

# JOB DESCRIPTION

|                   |                                    |              |          |
|-------------------|------------------------------------|--------------|----------|
| <b>Job Title</b>  | <b>Porter</b>                      |              |          |
| <b>Reports to</b> | <b>Operations Manager</b>          |              |          |
| <b>Department</b> | <b>Estates and Campus Services</b> |              |          |
| <b>Job Family</b> | <b>Business Services</b>           | <b>Level</b> | <b>1</b> |

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

The Campus Services and Developments department aims to deliver end to end services to the School to support its key strategic priorities. To this end the objectives of the department to all stakeholders include:

- Campus Developments to deliver supplementary and enhanced space and services for growth, including development of the Sussex Place campus and acquisition of buildings in the vicinity.
- Campus Services provision of welcome desk and security services; the provision of space planning, booking and delivery; the provision of all retail and hospitality catering on campus; and the ongoing refurbishment, renewal and maintenance of the estate.
- Accounts and Procurement service provision to deliver a robust financial model underpinning the School's strategy including an integrated financial strategy; providing funding for major investments particularly in faculty, programmes, space, technology and fundraising; the provision of all day to day

support services; the maintenance of a strong internal control environment; leadership in value for money and cost management; and the provision of world class business partnering and management information.

- A stable yet flexible IT infrastructure; supporting integrated business systems; and providing world class technology solutions and services, including the provision of Library and Helpdesk Services within the School's Student Centre.

Campus Services and Developments has responsibility for the strategic and logistical management and service delivery of 10 key areas:

- Catering Operations
- Cleaning
- Contract Management
- Estates Services
- Fitness Centre,
- Gift Shop
- Operations – Porters and Post
- Security
- Space Planning
- Welcome Desk
- Housekeeping

## **Job Purpose**

The purpose of the post is to work as part of a Portering and Post Room team in the upkeep of both internal and external areas of the School including room set ups, office moves, processing of all aspects of mail and deliveries.

The Campus Services and Developments department encourage multi skilling across its departments. From time to time the post-holder will be required to work within other areas of the departments, involved in the everyday running of the operations and the solving of immediate customer problems. Full training will be given where required.

## **Key Areas of accountability and Key Performance Indicators (KPIs)**

### **Policy and Planning**

- Contribute to the development of a vision/strategy for a department/division to enable the realisation of the London Business School vision.
- Furniture movements around the School, including desks, chairs, filing cabinets and crates in a safe manner;

- Preparing all Lecture Theatres and Seminar Rooms for teaching, courses or meetings in a timely;
- Assisting in the preparation for Events, Conferences & Functions including table & chair arrangements;
- Undertaking driving duties as assigned for business purposes only, using the School van; desirable.
- Distribution of any external signed
- Assisting in the upkeep of all external areas e.g. Gardens, cloisters, car parks,
- Sort mail into pigeon holes for distribution, including student mail as per agreed procedures.
- Manage all deliveries through agreed procedures
- Manage the delivery and distribution of brochure as per customer request and procedure
- Distribute, collect and sort School mail at periodic intervals throughout the day as stated in the policy and procedure manual.
- Secure all Staff and Student deliveries before the end of every shift.
- Log all secure mail in delivery register on arrival before distribution.
- Distribution of all deliveries throughout the School including course materials to Lecture Theatres and Seminar Rooms;
- Deal with staff/student enquiries/requests on Post Room and Portering matters

#### **KPIs:**

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Trusted adviser relationships developed with clients and stakeholders.
- Excellent client and stakeholder feedback.
- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision-making.
- Contribution to cross-School initiatives.
- High-quality work delivered by contractors and agencies.
- Accurate budgets developed, no overspend and value for money demonstrated.
- Contribution to continuous improvement in School rankings.
- Highly customer focussed, reliable, flexible and committed to quality service
- Able to work shifts including weekends if required
- Pragmatic, problem-solving approach to work

#### **Knowledge/Qualifications/Skills/Experience required**

- Secondary school educated
- Good communication skills both written and verbal
- Some experience on the latest Mail Sort technology and equipment is preferred
- Basic knowledge of Health and Safety Regulations, including Manual Handling regulations preferred
- Experience or Qualification in working in a customer service environment
- Ability to work under pressure; and use own initiative
- Good team-working skills
- Good written and verbal communication skills.
- Clean drivers licence preferred;
- Ability to deal confidently with conflict and to negotiate at a senior level, with internal and external contacts essential

### Resources including team management

- Deal with staff/student enquiries/requests on Post Room and Porterage matters
  - Contact staff and students by email on all secured delivery matters
  - Assist with deliveries of photocopying and stationery requests as and when required
  - Ensure general tidiness of the Post Room at all times
  - Manage assigned key and ensure Post Room keys are returned to Security after use.
- Any other duties as assigned by your Line Manager.

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|---------------------|-------------|
| <b>Staff</b>        | N/A         |
| <b>Budgets</b>      | N/A         |
| <b>Date Updated</b> | 14 May 2024 |