

Job title:

Digital Mail Scanning Coordinator

Line manager:

Workplace Operations Team Manager

Grade (if applicable):

4

Direct reports:

N/A



Role purpose:

We are looking for a dedicated and detail-oriented Digital Mail Scanning Coordinator to manage the end-to-end process of digital mail scanning services as part of a new Digital mail scanning team in our Head office in London.

In this role, you will be responsible for ensuring the smooth and efficient processing of incoming physical mail, converting it into digital formats, and ensuring its proper storage and distribution across the organization. You will work closely with other departments to provide high-quality mail scanning services, maintain operational efficiency, and adhere to security and compliance standards.

Reporting into the workplace supervisor and as part of a team of two, this key role will support the initial set up and transfer of our digital mail and ensure the smooth operation of mail scanning activities.

Key results:

Mail Scanning Service Delivery:

- Process incoming physical mail by scanning, indexing, and storing documents in a digital format in accordance with established guidelines.
- Ensure that all mail is accurately and promptly processed to meet service level agreements (SLAs) and deadlines.
- Maintain a high level of attention to detail to ensure scanned documents are legible, correctly indexed, and easily retrievable.

Operational Efficiency:

- Follow documented procedures to ensure the scanning process is efficient and accurate.
- Troubleshoot and resolve minor issues with scanning equipment or software, escalating more complex issues as needed.
- Monitor workflow to ensure that mail scanning is consistently on schedule, adjusting priorities as necessary to meet operational needs.

Document Security and Compliance:

- Safeguard sensitive or confidential information during the scanning process, ensuring compliance with company policies and relevant data protection regulations (e.g., GDPR, HIPAA).
- Ensure scanned documents are properly stored in secure digital repositories, with correct indexing and metadata for easy retrieval.
- Maintain a clear record of all scanned documents to ensure accurate and accessible audit trails.

Collaboration and Communication:

- Work closely with other departments to understand their specific mail processing needs and adapt the scanning process to meet those requirements.
- Provide timely responses to internal requests for scanned documents, ensuring that the distribution of digital mail is quick and efficient.
- Collaborate with the IT department to maintain the functionality of scanning equipment and systems.
- Supporting the wider Workplace team as needed.

Version Date:

Signed off by:

Continuous Improvement:

- Identify areas for improvement in the scanning process, making suggestions for increasing efficiency and reducing errors.
- Stay up to date on best practices and technological advancements in document scanning and digital mail management.
- Ensure that all scanning activities are in line with industry standards and internal company guidelines.

About you:**You will be:**

- Familiar with digital scanning technology and document management systems.
- Able to manage multiple tasks effectively and prioritize based on operational needs.
- Proficient with Microsoft Office Suite and document management software.
- Dependable and reliable in delivering timely and accurate scanning services.

You will have:

- Proven experience in mail scanning, document management, or related roles.
- Strong attention to detail and a commitment to maintaining high-quality standards for scanned documents.
- An understanding of compliance standards related to document handling and data privacy (e.g., GDPR, HIPAA).
- Strong communication skills and the ability to work collaboratively across departments.
- High attention to detail and a commitment to quality control
- Able to work independently, staying focused on service delivery and operational efficiency.
- A Proactive approach to troubleshooting and resolving issues.