

From: "One News Special" <noreply@onepostoffice.co.uk>

Subject: A message from CEO Nick Read: applications open for Postmaster Non-Executive Directors

Date: 4 January 2021 at 09:40:04 GMT



4 January 2021

Hello,

Hope you had a good Christmas and a good start to the New Year.

2021 will be a very important year for the Post Office and I'd like to make sure we begin positively.

I'm delighted to let you know that today (Monday 4 January) applications are open for the next four weeks for two Postmasters to become a Non-Executive Director on the Post Office Board.

In the summer of last year, we announced that we would create this position for a serving Postmaster to sit on the Board. Over the last several months we have been developing an appropriate recruitment process, getting guidance from external organisations as well as speaking with our Government shareholder. These are new and important roles for Post Office, so it has taken us time to put a recruitment process in place.

The Board and the Government have also agreed to appoint not one, but two serving Postmasters. These Non-Executive Director roles will bring a wider Postmaster perspective to discussions and will help the Board make more informed, and better balanced decisions.

The Postmaster Non-Executive Directors will be no different from any of the other Non-Executive Directors on the Board. The roles will help shape the strategic agenda to support specific opportunities and challenges facing the Post Office and contribute to the quality of board debate. They can provide input about issues that are important to Postmaster businesses, while taking decisions about the future direction of the Post Office in the interests of the company as a whole.

The two Postmaster Non-Executive Directors will have the same duties as other Board Directors and will be required to attend regular meetings, manage conflicts of interest and treat Board matters confidentially. Information on responsibilities, duties and meetings is available [here](#).

Applications are open

The recruitment process begins today and it will involve four key stages. We have appointed Green Park who specialise in Board level appointments to support and facilitate the recruitment of these important roles.

Stage 1: now open

The first stage is to complete an application form which includes submitting a CV and a 500–750 word personal statement.

To view the Role specification and to apply for the role, click [here](#).

Applications are open for four weeks. Anyone who meets the following eligibility criteria is entitled to apply.

They must:

- Be an individual Postmasters or director or partner of a company or partnership that includes a Post Office and holds a permanent Post Office contract
- Have a minimum of three years' experience in the role
- Have strong customer service levels demonstrated by Voice of Customer scores of at least 82% for all branches for the period from April 2020 to September 2020 (first half of the financial year)
- Show evidence of operational conformance through completion of the last six months' Branch Trading statements for all branches.

These criteria have been set so as many individuals as possible take the opportunity to apply, while ensuring that all candidates have the minimum and necessary experience to know what running a Post Office entails. Depending on the number of applications, a long list of candidates will be put through to the next stage in the process.

Green Park will assess each candidate against some of the key competencies within the NED role specification, using the evidence in the personal statements submitted. For example, they will be looking for experience of developing a Post Office business, financial acumen, customer focus and experience of a similar role for example, running another retail business or being a trustee (such as a school governor or community association member).

Stage 2: shortlisting

The top 12 candidates will be interviewed by an independent panel of retail and industry experts, all of whom will be external to the Post Office. The panel will include:

- James Lowman, CEO, Association of Convenience Stores, who will bring an independent retailer perspective to the panel
- Jean Church MBE, Council member for the Institute of Directors, who will bring a wealth of experience in the recruitment of senior and executive level roles
- Shirine Khoury-Haq, CFO of Co-operative Group, bringing an understanding of Post Office through her role as a previous NED to Post Office Board and Board member of one of our multiple partner organisations.

Depending on the number of applications, the independent panel will decide on a short list of somewhere between 5 and 10 candidates to go through to the next stage.

Stage 3: election

It will then be over to you. All of the shortlisted candidates will be asked to prepare a statement and put themselves forward for election by the Postmaster community and multiple partners. The election will take place in March, your votes will decide who should join the main Board of the Post Office. This election process will be overseen by [Civica Elections Services](#), formerly Electoral Reform Services.

Stage 4: formal appointment

The final two candidates will be recommended to the Board and to the Secretary of State for BEIS for formal appointment at the end of March 2021.

We expect the successful candidates to join the Board the following month, at the start of the new financial year for Post Office.

The individuals appointed to the role will receive an extensive induction and training programme, covering the corporate and legal aspects of the role.

Joining the Board of any company is a major responsibility and the recruitment process reflects how important it is to all of us that the successful candidates have the skills, experience, and values to help lead the Post Office in the months and years ahead.

I have been encouraged by the interest Postmasters have shown in applying for the role and I look forward to working with our successful candidates.

Good luck with your application.



Handwritten signature of Nick Rees, consisting of the name 'Nick Rees' followed by a horizontal line.