Job Description

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| **P****osition Title** | Mailroom Operative | **Department** | Soft Services |
| **Generic Job Title** | Mailroom Operative | **Segment** | Corporate Services |
| **Team Band** | Unbanded | **Location** | London |
| **Reports to** | Soft Services Supervisor | **Office / Unit name** | Quilter PLC |

## Organisational Structure

**Job Purpose**

Reporting to the soft services supervisors, this position is responsible for the process of receiving, sorting, distribution and franking of post within an office environment in a safe and efficient manner that demonstrates professionalism. The position will be responsible for providing a high quality mail and portering service to all staff members and other stakeholders by quickly and efficiently moving not only post, but also equipment, documentation, furniture, goods and materials and any other reasonable task that may be required in a safe and efficient manner. It is expected that this position demonstrates and embodies both Sodexo’s values and behaviours as well as acting as an ambassador for Quilter PLC.

#### Accountabilities

**“What you have to do”**

This role will be responsible for providing a high quality Soft FM service to Quilter PLC, requiring the following tasks to be carried out in a dignified, safe and efficient manner:

**Core**

* General care and movement of equipment throughout the site where necessary to ensure the smooth operation of the hospital. This includes the movement of furniture and any other relevant office equipment. During any emergency and evacuation situations, or security situations the post holder may have to respond and assist as required by Quilter PLC policies and procedures. The post holder will ensure to be mindful to give assistance to, and wherever possible help with any queries raised by visitors and staff.

**Portering**

* Undertake a range of general and ad-hoc tasks on a day to day basis to meet the requirements of Quilter PLC including all movement of documentation, records, furniture, stationary and other office items. The post holder will also have to ensure the safe storage and maintenance of appropriate stock and supplies, specifically adhering to health and safety regulations around safe storage, and ensure that these are available as required within designated areas as required.

**Waste Portering**

* Undertake the movement of waste, including general waste, confidential waste and bulky waste as required to maintain high levels of cleanliness in compliance with Quilter PLC policies and procedures whilst assisting Sodexo and the Quilter PLC in running an effective waste recycling and waste minimisation system, including shredding when required. The recycling area must be kept clean and tidy at all times to prevent pest related problems.

**Distribution Portering**

* Undertake the movement of mail, goods and materials across the site in line with both local site confidentiality polices.
* Deliveries will also be sorted and delivered throughout the office on a same day basis where possible.
* Outbound mail will be franked (where appropriate) by use of the onsite franking machine and any wrongly delivered post will, where applicable, be returned to sender.
* The post holder will also be expected to manage stock inventory of paper, toners and labels for the franking machines and other assorted supplies to maintain a well-run mailroom.

**Health and Safety**

* Report immediately to your line manager and/or other appropriate person any faults or defects to Quilter PLC or Company equipment or premises, especially those which could be dangerous and report any accidents or near misses to the appropriate manager and complete the appropriate incident/accident report forms. All work must be undertaken in line with health, safety, security and Company and Quilter PLC policies and procedures including infection control at all times.
* Any other reasonable request as directed by the Service Supervisor to ensure that the Soft FM Service operates in both an efficient and effective manner.

**Other Responsibilities**

* Ensure correct and appropriate use of all communication equipment issued at all times in compliance with the local guidelines and procedures and operate in line with task timeframes as per the specification of the contract, avoiding financial penalties, communicating with both the Helpdesk Dispatch and Service Supervisors in a professional manner when this is not possible.
* If driving duties are required these must be in accordance with on-site restrictions, speed and statutory regulations. The post holder will have to ensure the vehicle is roadworthy and safe before, during and after use, and complete relevant documentation each time whilst also making sure that the vehicles are kept clean and tidy and are cleaned inside and out.
* To have a flexible approach to working with new innovations and technologies to aid and enhance service delivery.
* Maintain a clean, neat and tidy appearance, complying with Company and Quilter PLC uniform and high standards of personal hygiene.
* To carry out any other reasonable request as directed by the Service Supervisor or management team to ensure that the Soft FM Service operates in both an efficient and effective manner.

**Our Values**

**“What we expect you to embody”**

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| **Service Spirit** | **Spirit of Progress** | **Team Spirit** |
| * Client and consumers are at the centre of everything we do. * To serve them well on a daily basis, we have to demonstrate our availability and responsiveness, to anticipate their expectations and to take pride in satisfying them. * Sodexo has become a global company but we remain locally focused; our managers ain the field are true entrepreneurs, close to their clients and empowered to make decisions | It is manifested through:   * Our will, but also the firm belief that one can always improve on the present situation. * Acceptabce of evaluation and comparison of one’s performance, with ones colleagues in the company or with ones competitors. * Self-assessment, because understanding ones successes as well as ones failures is fundamental to continuous improvement. * A balance between ambition and humility. * Optimism, the belief that for every problem there is a solution, an innovation or some way to progress | * It is an absolute need in all of our operations, our business units and administrative offices, as well as in our management comittees. * Each person’s skills combine with other team member’s knowledge to help ensure Sodexo’s success. * Teamwork depends on the following: listening, transparacy, respect for others, diversity, solidarity in implementing major decisions; respect for rules and mutual support, particularly in difficult times. |

#### Key Performance Indicators (KPI’s)

**“What it will look like when Sodexo are doing the job well”**

* All received post delivered within four hours of being delivered on site
* All outbound post franked and/or processed for collection by courier by 16:30 every day
* High level of client satisfaction, reflected by a customer net promotor score of TBA
* High level of employee satisfaction, reflected by an employee net promotor score of TBA
* No financial penalties incurred due to late attendance of the Soft FM service

#### Contextual or Other Information

* The post holder will work in an environment where they could be exposed to confidential information
* This role involves long periods of intense activity/effort including pushing, pulling and standing
* This role may require driving a vehicle, in which case will require full clean driving license
* The post holder will be expected to support in emergency situations and carry out duties not normally expected of them in their role

**The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment**

#### Person Specification

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| **Area** | **Essential** | **Desirable** |
| Personal Attributes | Helpful and cooperative manner  Able to carry out duties unsupervised, using their own initiative and work well in a team  Positive and enthusiastic  Flexible and adaptable  Set high standards and take pride in their work  Team worker  Polite and respectful  Willingness to learn through training  Customer focused |  |
| Experience | Frontline experience with customer services  Experience in a manual handling role | Previous mail services experience |
| Skills | Good interpersonal skills  Good oral communication skills  Ability to record written information accurately | Friendly and helpful telephone manner |
| Qualifications | Basic literacy ability  Proficient in the use of a PC, including the use of software and systems | Clean driving license  Maths and English GCSE at grade A-C or equivalent functional skills level 2 evidence  Moving and handling training |
| Other | High standards of personal hygiene  Ability to follow instructions  Able to work under pressure  Ability to deal with stressful situations |  |

**Declaration**

I hereby declare that I have received and read the above job description and person specification and I understand that the duties listed above are not comprehensive and may be amended as required by the needs of the Company. I agree to work to the above duties and to ensure that I maintain the standards expected of me by the Company as outlined above and in the Company’s Code of Conduct.

Operative Operative

Name: Signature:

Date:

Sodexo Sodexo

Name: Signature:

Date: