## logo-uob-resize[1]

**Job Description**

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| **Job title:** | **Mail Services Assistant** |
| **Department/School:** | **Campus Services** |
| **Grade:** | **2** |
| **Location:** | **University of Bath, Claverton Down Campus** |

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| **Job purpose** |
| The post holder is responsible to the Mail Services Team Supervisor/Manager for the efficient processing, delivery and distribution of University and Student mail/parcels. |

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| **Source and nature of management provided** |
| The postholder reports to the Mail Services Team Supervisor/Mail Services Manager. |

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| **Staff management responsibility** |
| n/a |

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| **Special conditions** |
| The post holder will be provided with, and expected to wear at all times, corporate work wear, name badge plus all PPE appropriate to the tasks to be undertaken.  A driving licence will be a requirement of the job which must be compliant with the University’s insurance conditions.  HOURS OF WORK: 36.5 hours per week falling between 08:00hrs -18:45hrs (Monday to Friday) & 08:20 -12:30 (Saturdays).  The post holder will be required to work 5 days out of 6 (Monday to Saturday).  The core working hours are specified in the postholders’ letter of appointment.  The postholder will be based in Eastwood Lodge.  There is an expectation that the post holder will be available to undertake additional hours (with notice) to cover periods of increased Post/Parcel Volume for which an overtime payment or Time of in lieu time allowance will be made. |

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| **Main duties and responsibilities** | |
| **1** | Responsible for sorting, processing and distribution of all incoming mail and parcels. Delivery Service to Student Mailboxes, Student & Departmental buildings, Campus & in the city. |
| **2** | Student Parcel Collection service provided through a customer focused counter service. |
| **3** | Tracking incoming mail & parcels, utilising Send Suite tracking software.  Process parcels for students with e-mail notification for collection. |
| **4** | Capturing accurate delivery information via Send Suite Delivery Function & Mobile Computer Device. |
| **5** | Provision of internal mail collection (Campus & in the City) as per the Service Level Document (SLD).  Re-circulation of internal mail.  Franking external mail, ensuring correct internal account information is used. |
| **6** | Ensure accurate delivery of mail to student mailboxes for students currently residing in university accommodation & mailboxes cleared when room occupancy has ceased. |
| **7** | Reconcile unidentified or incorrectly addressed mail/parcels, and redirect (internally) where appropriate. |
| **8** | Ensure that all undeliverable and unreturnable mail/parcels are identified, segregated & processed accordingly. Items received damaged are identified as such. |
| **9** | Support Students & Staff with Courier Returns. |
| **10** | Providing accurate information to support Students & Members of staff to utilise the services provided within Mail Services. |
| **11** | To update and maintain appropriate log sheets when using University of Bath vehicles & undertake appropriate training. |
| **12** | Health and safety in the area under the post holder’s control on a day-to-day basis, ensuring as far as is reasonably practicable, their familiarity with all relevant Health and Safety legislation and recommendations and that these are observed within their areas of responsibility. |
| **15** | Undertake health and safety training to include Manual Handling. |
| **16** | Reporting all accidents and incidents promptly. |
| **17** | As part of the duties ensuring that energy consumption is minimised, e.g. water and electricity and that recycling opportunities for waste are maximised.  Attending training courses on environmental awareness as and when required. |
| **18** | Attend job related training courses and staff team meetings. |

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**Mail Services Assistant - Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Good standard of general education. | ✓ |  |
| Valid driving licence which must be compliant with the University’s insurance conditions. | ✓ |  |
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| **Experience/Knowledge** |  |  |
| Experience in a role within a customer focused company. |  | ✓ |
| Understanding of basic Health and Safety requirements commensurate to the post. | ✓ |  |
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| Previously worked in a physically demanding position and able to demonstrate a reasonable level of fitness. |  | ✓ |
| I.T. to include Windows and have basic level of computer literacy. | ✓ |  |
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| **Skills** |  |  |
| Excellent verbal and written communication skills. | ✓ |  |
| Excellent organisational skills. | ✓ |  |
| Customer Service Skills | ✓ |  |
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| **Attributes**  Desire to deliver and achieve high standards of service.  Positive and enthusiastic. | ✓  ✓ |  |
| The ability to work flexibly to cover peaks of business. | ✓ |  |
| The ability to stay calm and good humoured under pressure. | ✓ |  |
| The ability to work within a team. | ✓ |  |