JoB description

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| Position Title | **Business Services** Mail Room Operative | Department | REFM Business Services  |
| Generic Job Title | **Mail Room Operative**  | Segment | Corporate Services |
| Team Band | Unbanded | Location | Shell London |
| Reports to | Business Services Manager | Office / Unit name | Bank Street  |

## ORGANISATION StRUCTURE

Head of Talent

#### Job Purpose

* To provide an efficient mail services on site that ensures the delivery of a quality and professional service and to assist the on site facilities team to ensure the smooth running of the building and its contents.

#### Accountabilities or “what you have to do”

* Support all functions within the mailroom operation.
* Provision of mail and courier services
* Provision of portering service
* Management of general building stationery, paper and printer hubs
* Full understanding of the scope of the Business Service centre and the wider FM provision.
* Deliver a consistent high level of customer service to all building users.
* Dealing direct with facility users and resolving any issues efficiently.
* Assisting and being part of the efficient operation of the RE team by providing internal cover in other departments, taking initiative in colleagues absence from work area and covering when required
* Observe H&S guidelines at all times, ensuring use of safety signs and barriers
* Comply with all Company and Client policies and procedures, statutory regulations relating to your work place, this will include but not limited to fire; health and safety; hygiene; working safely; CoSHH. Ensure the safety and security of company and client property
* Ensure the efficient delivery collection and sorting of goods and mail and ensure that all mail is delivered and collected within specified timescales around the building
* To assist with accepting deliveries of goods to the site and arrange safe storage of items
* To be highly competent with correct PC or document control processes for all incoming goods and to ensure that these tracking systems are adhered to
* To ensure al recorded, special delivery and courier mail is delivered and appropriate signatures received
* To perform tasks to prescribed methods and timings and be flexible and responsive to changing daily priorities
* To be able to handle and lift items of valuable weight utilising the tools provided
* To be responsive to ad-hoc requirements and flexible enough to provide additional delivery or collection tasks as directed
* To be knowledgeable of all mailroom tasks so that at the commencement of the shift the current scheduled activity is supported, without the need for specific direction
* To be capable of performing sorting tasks based on quickly identifying address details and placing the items in the relevant sort bins ready for the next action
* To have sufficient knowledge of the building layout to be able to load a trolley with items in the correct sequence of drop of points and collection points
* To be capable of obtaining signature from any ‘proof of delivery’ item from a recipient where necessary and use correct procedure when delivering
* To assist in the transportation of ‘light goods’ as required i.e. providing a porter service and assist facility management in furniture and office moves in the building
* Report any incidents of accident, fire, theft, loss, damage, unfit food or other irregularities to line manager, taking appropriate action where possible
* Report all complaints and compliments to line manager, taking action where practicable
* Actively support and promote the “One Team” ethos of working and supporting between departments.

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

* All customer requests and support completed on time
* All tasks completed within specified SLAs.
* All incoming and outgoing postal services completed within required time frames
* Deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets.
* A positive working environment where the ‘One Team’ culture is evident and actively followed
* Work to and comply with all Shell KPIs.
* Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.

#### Skills, Knowledge and Experience

Essential

* Mail room experience
* Experience of working in multi tasking environment
* Able to communicate on all levels, excellent customer care skills
* Presentable and personable
* Knowledge of H&S

Desirable

* Mailroom experience
* Previous experience of working in a similar service environment via a multi-skilled workforce to blue chip organisations or within prestige environments with a strong focus on customer service.
* Relevant training, qualifications and experience to deliver services in line with legislative and statutory requirements (where relevant) and industry best practice.

#### Contextual or other information

* Any reasonable request from a member of the Sodexo management team
* Attend any training and meetings as requested some of which may be outside your normal working hours or at a place which is not your normal place of work
* To cover different shifts and departments where practicable, some which may be short notice

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| Document owner | Daniel Davies |