

Logistics Operative

Job Ref: REQ260696

Job Description

Job Family and Grade: Operational Services Grade 3

Job Purpose

To provide a high quality, professional and customer friendly post and distribution service across the University.

Job Duties

- Process incoming mail, parcels, and collection services
- To undertake the collection and delivery of mail, parcels, print (produced in-house and externally) and consumables to multiple locations both on and off campus by driving a vehicle
- Operate an electronic franking device, undertaking regular checks to ensure correct calibration
- Carry out weekly stock takes of parcels held on site
- Undertake mailing preparation and other finishing activities as required
- Carry out appropriate data entry online and offline to track mail and parcels within agreed processes and for charging
- To report any issues with the vehicle(s) and ensure the general upkeep and good use of the vehicle in line with University policy, including topping up fuel and cleaning inside and out
- To ensure that the postal services working area is well maintained in a clean and tidy condition
- To perform problem solving and maintenance work relating to the equipment used
- Receive internal and external telephone calls, email messages and other requests for work
- Maintain a general awareness of work being undertaken through Creative and Print Services to deal with enquiries arising accurately and quickly from telephone calls or personal visits to the department
- Support the Customer Service Team providing first line support, processing transactions, and ensuring customers receive printed material as requested when workload demands
- Offer help, advice, and support to customers on services available, in print, post and logistic services demonstrating a sound level of technical knowhow
- Support the development of the Online Shop, contributing customer requests and ideas
- Attend relevant meetings to support standard work activities
- Support cross department projects, offering input as required
- 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.

This role requires flexibility and the ability to adapt to a changing work environment. This may involve out of hours and weekend working.

Organisational Responsibility

Reports to the Post & Logistics Team Leader

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 – Criteria measured at Interview

Essential Criteria:

Area	Criteria	Stage
Experience	Experience of operating postal equipment within a relevant setting	1,3
	Experience of driving a vehicle to deliver or collect goods	1,3
	Experience of operating trolleys, Yorks, and pallet trucks	1,3
	Previous experience of working in a customer service environment	1,2,3
Skills and abilities	Excellent working knowledge of postal services	1,2,3
	Excellent working knowledge of health and safety guidance and regulations	1,3
	Sound working knowledge of IT applications	1,2,3
	Good problem-solving skills	1,2,3
	Demonstrates enthusiasm and proactivity	1,3
	Ability to prioritise own workload	1,3
	Ability to use own initiative	1,3
	Flexible and able to adapt to a changing work environment	1,3
	Ability to work to deadlines	1,3
	Work individually or as part of a team	1,3
	Good written and communication skills	1,2,3
	Excellent attention to detail	1,3

Training	Show a willingness to undertake further training and to adopt new procedures as and when required	1,3
	Show commitment to maintaining quality control procedures	1,3
Qualifications	GCSE standard of education, including grade 4/C or equivalent in Maths and English	1,3
Other	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	1,3
	Requirement to work flexibly, as part of a rota, and occasionally outside of the normal opening hours of 9am to 5pm, Monday to Friday	1,3
	Working locations will be flexible and varied	1,3
	This is a physical and active role	1,3
	Full UK Driving Licence	1,3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	Work experience in a print, post, and logistics environment	1,3
	Experience of working with couriers and their online portals for service	1,3
	Experience of using an e-commerce solution	1,3
	Experience of using an enquiry handling system	1,3
Qualifications	A relevant vocational qualification, NVQ 2 or above	1,3
Training	Manual Handling Training	1,3
	Appropriate Health & Safety Training	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

This position is FULL TIME and OPEN-ENDED.

Salary is on Operational Services Grade 3, £18,529 to £20,600 per annum. Subject to annual pay award.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.