



JOB DESCRIPTION

Job Title:	Post room operative
Department / Unit:	Residential Customer services
Job type	Part-Time, Permanent, Professional Services
Grade:	RHUL 3
Accountable to:	Senior Customer services Advisor
Accountable for:	N/A
Purpose of the Post	
<p>The Residential Post rooms situated in the Hub and George Eliot at Royal Holloway is 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 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 University. 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 Post room Operative role is responsible for the key tasks outlined below.</p>	
Key Tasks	
<ul style="list-style-type: none"> • Using the Kinetics Parcel computer programme in order to complete a variety of tasks: <ul style="list-style-type: none"> ○ Inputting incoming post 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 such as the summer, in preparation for a new academic year. • Date stamp and distribute incoming letters to the various pigeonholes associated with the halls of residence and organise these in order of surname. • During vacation periods sort through these pigeonholes 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 Post room staff.
 - Record the number of incoming and outgoing items handled in this book at the end of the day.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

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 his/her manager.

PERSON SPECIFICATION

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

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Department: Residential customer services

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to GCSE level or equivalent experience	x		Application Form
Ability to communicate and process customer requests and deal with first line complaints	x		Interview
Understanding of Health and Safety regulations	x		Interview
An understanding with working with Key Performance Indicators (KPIs)		x	Interview
Skills and Abilities			
Good IT skills and understanding of computerised systems.	x		Interview
Excellent ability to communicate to students, staff and visitors at all levels in a professional and confident manner	x		Interview
Experience			
Ability to deliver whilst working under pressure.	x		Application Form
Good work planning and problem-solving skills.	x		Interview
Experience of working in a Customer services environment		x	Application Form
Experience of creating and developing Standard Operating Procedures.		x	Interview
Experience in logging/writing logging basic reports.		x	Interview
Experience/understanding of post room processes.		x	Application Form
Other requirements			
Able to work some weekends and evenings.		x	Interview
Willingness to grow professionally and undertake training and development activities	x		Interview