



Job Description

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

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.

Source and nature of management provided

The postholder reports to the Mail Services Team Supervisor.

Staff management responsibility

n/a

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:

Part-Time: 36.5 hours per week falling between 08:00hrs -18:45hrs (Monday to Friday) & 08:00 -12:30 (Saturdays).

The post holder will be required to work 5 days out of 6 (Monday to Saturday).

Or

Full- Time: 25 hours per week falling between 08:00hrs -14:00hrs (Monday to Friday) & 08:00 -12:30 (Saturdays).

The post holder will be required to work 5 days out of 6 (Monday to Saturday).

The parcel counter service will be open Monday to Friday from 09:00hrs – 18:30hrs (Term Time) for students to collect Parcels, Royal Mail Special

Delivery & Signed For Items (09:00hrs – 17:00hrs Non-term time)

The postholder will be based in either the main University Mail Room or the University Parcel Room, and all postholders should note that they could be requested to change work area at any time.

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.

Main duties and responsibilities

| | |
|-----------|---|
| 1 | Responsible for sorting, processing and distribution of all incoming mail and parcels, including delivery to Student Mailboxes, Student & Departmental buildings, on and off campus, and issuing of parcels to students through a customer focused counter service. |
| 2 | Provision of a regular internal mail collection (On & off campus) as per the Service Level Document (SLD). |
| 3 | Responsible for computerised recording of parcels/Royal Mail Special Delivery & Signed for products on dedicated software and notification by e-mail to students, items available for collection. |
| 4 | Collection, sorting and franking of outgoing mail and ensuring its readiness for collection by the Royal Mail. |
| 5 | Receive & Deliver various tracked and confirmed delivery items from the Royal Mail/Parcel Force and Couriers. Process and make available for collection various tracked and confirmed delivery items for Royal Mail/Parcel Force and Couriers. |
| 6 | Ensuring student mailboxes in residences and nominated mail collection locations are free from overloading during term time and cleared after the residency term has ceased. |
| 7 | Reconcile unidentified or incorrectly addressed mail/parcels, and redirect (internally) where appropriate. |
| 8 | Ensure items received damaged are identified as such. |
| 9 | To respond appropriately and resolve staff and student enquiries by e-mail, telephone or face-to-face. |
| 10 | Ensure that all undeliverable and unreturnable mail/parcels are identified and segregated. |
| 11 | Undertake appropriate training regarding the driving of University of Bath vehicles. |
| 12 | To update and maintain appropriate log sheets when using University of Bath vehicles. |

| | |
|--|--|
| 13 | Provide support within either the mail room or parcel room when required to cover holidays or staff shortages. |
| 14 | Ensuring safety in the workplace and in this respect ensure compliance with all instructions relating to the use and storage of mail, parcels and equipment. |
| 15 | Comply with the Department of Estates ISO9001 procedures. |
| 16 | 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. |
| 17 | Reporting all accidents and incidents promptly. |
| 18 | Providing support and cover for delivery, storage and distribution of supplies when required. |
| 19 | 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. |
| 20 | Supporting the Landscaping Team, moving of furniture/equipment, etc, across the University and off-site locations may be required during the vacation periods. |
| 21 | Undertake health and safety training to include lifting and carrying as required. |
| 22 | Attend job related training courses and staff team meetings |
| <i>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.</i> | |

Mail Services Assistant - Person Specification

| Criteria | Essential | Desirable |
|--|---------------------|------------|
| Qualifications Good standard of general education. Valid driving licence which must be compliant with the University's insurance conditions. | ✓ ✓ | |
| Experience/Knowledge Experience in a role within a customer focused company. Understanding of basic Health and Safety requirements commensurate to the post. 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. | ✓ ✓ ✓ | ✓ ✓ |
| Skills Excellent verbal and written communication skills. Excellent organisational skills. Customer care. | ✓ ✓ | ✓ |
| Attributes Desire to deliver and achieve high standards of service. The ability to work within a team. | ✓ ✓ | |

| | | |
|--|---|--|
| Positive and enthusiastic. | ✓ | |
| The ability to work flexibly to cover peaks of business. | ✓ | |
| The ability to stay calm and good humoured under pressure. | ✓ | |

