

JOB DESCRIPTION

POST TITLE:	Assistant Post and Portering Manager
DEPARTMENT:	Estates - Facilities
SUB-DEPARTMENT:	Post & Portering
POST RESPONSIBLE TO:	Transport, Portering and Waste Manager
SALARY:	£19,202 – £21,414 pa

Job Purpose:

To supervise the efficient and effective operation of the University post, portering and transport services for the University.

Duties and Responsibilities:

In priority order and giving estimated percentage of time spent on each over a year.

Post Room Services

1. Supervising staffing levels, training and the operation of the main University and student post rooms at Westwood Campus, ensuring all mail and parcels for departments, staff and students are processed daily in an efficient, accurate and timely manner.
2. Plan and supervise postal delivery and collection routes to locations on and off campus including University Hospital and Wellesbourne campus.
3. Supervising operations to process parcels using the bespoke notification system, and ensure an efficient counter service to facilitate the collection of parcels from the student post room.
4. Supervise workflows for remote lodges and porters, ensuring adequate staff resources are in place to support duties as required
5. Support the Portering Manager in investigating, reviewing and responding to customer complaints, ensuring timely and satisfactory resolution
6. Support the Portering Manager in implementing, monitoring and reviewing all risk assessments for the department in accordance with the University Health and Safety Policy.
7. Provide first line cover for the Post and Portering Manager as required.

Transport Services.

1. To be responsible for and confirm bookings for all transport requests and schedule vehicles and drivers to support requests for transport, including weekend transport requests for University cleaning staff. This may involve utilising designated vehicles from fleet or arranging hire vehicles from approved suppliers if necessary to ensure a cost efficient and suitable option.. Inputting all transport requests using a Transport Access Database system. To be responsible for the Estates Post & Portering vehicle fleet consisting of 9 Minibuses and 7 Vans
2. Support the Executive Office by supervising the supply of standby drivers for Senior Officer driving duties and VIP transport as required
3. Supervise daily vehicle checks for a designated fleet, ensuring servicing, maintenance and repairs for vehicles and minibuses used by the department and assigned to Warwick Sport are operated in a safe and compliant condition at all times in accordance with the University Transport Policy.
4. Supervise bookings for portering services for office moves, allocating and scheduling resources as appropriate
5. Ensure the supply of vehicle and drivers to support key University events with transport for Open Days, Graduation ceremonies and Arrivals weekends.
6. Supervise the operation of the daily shuttle bus service to support the Keep Campus Moving agenda
7. Supervise the collection and secure disposal of confidential waste across campus, ensuring compliance to University Policy.
8. Ensure centrally timetabled rooms are unlocked daily.

Organisation

1. Supervising a team of approx. 26 staff including Porters and Shuttle Bus Drivers, allocating work and prioritising tasks and duties to fulfil customer needs.
2. Customer demands by planning staffing levels accordingly and ensuring correct amount of vehicles are available for operational needs and transport requests. This involves advanced planning for up to 6 months.
3. Supervise staff absence, including arranging rota cover and conducting return to work interviews, managing absence formally under the relevant University Policy.
4. Supervise staff annual leave, overtime, disciplinary and performance issues
5. Supervise staff resources to set up large Exam Halls and smaller satellite classrooms. Ensuring that exam stationary requirements are met within a tight time schedule at various locations across the campus throughout the year.

9. Responsible for booking all Porter requests, coordinating and delegating office moves to staff. Delegating the delivery of confidential letters, examination proofs and scripts by hand.
10. Health and Safety – to supervise and ensure that all activities and operations are delivered to high standards of safety and in accordance with the University Health & Safety Policy.
11. Other duties, commensurate with the grade, as required and when requested by the Post & Portering Manager.

PERSON SPECIFICATION

POST TITLE: Assistant Post and Portering Manager

DEPARTMENT: Estates - Facilities

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The post holder must be able to demonstrate:	ESSENTIAL (E) OR DESIRABLE (D) REQUIREMENTS	MEASURED BY: a) Application Form b) Test/Exercise c) Interview d) Presentation
Educated to GCSE level, or equivalent, including English and Maths	(E)	(a) (c)
Previous experience and knowledge of working in a transport and logistics environment post room operations and understanding of parcel processing systems.	(E)	(a) (c)
Excellent organisational skills in matching demands to resources, gained in a busy, dynamic transport and logistics environment.	(E)	(a) (c)
Previous experience in a supervisory role essential.	(E)	(a) (c)
Experience of customer service and willingness to assist customers in a polite and helpful manner across the University campus. The department operates over seven days a week.	(E)	(a) (c)
Ability to use own initiative to deliver solutions and manage issues, and work as a member of a team	(E)	(a) (c)
IT skills including Microsoft Office	(E)	(a) (c)
Effective communication skills written, verbal face to face and by telephone.	(E)	(a) (c)
Advanced driver preferred	(D)	(a) (c)