

# Job Description and Person Specification

Last updated: September 2019

**JOB DESCRIPTION**

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| --- | --- |
| Post title: | **Weekend Post Room Assistant** |
| Academic Unit/Service: | Residential Services |
| Faculty: |  |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 1B |
| \*ERE category: | n/a |
| Posts responsible to: | Residences supervisor (L3) |
| Posts responsible for: | None |
| Post base: | Office-based |

* To support the site reception with post handling

Job purpose

|  |  |
| --- | --- |
| Key accountabilities/primary responsibilities | % Time |
| 1. To process, register, and issue post and parcels coming into reception for students in residence, using the dedicated IT system, securely dealing with these in line with all relevant guidelines, laws and procedures | 85 % |
| 2. Collecting information to escalate issues with post to the weekday team | 10 % |
| 3. Assist in responding to fire alarms on site | 3 % |
| 4. Assist with conferencing guests when these are in residence | 2 % |

All Student Services

Professional Services Faculties

Office of the Vice-Chancellor

Students’ Union HEI Institutions

HEFCE, UCAS, HESA & BIS

Schools and Colleges Suppliers and Contractors Employers, landlords etc.

National Governing/Professional Bodies

Members of the Public/Community

Student Body

Internal











External

















Internal and external relationships

* Agree to wear supplied uniform when working to present a professional corporate image.
* Comfortable with the physical aspect of post and parcel handling.
* Work within the bounds of the University’s Confidentiality Policy and the Data Protection Act.
* Undertake such tasks as are reasonably requested by Residential Services Management.
* The post holder is expected to work flexibly to provide services to a range of customers.

Special Requirements

**PERSON SPECIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Educated to GCSE level or equivalent relevant demonstrable experienceExperience of working in a busy customer service or post processing environmentExperienced in using computer packages (e.g. Microsoft Office suite) | General knowledge of Higher Education environment | ApplicationApplicationApplication |
| Planning and organising | Able to follow instructionAble to work effectively through a sequence of tasks |  | InterviewInterview |
| Problem solving and initiative | Able to solve basic problems by adhering to establishes practices and procedures.Ability to use own initiative to answer queries after training in standard procedures. |  | ApplicationInterview |
| Management and teamwork | Ability to work effectively in a team environment. |  | Interview |
| Communicating and influencing | Able to seek and clarify detail.Able to communicate clearly, orally and in written form. |  | Interview Interview |
|  | Able to explain procedures and give information and advice to customers. | Interview |
|  | Able to appropriately handle difficult situations with customers in accordance with procedures. | Interview |



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| --- | --- | --- | --- |
| Other skills and behaviours |  | Able to understand cultural diversity.Ability to speak a second language. | InterviewApplication |
| Special requirements | Working hours include rota pattern to cover opening hours at the weekend.Willingness to learn and develop knowledge.Ability to handle confidential enquiries and data and abide by Data Protection policy. |  | Interview InterviewInterview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

|  |  |
| --- | --- |
| * Yes
 | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| ☒ No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

|  |  |  |  |
| --- | --- | --- | --- |
| **ENVIRONMENTAL EXPOSURES** | **Occasionally**(<30% of time) | **Frequently**(30-60% of time) | **Constantly**(> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** |
| Load manual handling |  | x |  |
| Repetitive crouching/kneeling/stooping |  | X |  |
| Repetitive pulling/pushing |  | X |  |
| Repetitive lifting |  | X |  |
| Standing for prolonged periods | X |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  | x |  |
| Repetitive reaching at shoulder height |  | x |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** |

|  |  |  |  |
| --- | --- | --- | --- |
| Face to face contact with public |  |  | X |
| Lone working |  |  |  X |
| ## Shift work/night work/on call duties |  |  |  X |