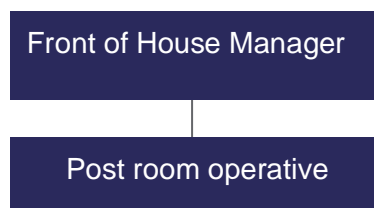


JOB DESCRIPTION

Position Title	Post room operative	Department	Post room
Generic Job Title	Post room operative	Segment	Government services
Team Band	Unbanded	Location	Bristol
Reports to	Front of House manager	Office / Unit name	HMRC Leeds RC

ORGANISATION STRUCTURE



Job Purpose

- To deliver the highest standards of customer service whilst providing an efficient, professional mail service to our Clients and on site Contractors which involves sorting the incoming mail, delivering the mail correctly and timely and franking outgoing mail.
- Organize and support stationery deliveries which involves manual handling and carry out general cleaning duties.
- To support the Sodexo team and the HMRC personnel by carrying out cleaning, catering, receptionist and general unskilled tasks when required as delegated within all areas of HMRC Leeds RC or other controlled areas.

Accountabilities or “what you have to do”

- To deliver the highest standards of customer service whilst providing an efficient, professional mail service to our Clients and on site Contractors which involves sorting the incoming mail, delivering the mail correctly and timely and franking outgoing mail to the required standard established by the Service Level Agreement.
- To have full working knowledge of all cleaning equipment, materials and chemicals and the use of cleaning equipment as directed by the Front of House Manager, only after correct training has been given.
- When required to assist the catering department in the café shop or by refilling coffee room to include replenishing tea, coffee milk and sugar when necessary
- To operate till as per training given, to include cashing up
- To follow Profit protection procedures
- Report any maintenance issues immediately to include equipment that is faulty or any risks or hazards identified.
- To ensure that the appropriate safety signage is used at all appropriate times e.g. wet floor signs to ‘warn’ customers were possible.

- To ensure a high standard of personal hygiene is maintained at all times and that uniform provided and specified is worn with care to being clean and ironed.
- To ensure you wear all personal protective equipment provided and specified for the tasks
- To take part and effectively engage in employee training and having a full understanding of Health and Safety, Food safety, Manual Handling, COSHH, Cleaning methods, Cleaning Training and Site Specifics Procedures.
- To deal with any complaints / issues from customers immediately and report directly to Front of House Manager.
- To participate actively within team meetings in order to develop ideas to enhance service offer.
- To perform miscellaneous cleaning or receptionist tasks as instructed by the Front of House Manager / General Manager
- To be flexible to work additional hours in order to cover holiday and sickness within the team.
- To assist with the lifting and movement of furniture within a team or at preparation for meetings
- To work at all times, with awareness of surroundings and behaviour required, plus security procedures in place
- To complete any paperwork pertinent to the area of work
- To offer excellent customer service to all customers
- It should be noted that this document is not exhaustive, additional responsibilities/ad hoc duties may be required

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- No justifiable complaints from building users / client staff within your scope of works
- No issues and concerns highlighted in relation to health and safety
- All faults and defects addressed within agreed timescales
- All work schedules followed and administration completed within agreed timescales

Dimensions

Financial	
Other	

Skills, Knowledge and Experience

Essential

- Health and Safety Procedures must be followed at all times.
- Identify the standard/end result required for a task and complete it accordingly.
- Support team to achieve work goals, etc.
- Work within the Health and Safety Guidelines and Quality Procedures, where appropriate, at all times.

Desirable

- Ability to work under one’s own initiative.

Contextual or other information

- To attend to any reasonable management request
- To assist other team members to ensure all work duties are carried out to the specified standards

- To be flexible to cover holidays and absence

Version		Date	
Document owner			