

# Job Description and Person Specification

Last updated: September 2019

**JOB DESCRIPTION**

|  |  |  |  |
| --- | --- | --- | --- |
| 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 experience  Experience of working in a busy customer service or post processing environment  Experienced in using computer packages (e.g. Microsoft Office suite) | General knowledge of Higher Education environment | Application  Application  Application |
| Planning and organising | Able to follow instruction  Able to work effectively through a sequence of tasks |  | Interview  Interview |
| 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. |  | Application  Interview |
| 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. | Interview  Application |
| 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 Interview  Interview |

**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.

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| --- | --- | --- | --- |
| **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 |