

| Job Description | | | |
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| Faculty/Administrative/Service Department | Estates, Facilities & Commercial Services | | |
| Job Title | Campus Logistics Assistant (Portering and Post Room Operatives) | | |
| Job Family | Professional Services | Job Level | Operate Surrey |
| Responsible to | Campus Logistics Team Leader | | |
| Responsible for (Staff) | N/A | | |
| <u>Job Purpose Statement</u> | | | |
| <p>The Campus Logistics Department aims to provide a professional and cost efficient logistics and distribution service to the University. Through the provision of this service, the post contributes to the smooth operation to support the student experience and the University's facilities.</p> <ul style="list-style-type: none"> • Key services for the department includes delivery of post and parcels as well as the removal/relocation/distribution of assets, furniture, goods and equipment across the University Estate. • This department is also responsible for key parts of the waste management function for the University. The department carries out internal processing of mail and parcel handling which includes sorting/delivering incoming mail, collecting out-going mail, recording and processing consignments, recording special delivery post and ensuring its timely delivery, operating franking machines and inputting data onto in-house computer systems. • The distribution element involves driving University vehicles to deliver and collect of post and to fulfil requests from our stakeholders which requires significant manual handling and team work. Customer Service is the main focus of the department as there is daily interaction with students, staff and external suppliers on a daily basis. • The post holder will work collaboratively in the team providing these essential functions and services to the University. | | | |
| <u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) | | | |
| <ol style="list-style-type: none"> 1. Responsible for receiving, sorting and delivery of incoming mail/parcels; and the collection and sorting of outgoing mail/parcels to meet agreed collection/delivery times. 2. Responsible for the collection, recording and processing of consignments/parcels and special delivery post through the use of the 'In-house' database/tracking system. 3. Act as the Initial point for customer queries received via email or in person to the reception desk. 4. Operation of the franking machine and printer for processing of outgoing mail. The processing of outgoing parcels via Parcel Force. 5. General Portering duties including: the removal and distribution of furniture and equipment and assisting in office room re-configurations. To check and set out the furniture and movable partitioning in the teaching rooms in accordance with instructions from customers. Supporting residential portering team as required. 6. Collect and ensure correct disposal of all waste streams from the university campus (WEEE, Furniture, Food recycling, confidential and hazardous waste. To clear refuse from kitchens, stairways and flats to central collection point, separating recyclable materials as appropriate and replacing with clean rubbish bags. 7. Report all minor faults and repairs that need to be addressed in residential and academic areas. 8. Undertake all relevant training courses as necessary for Health and Safety requirements and to enable role to be carried out effectively. <p>N.B. The above list is not exhaustive.</p> | | | |

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- The post covers a range of routine well defined daily tasks, which due to the nature of the tasks little instruction is needed and work will be overseen by management. Non-routine tasks are distributed by the line manager, with clear instructions given. The post involves some flexibility in terms of the order in which tasks are carried out, allowing the individual some discretion to determine the way in which tasks are completed. Within the scope of their role, the post holder is expected to take the initiative and recognise when a task needs to be carried out and complete it, without being directed to do so.
- The post involves some flexibility in terms of the order in which tasks are carried out due to the daily fluctuation in volumes, allowing the individual some discretion to determine the way in which many tasks are completed.

Problem Solving and Decision Making

- The post holder is expected to work within agreed processes and procedures, as well as in line with the service standards and timescales that are in place.
- The post holder is expected to deal with frequent similar situations and problems, requiring them to identify a solution though applying their acquired knowledge of things learnt or previously experienced. More complex or unusual problems should be passed to their line manager.

Continuous Improvement

- Acting as the initial point of contact for customer queries and direct collections at the Reception desk, the post holder will also face customer issues that require tact/diplomacy and a good level of customer care. It is expected that more complex problems or customer issues are referred to a Team Leader or Manger.
- The post holder is to strive to deliver outstanding customer service to all internal and external customers. At all times they must conduct themselves in a manner that will have a positive impact on the 'Student Experience'.

Accountability

- The post holder is expected to maintain high standards of health & safety and to follow manual handling guidelines all times.
- The post holder is at times required to process high value items, fragile items and research samples, all of which require specific storage, handling and delivery considerations.
- The post impacts across the whole university in its provision of service. It is not responsible for the supervision of other members of the team and does not hold budget responsibility.
- However, to ensure the smooth running of department, the post holder may also at times (busy periods/holidays) be required to cover the role of Team Leader.

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| Dimensions of the role. | | |
| <ul style="list-style-type: none"> The post holder will have regular contact with members of staff, students and visitors across the University. When required the Campus Logistics Assistant will have contact with VIPs at events such as degree ceremonies and other prestigious occasions. | | |
| Supplementary Information | | |
| <ul style="list-style-type: none"> This job purpose reflects the core activities of the post. As the Department/Faculty and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose. | | |
| Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. | | |
| Qualifications and Professional Memberships | | |
| Numeracy and literacy, with potential for further study where appropriate. | | E |
| Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | Essential/Desirable | Level 1-3 |
| Basic experience in a similar or related position | E | 1 |
| Basic IT user skills including email and databases | E | 1 |
| Good customer service skills | E | 1 |
| Good communication skills | E | 1 |
| Able to understand and act on both written, verbal instructions and University of Surrey procedures. | E | 1 |
| Holds a Full UK Driving Licence (Vans 3.5 Tonnes) and confident to drive a Luton Transit type van. Due to insurance requirements minimum age of 25 is required | E | 1 |
| Knowledge of Health & Safety around material handling and safe practices around loading and unloading of delivery vehicles. | D | N/A |
| Previous experience of using manual handling equipment such as pallet trucks and sack barrows. | D | N/A |
| Special Requirements: | Essential/Desirable | |
| Flexible approach to working hours. The post holder will be required to occasionally work overtime during busy period such as conference time and University events to support the business operation. | E | |
| Flexible approach to working days. The post holder may be required to work shift patterns 5 out of 7 days to support business requirements. This would include working weekends for approx. 10 weeks of the year and would be scheduled in advance. Where weekend work is required, days off will be scheduled during the week. | E | |
| Physically active and able to move heavy objects with assistance | E | |
| Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | Level 1-3 | |

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| Communication | 2 |
| Adaptability / Flexibility | 1 |
| Customer/Client service and support | 1 |
| Planning and Organising | 1 |
| Continuous Improvement | 1 |
| Problem Solving and Decision Making Skills | 1 |
| Managing and Developing Performance | N/A |
| Creative and Analytical Thinking | N/A |
| Influencing, Persuasion and Negotiation Skills | N/A |
| Strategic Thinking & Leadership | N/A |

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Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

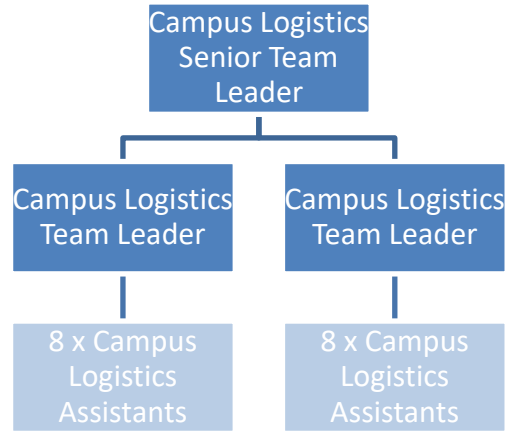
Background Information

Estates, Facilities & Commercial Services are responsible for the planning, development and maintenance of the University Estate and provide Support Services to all faculties and departments in the University. The Estate is a key element of the marketability of the University. Estates, Facilities & Commercial Services are responsible for the first impression of the organisation and managing the internal environment to ensure that staff, students and visitors have a positive experience. We also provide a variety of facilities related services to all University faculties and departments.

Estates Facilities and Commercial Services is made up of a number of service focused teams (some 450 staff) which are responsible for providing services that are essential for the smooth running of the university as a whole. We aim to provide a coordinated and customer oriented approach to developing, maintaining and adapting the University's estate and a wide range of support services to create an environment which supports the University's academic mission.

Success in this role is heavily dependent on building successful and strong relationships, both within the University, as well as the wider business and FM community. The post holder is expected to build credible and productive relationships with a range of internal and external stakeholders and to ensure the development and preservation of strong and effective links with other HE institutions and key professional bodies.

Department Structure Chart



Relationships

Internal

- Department colleagues: in a support role
- All university staff and students: in a customer service role
- Other service department personnel: in a customer service and support role
- Faculty Facilities Managers and their teams: in a customer service and support role

External

- Contractors: formal business relationship
- Business Consultants: formal business relationship
- Suppliers: formal business relationship
- Professional, regulatory and statutory bodies: formal business relationship