# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Post Room Operative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>Commercial Services, Residential services</td>
</tr>
<tr>
<td>Job type</td>
<td>Part-time, Permanent</td>
</tr>
<tr>
<td>Grade:</td>
<td>3</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>Senior Customer service Advisors</td>
</tr>
<tr>
<td>Accountable for:</td>
<td></td>
</tr>
</tbody>
</table>

## Purpose of the Post

The Residential Postroom situated in the Hub and George Eliot at Royal Holloway is responsible for looking after the postal and courier deliveries of some 2000+ students. Staff who work in these locations will be required to sort, process and hand out deliveries to student customers through the use of a computerised postal system. Staff will also be required to build up a good knowledge of campus in general in order to help and direct couriers when making their deliveries around the college. During vacation periods the role adjusts and there is a focus on looking after the deliveries of various vacation residents, including summer schools and conferences.

The Residential Postroom Operative role is responsible for the key tasks outlined below.

## Key Tasks

- Using the Kinetics Parcel computer programme in order to complete a variety of tasks:
  - Inputting incoming post for all residents of New Halls from Royal Mail, which is delivered to the Hub by Central Postroom Operatives.
  - 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 such as the summer, in preparation for a new academic year.

- Date stamp and distribute incoming letters to the various pigeon holes associated with the halls of residence and organise these in order of surname.
- During vacation periods sort through these pigeon holes and return / forward letters as necessary.
• Make use of the student records system Campus Connect to check student addresses and forwarding addresses.
• Use the weekly rooming list distributed by the Student Services Centre in order 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.
• Deal with postal enquiries from staff of all levels, as well as conference attendees during vacation periods and any other customers.
• Maintain a daily hand-over book for all members of Hub Postroom staff.
  • Record the number of incoming and outgoing items handled in this book at the end of the day.
• Look after the post for summer school and conference residents during vacation periods.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her 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: