

Print and Post Customer Services Supervisor

Job Ref: REQ17806

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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: Administrative Services Grade 4

Job Purpose

- To oversee the Print and Post Services front of house operations for mail, parcels and 'copy shop' services to University students, staff and external visitors to campus. You will ensure all customers receive a first class service that achieves customer satisfaction, cost-effectiveness and professional production.
- Working closely with local managers you will provide administrative and production support as part of wider Print and Post Services operational activities.

Job Duties

- To build and maintain excellent working relationships with customers either in person or via telephone/email - including contact with students, members of staff and external organisations.
- To supervise the front of house team delivering Mailroom, Parcels and Copy Shop services on behalf of Creative and Print Services. Ensure on the job training of all members of the team to a defined level of competency and service.
- To organise and maintain staff rotas, ensuring adequate staffing levels are in place to meet peaks in customer demand across varied locations.
- To work closely with local managers to ensure that the front of house service operates effectively and in conjunction with other Print and Post Services operational processes.
- Provide a sound level of technical knowhow to offer help and support to customers and colleagues in resolving technical difficulties affecting relevant services or equipment, and to liaise with IT Services as appropriate.
- Supervise the use and maintenance of all mail, parcels and copy shop equipment in conjunction with local managers and to ensure that counter services are well maintained in a clean and tidy condition.
- Supervise all sales transactions, handling cash and internal transfers via the till, as well as cash up and associated end of day processes.
- To liaise with Creative & Print colleagues, customers and outsourced suppliers regarding issues and timescales.
- Undertake any other duties appropriate to the post as may be required by appropriate Creative and Print Services managers.

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.

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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 and Deputy Managers

Level of Supervision

Left to work within agreed guidelines subject to guidance from Print and Post Services Manager and Deputy Managers.

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. 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	Previous experience of working in a busy customer service/postal operation.	1,3
	Experience of supervising a team of people.	1,3
	Experience of working to customer deadlines.	1,3
Skills and abilities	Advanced knowledge of IT packages including Microsoft Office, e-mail and internet.	1,2,3
	Excellent interpersonal and communication skills with the ability to use tact and discretion.	1,2,3
	Demonstrate excellent customer service skills.	1,3
	Ability to use initiative.	1,3
	Excellent multitasking and organisational skills.	1,3
	Ability to work under pressure and to fixed timescales.	1,3
	Ability to prioritise own workload and that of others.	1,3
	Ability to assess problems and use experience or consult procedures to determine solutions.	1,2,3
	Training	Willingness to undertake further training and to adopt new procedures as and when required.
	Manual Handling Training.	1,3
Qualifications	Educated to A-level standard or equivalent professional qualifications.	1
Other	Commitment to observing the University's Equal Opportunities policy at all times	1
	Requirement to work flexibly with hours between 0730 and 1800 hours (Monday to Friday) and Saturday 0900 until 1400 hours (as part of a rota).	1
	Working locations will be flexible and varied.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of working within a print/copy shop or despatch service.	1,3
Skills and abilities	Experience of the Tharstern print management software.	1,2,3
	Knowledge of KX Parcels system.	1,2,3
	An understanding of Web-to-Print applications.	1,2,3
Qualifications	A relevant vocational qualification, NVQ 2 or above.	1

Conditions of Service

The position is full time and on an open-ended contract. Salary will be on Administrative Services Grade 4, £19,485 - £23,164 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 & 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 **17 September 2017**. Interviews will be held on **2 October 2017**.