



JOB DESCRIPTION

Job Title:	Post Room Operative (TTO)
Department / Unit:	Residential Customer services
Job type	Term-time, Permanent, Professional Services
Grade:	RHUL 3
Accountable to:	Senior Customer Services Advisor
Accountable for:	N/A
Purpose of the Post	
<p>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.</p>	
Key Tasks	
<ul style="list-style-type: none"> • Using the Kinetics Parcel computer program to complete a variety of tasks: <ul style="list-style-type: none"> ○ 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.
 - 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.

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.

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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	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 service environment	x		Application Form
Experience of creating and developing Standard Operating Procedures.		x	Interview
Experience in logging/writing 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