### JOB DESCRIPTION

**Job Title:** Post room Operative (Central)  
**Department / Unit:** Residential Services  
**Job type:** Manual  
**Grade:** RHUL 3  
**Accountable to:** Senior Customer Service Adviser  
**Accountable for:** n/a  

**Purpose of the Post**

Post room Operatives (Central) are based in the Central Postroom located in the George Eliot Centre and are responsible for the sorting of all Royal Mail deliveries to campus, as well as for helping and directing couriers. Central Post room Operatives are required to distribute incoming and internal mail across the campus, which can include driving the departmental van, as well as collecting and dispatching outgoing mail. They are also responsible for looking after mail for student residents.

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

**Key Tasks**

- Receiving and sorting incoming mail for the whole of college when delivered by Royal Mail, including the internal mail service from Senate House.
- Sorting mail and establishing where it has to be directed to; this can include telephoning the sender and other investigative means as necessary.
- Distributing all post received by Royal Mail across campus to the various departments, as well as all deliveries (including courier) to the Founder’s Building.
- Collecting and delivering internal mail from various departments across the college.
- Collecting outgoing external mail from various departments across the college.
- Franking mail for dispatch via Royal Mail using the franking machine, including registered and recorded mail.
- Processing airmail consignments electronically via DHL and keeping records of this using Microsoft Excel.
- Processing oversized parcel consignments electronically via Parcelforce and keeping records of this using Microsoft Excel.
- Sending mail via the internal mail service from Senate House and keeping a log of tracking numbers.
- Act as the Post van driver as the operation requires, in order to deliver and collect mail across the college.
• General van maintenance including: weekly vehicle checklist, monthly vehicle checklist, checking tyre pressures.
• Ensuring the delivery van is kept presentable at all time.
• Using the Kinetics Parcel software programme in order to complete a variety of tasks:
  o Inputting incoming post for all residents of George Eliot, Highfield & Penrose and Founder’s Hall.
  o Input all parcels delivered for residents by various courier companies.
  o Serve student residents with their items when they come to collect them.
  o Return items during quieter 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, including Highfield & Penrose, George Eliot and Founder’s Hall.
• 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.
• Use the address book in Microsoft Outlook to look up insufficiently addressed items of mail for college staff.
• Sign for deliveries made by couriers for residents in George Eliot, Highfield & Penrose and Founder’s Hall, as well as all departments in the Founder’s building (excluding catering) and give directions to the various departments on campus to help them make their deliveries.
• Courier deliveries must also be manually checked at all times.
• In addition to dealing with enquiries from staff, many enquiries from students are also dealt with, including how to return items, where to send letters and how to understand tracking information.
• Undertake a full investigation if a parcel cannot be found or tracked.
• Deal with postal enquiries from staff of all levels, as well as conference attendees during vacation periods, and any other customers.
• Be fully aware of Health & Safety policies and procedures to be able to identify and report any issues that may arise.

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:

All departments and staff across the College and our students, guests and visitors.