

Hargreaves Lansdown, Role Profile and Person Specification

Role Profile

Job Title: Fulfilment Assistant	Hours of Work: 8.30am to 5.30pm
Department: Post Room/Fulfilment	Reporting To: Head of Facilities, Security & Purchasing

Summary:

Hargreaves Lansdown sends well over a million letters and packs to our clients each year, all of which are posted from our offices in Bristol. Some answer administration queries, some answer investment queries, others provide information on investments for our clients to make informed decisions.

This role requires someone to help send out those letters. They must possess good administration skills and should be able to pay attention to detail. They should be able to prioritise work in what often becomes a very busy Post Room environment.

The role will require regular administration work, but it will also involve a number of other tasks to ensure that letters are posted to clients as quickly as possible.

Exceptional administration skills, as well as effective use of computers are essential.

Key Duties & Responsibilities

- Processing outbound post
- Printing and posting of client letters or information packs
- Coordinating mailing requirements
- Amending client records on our computer systems
- Supporting any other parts of the business as and when required
- Working with internal departments to ensure their letters and packs are posted on time
- Maintaining a tidy and organised desk area

Person Specification:

	Essential	Desirable
Qualifications	GCSE in English and Maths grade C or above(or equivalent)	Good GCSE (Grade A*-B) /A-Level qualifications, (or equivalent) Any administration or similar qualification
Knowledge	Computer literate Basic understanding of Financial Services	Good knowledge of Hargreaves Lansdown and what we do Knowledge of Microsoft Office computer systems
Experience	Experience of working within a team or working on projects with tight deadlines	Previous experience of working in an office environment Experience using call handling software. Experience of working in an administration role within a professional organisation.
Competencies	Excellent spoken & written English Outstanding administration skills Experience of working with computers in an office environment Good organisational skills and ability to prioritise	
Attributes	Smart, professional appearance	