

JOB DESCRIPTION

Job Title:	Post Room Officer
Grade:	Grade 1
Responsible to:	Security Operations Manager

Job Purpose:

To provide goods/in out services for campus users in a professional and service orientated manner.

To support Campus Security Operations when not engaged in goods in/out duties and should there be a need during an emergency situation

This role is 37.5 hours per week, working Monday to Friday between the hours of 07:30 and 19:30 on a mixture of early and late shifts.

Main Duties and Responsibilities:

1. To receive goods and catalogue their arrival into the Post Room in accordance with FX Plus procedures.
2. To ensure goods are cared for safely and in the required manner (i.e. cold storage items stored at the correct temperature.)
3. To inform recipients that their items have arrived at the Post Room and where appropriate deliver the items to the location on campus.
4. To sort, frank and deliver mail in accordance with service levels and man the Goods In Reception to ensure efficient and professional processing of parcels and packages on campus.
5. To support colleagues in the key-holding service for the campus in line with appropriate FX Plus procedures.
6. To secure any building following the building closure procedure in the absence of portering staff and assist in the morning unlocking and evening locking/securing of the buildings.
7. To ensure that any company vehicles used are maintained to a high standard through vehicle logs, fault reporting and regular valeting.
8. To complete Incident Reports, and other similar reports as required, for any incident/accident dealt with, as well as keeping a Fire Log.

9. To follow appropriate Fire Alarm procedures and associated fire procedures including (but not exclusive to):
 - the implementation of evacuation procedures in the event of a fire in any of the campus buildings
 - assisting with fire alarm drills and evacuations
 - attending and carrying out the weekly fire alarm system checks
 - carrying out weekly checks on fire extinguishers and fire hydrants as well as monthly inspections on portable fire extinguishers and fire blankets and record the findings
 - carrying out monthly emergency lighting checks
 - carrying out daily checks of all fire escape walkways (means of escape), and operation of fire doors
 - carry out monthly inspections on fire doors, monthly refuge control point checks and Evacuation Chairs and record the findings
10. To promote customer relations by assisting students, staff and visitors by answering ad hoc queries and offering a courteous professional service.
11. To support the colleagues as part of the Emergency Response Team when on duty.
12. To provide First Aid support within the post Room and if necessary across campus.
13. To support the Security Services Team in preventing criminal activities on campus, this may include an element of patrolling.
14. To assist with car parks, traffic flow and unauthorised parking throughout the campus.
15. To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
16. To work within the relevant legislation, policies and procedures.
17. To participate in the Annual Performance Development Review Process.
18. To actively support equality and diversity policies of Falmouth Exeter Plus.
19. To attend training courses as identified and agreed for appropriate development.
20. To maintain data protection policies through an understanding of FX Plus's responsibilities, policies and processes.
21. Working within the Health and Safety at Work Act, the post holder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

22. Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION

Post Title: Post Room Officer

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Full driving licence. Good general standard of education.	SIA Level 2 Door supervisors License First Aid certificate, or willingness to obtain.
Experience / Knowledge	Knowledge of Microsoft Office and proficiency in basic report writing. Experience in a front-line /customer facing role.	Experience of a similar role.
Skills / Personal Requirements	Excellent customer care and communication skills Attention to detail. Able to work in a busy environment without getting distracted. A good general level of fitness to include the ability to lift heavy objects and walk across campus to deliver post. Demonstrated high level of honesty and integrity. Good team worker.	Understanding of and commitment to Health & Safety awareness.