



## WE ARE NOW RECRUITING FOR A REVENUE PROTECTION OFFICER IN OUR LUTON HUB!

**Annual Salary | Shift Allowance | Friendly Workplace Environment**

An exciting opportunity has arisen for a full-time Revenue Protection Officer to join the in Luton. The Delivery Group has a fantastic, friendly culture that thrives on teamwork, and we offer great benefits such as free uniform, free on-site parking, increasing holidays in line with service, quarterly bonus potential and access to Perkbox.co.uk giving you; money off at major retailers, restaurants & cinemas and discounted gym memberships. In addition, you could also have access to our Company Pension Scheme & other salary sacrifice initiatives, but most importantly the chance to work for one of the largest technologically enabled e-commerce and postal logistics businesses in UK!!

### WHO IS THE DELIVERY GROUP?

Originally a letter delivery business, The Delivery Group has an outstanding track record for growth, taking turnover from start up to over £200 million in the last ten years since it was established. We have also been ranked several times in the 'The North West's Fastest Growing Company' report and The Insider's 'Growth 100 Report' as well as successful inclusion in the Sunday Times Fast Track 100. We have successfully diversified into the rapidly growing economy parcels market, capitalising on the boom in online shopping. The Group is now represented by multiple sites around mainland UK, and continues strong growth year on year.

### **Job Overview:**

Reporting to the Senior Revenue Protection Officer, the Revenue Protection Officer is responsible for checking the compliance of our ecommerce items on receipt into Luton and prior to injection into Royal Mail. The Revenue Protection Officer will check the customers submission against actual items received and ensure that items are processed under the correct format. Also, they will flag any discrepancies and feedback to the Management Team, Finance Team and Client Services team.

The role is 40 hours per week over 7 days, **18:00hrs – 02:00hrs** each shift. However, it is essential applicants are flexible to work outside of the normal contracted hours when required

### **Main Duties:**

- Ensure all mailings received are correctly Docketed.
- Check customer submissions against actual volumes and formats received.
- Present feedback to relevant account managers on issues identified.
- To carry out checks on ecommerce work, to ensure the correct formats have been selected.
- Provide thorough and detailed reporting on incorrect items.
- Make sure mail pieces are DSA compliant.
- Give feedback to account managers & client service team, as required.

*The above list of duties and responsibilities may be changed, altered or added too in the future and is not exhaustive.*

### **About you:**

The successful applicant should be a self-starter who is highly organised, with a proactive approach and a 'can do' attitude to problem solving. They will possess high levels of initiative, energy and have passion and dedication for completing tasks to the highest standards. They must be able to work effectively as an individual, as well as part of the warehouse team and have proven experience in managing and motivating a team. They will have strong communication skills and be competent in English & Maths. They must also have IT skills and be able to utilize Microsoft Excel proficiently. An understanding of the mailing industry would be useful as the successful applicant will be required to look at the compliance of mail pieces as well as the volumes coming in.

If you enjoy being part of a fast-paced, friendly working environment, this role is for you! On top of your annual salary, you will be entitled to receive a Shift Allowance, paid monthly for your additional responsibilities.

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### **Ready to apply?**

If you would like to apply for this vacancy, after discussion with your line manager, please contact us now by sending your CV to HR, or email to: [careers@thedeliverygroup.co.uk](mailto:careers@thedeliverygroup.co.uk)