JOB DESCRIPTION

Job Title:	Post Room Operative
Department / Unit:	Residential Customer services
Job type	Professional Services - Permanent Full Time / Term Time Only
Grade:	RHUL 3
Accountable to:	Senior Customer Services Advisor
Accountable for:	N/A

Purpose of the Post

The University and Residential Post rooms situated in the Hub and George Eliot at Royal Holloway are responsible for looking after the postal and courier deliveries of some 3000+ students. Staff who work in these locations will be required to sort, process and hand out deliveries to student customers through a computerised postal system. Staff will also be required to build up a good knowledge of the campus, in general, to help and direct couriers when making their deliveries around the University.

The Post Room Operative role is responsible for the key tasks outlined below.

Key Tasks

- Using the Kinetics Parcel computer program to complete a variety of tasks:
    - Inputting incoming posts for all residents from Royal Mail, which is delivered to the post rooms.
    - Input all parcels delivered for residents by various courier companies.
    - Serve student customers with their items when they come to collect them.
    - Run a daily report at the end of the shift, logging all of the items in all post rooms into one spreadsheet file.
    - Return items during quiet periods, in preparation for a new academic year.
- Deliver postal items across campus.
- Date stamp and distribute incoming letters to the various pigeonholes associated with the halls of residence and organise these in order of surname.
- Sort through pigeonholes and return / forward letters as necessary.
- Make use of the student records system Campus Connect to check student addresses and forward addresses.
- Use the weekly rooming list distributed by the student accommodation team to check student addresses.
- Use these resources to investigate incorrectly addressed items of mail; this can also include telephoning the sender and other investigative means as necessary.

• Sign for deliveries made by couriers and give directions to the various departments on campus to help them make their deliveries.
• Maintain a daily hand-over for all members of Post room staff.
o Record the number of incoming and outgoing items handled at the end of the day.

Other Duties
The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and   as requested by their manager. The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships
The following list is not exhaustive, but the post holder will be required to liaise with other University staff, colleagues, and external stakeholders/suppliers.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil.
this role is set out below.

Job Title: Post room Operative

	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to GCSE level or equivalent experience?	x	
Ability to communicate and process customer requests and deal with first line complaints	x	
Understanding of Health and Safety regulations	x	
An understanding with working with Key Performance Indicators (KPIs)		x
Skills and Abilities		
Good IT skills and understanding of computerised systems.	x	
Excellent ability to communicate to students, staff and visitors at all levels in a professional and confident manner	x	

Experience		
Ability to deliver whilst working under pressure.	x	
Good work planning and problem-solving skills.	x	
Experience of working in a customer service environment	x	
Experience of creating and developing Standard Operating Procedures.		x
Experience in logging/writing basic reports.		x
Experience/understanding of post-room processes.		x
Other requirements		
Able to work some weekends and evenings.		x
Willingness to grow professionally and undertake training and development activities	x	