

# JOB DESCRIPTION

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

## About the School

At London Business School we have a profound impact on the way the world does business. 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



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## 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.

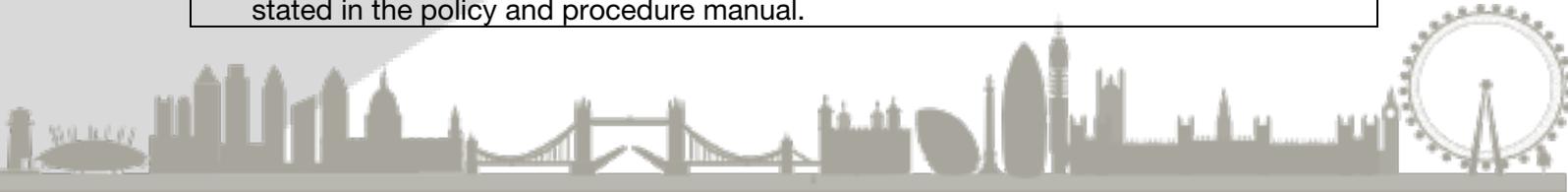
The Campus Services and Developments department encourage multi skilling across its departments. From time to time the post-holder will be required to work within other areas of the departments, involved in the everyday running of the operations and the solving of immediate customer problems. Full training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

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

### Key areas of accountability:

#### 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.



# JOB DESCRIPTION

- 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
- Assist with deliveries of photocopying and stationery requests as and when required
- Ensure general tidiness of the Post Room/Porters Lodge at all times

## **Relationship Management**

- To communicate with relevant departments around the School to ensure decisions are best informed
- Attend developmental vocational training to enhance the service provided
- Liaising effectively with internal and external customers
- To undertake the duties of a Customer Service Adviser as and when required
- To ensure that a high level of customer service is maintained and to undertake any other duties as required by your line manager.
- Communicate effectively with both internal and external customers on all operational matter relating to deadlines and disruption to services.
- To manage the service provided from the Porters Lodge and prioritising as required.
- Undertaking Desk duties at Porters desk.
- Ensure, in liaison with Catering, and Cleaners teams in that Teaching rooms, Lecture theatres and Dinning Spaces are clean and fully equipped for all activities.
- Manages time effectively, completing tasks within the given timescale
- Ensure all equipment is secure at end of every shift.

## **Managing Resources/Transport**

- To ensure the effective and efficient receipt, delivery and handling of goods on behalf of the School community in an effective and timely manner.
- To co-ordinate the service provided from the Porters Lodge and Post Room by prioritising work effectively and in a timely manner.
- Manage assigned Porters keys and ensure they are returned to Security after use.
- Manage assigned duty phone and ensure phone is returned to Security after use.
- Managing the delivery of goods
- Managing the Brochure and Furniture Stores
- Distribute, collect and sort School mail at periodic intervals throughout the day
- Distribution of all deliveries throughout the School including course materials to Lecture Theatres and Seminar Rooms;
- Follows established procedures for each service request, including logging, processing and progress chasing enquiries, adhering to agreed Key Performance Indicators, Service Level Agreements and quality standards to maximise customer satisfaction.



# JOB DESCRIPTION

- To ensure statistical information is produced, collated and analysed on a daily basis to assist in evaluating the efficiency of the team and to inform resource allocation and service improvements
- To ensure the day to day effective and efficient receipt of deliveries and handling of goods on behalf of the School community is recorded upon arrival and collection.
- To positively contribute to fortnightly team meetings to assist in the progress and improvement of the function in keeping with School plan.
- Provide Line manager with monthly account of overtime payments in time for weekly pay run.
- General administrative duties and any other duties as assigned by your line manager
- Coordinate and Deliver a wide variety of items to different sites
- Load, unload, prepare, inspect and operate delivery vehicle
- Maintain vehicle user register
- Follow Department of Transport regulations and safety standards

## **Analysis and Reporting**

- Analyse workflow via team Leader and Estates System and wider data sets to establish themes and trends and use this insight to inform decision making regarding current/prospective client/student/stakeholder.
- Manages time effectively, completing tasks within the given timescale

## **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



# JOB DESCRIPTION

- 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
- Good organisational/problem solving skills

## 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.

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	<b>12 March 2018</b>

