll:

- sort mail on a sorting frame, getting it into address order
- operate automated equipment
- deliver mail on foot, by a bicycle or by van
- get customer signatures for registered post and recorded deliveries
- pick up mail from post boxes, post offices and businesses
- deal with wrongly addressed or returned mail (and customer complaints)
- move mail to and from processing centres, delivery offices, railway stations and airports

You'll usually need your own transport to get to and from work, as you may not be able to get public transport to suit your shift times.

You may need a driving licence for some jobs.



**Skills required for this job (core competencies):**

Communication	Resilience	Organisation	Teamwork
Problem Solving	Initiative	Creativity	Digital literacy

**Sectors in which Postal delivery workers would normally work:**

Postal delivery workers can work for the Royal Mail or other logistics companies dealing with parcels and items delivered to people's homes. You could work from a vehicle or in a sorting office / post office environment

With experience, you could be promoted to higher grades like supervisor and manager. You could move into parcel deliveries, courier jobs or customer care and administration or into management of a post office.

**Salary:** Postal delivery workers are typically paid a starting wage of £20 000, this increases with experience; skilled Postal delivery workers can expect to earn approximately £25 000 p.a.



**Working hours:** Working hours are usually around 41-43 hours per week. It is likely that you will work during early morning shifts.

**Qualifications to become a Postal delivery worker:** You can get into this job through: an apprenticeship; working towards this role and applying directly

**Apprenticeship.** You could do an express delivery operative intermediate apprenticeship, if you want to work as a delivery driver. Entry requirements - You'll usually need: GCSEs, usually including English and maths, or equivalent, for an intermediate apprenticeship

**Work.** Royal Mail often recruits temporary staff for the Christmas period from September each year. This can be a useful way for you to get some experience and apply for permanent jobs as they come up.

**Direct Application.** You can apply directly for delivery work. You don't need any specific qualifications, but your interview will usually include aptitude tests.

These are to check that you can read addresses correctly and recognise misaddressed mail.

**Essential skills you need to show:** To succeed as a Postal delivery worker, the following personal skills and attributes would give you an advantage:

- a good level of physical fitness
- customer service skills
- to be thorough and pay attention to detail
- the ability to work on your own
- patience and the ability to remain calm in stressful situations
- the ability to accept criticism and work well under pressure
- the ability to work well with others
- excellent verbal communication skills
- knowledge of English language
- to be able to carry out basic tasks on a computer or hand-held device

**This job in the future:** The workforce is projected to grow by 0.2%, creating 400 jobs; in the same period, 63.6% of the workforce is likely to retire, creating 137 700 job opportunities.

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[www.prospects.ac.uk/jobs-and-work-experience/job-sectors](http://www.prospects.ac.uk/jobs-and-work-experience/job-sectors)

[www.ucas.com/careers-advice](http://www.ucas.com/careers-advice)

[www.kudos/cascaid.co.uk/#/](http://www.kudos/cascaid.co.uk/#/) (you all have a log on for this service)

[www.careersbox.co.uk](http://www.careersbox.co.uk) (careers videos)

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<http://airhead.io/public/launchpads/XqbuOMJgb0OfqvMPCykZA>

