

Deputy Post Services Manager

Job Ref: REQ17560

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School/Department summary

Job Description

Job Grade:

Technical Services Grade 5

Job Purpose

- Provide support to the Print and Post Services Manager in delivering a first-class post and distribution service to the University.
- To supervise and overview the operational workflow, management of staff, incoming and outgoing mail, parcels, collections and distribution. To deliver excellent customer service and manage strong working relationships with suppliers/couriers to the service.
- To have an input in the strategic management of the Print and Post Service and to deputise for the Print and Post Services Manager.

Job Duties

- Supervision of the Mail and Parcels processes including operational management of the service and workflow.
- To undertake the day to day management of Mail and Parcels staff, ensuring that daily schedules and rotas are followed and individual workloads are effectively managed to meet customer demand.
- To undertake staff PDRs, identifying and implementing training needs and input into recruitment, selection and reward reviews.
- To ensure that the sorting and processing of incoming and outgoing mail and parcels is managed accurately using the most up-to-date and effective methods.
- To oversee the scheduling, collection and delivery of mail, parcels, print (in-house and external) and consumables to locations both on and off campus.
- To liaise with Creative and Print Services colleagues, customers and outsourced suppliers/couriers regarding issues and timescales.
- To effectively communicate with the Print and Post Customer Service Supervisor and Deputy Print Services Manager regarding operational changes or updates to parcels and mail services delivered by the front of house team.
- To work closely with suppliers to ensure the best service provision, including negotiating new prices, service levels and the handling and resolving of issues relating to equipment failure.
- To ensure that effective quality control procedures are in operation for all equipment and consumables associated with mail, parcels and despatch services.
- To ensure that all systems are in place to allow regular recording of data relating to post and despatch service are made in a timely and accurate manner, reporting on performance and volumes.
- Participate in, and contribute towards keeping up to date with the latest developments in technology, and provide clear guidance on use.

- Responsibility for stock control and order management, undertaking regular stock takes in accordance with University policies.
- To ensure that the post, parcels and despatch locations are well maintained and kept in a tidy condition.
- To deputise for the Print and Post Services Manager and work with them on cross service development opportunities.
- Undertake any other duties appropriate to the post as may be required.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Print and Post Services Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant experience of operational and staff management within a post/distribution environment.	1,3
	Experience of liaising with customers and suppliers.	1,3
	Experience of using stock control and order management software and franking/postal equipment.	1,3
Skills and abilities	Excellent working knowledge of post (mail and parcels) and despatch operations.	1,2,3
	Sound working knowledge of IT applications – Microsoft Office Packages, Internet and email.	1,3
	Good working knowledge of postal equipment.	1,2,3
	Demonstrate the ability to: <ul style="list-style-type: none"> •prioritise workload, •use initiative, •manage deadlines, •work individually and as part of a team. 	1,3
	Good written and communication skills.	1,3
Training	Strong negotiation skills.	1,3
	Show commitment to maintaining quality control procedures.	1,3
	Show a willingness to undertake further training and to adopt new procedures as and when required.	1,3
Qualifications	Educated to A-level standard or equivalent professional qualifications.	1
Other	Show commitment to observing the University's Equal Opportunities policy at all times.	3
	A full clean UK driving licence.	3
	Requirement to work flexibly with hours between 0730 and 1730 hours (Monday to Friday) and Saturday 0900 until 1400 hours (as part of a rota).	3
	Working locations will be flexible and varied.	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Customer Services environment.	1,3
Skills and abilities	Experience of using KX Parcelz system.	1,3
	Experience of using Tharstern MIS system.	1,3
	Understanding of regional purchasing consortiums (e.g. NEUPG).	1,2,3
Training	Manual Handling Training.	1,3
	Appropriate Health & Safety Training.	1,3
Qualifications	Degree in relevant related subject or equivalent professional qualifications.	1

Conditions of Service

The position is full time and open ended. Salary will be on Administrative Services Grade 5, £23,879 - £28,452 per annum, subject to annual pay award and at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Mark Ramsay, Print and Post Services Manager by email at m.ramsay@lboro.ac.uk or by telephone on 01509 228602

Applications

The closing date for receipt of applications is **16 July 2017**. Interviews will be held on **1 August 2017**.

