

# JOB DESCRIPTION

|                   |                              |              |          |
|-------------------|------------------------------|--------------|----------|
| <b>Job Title</b>  | <b>Post Room Coordinator</b> |              |          |
| <b>Reports to</b> | <b>Operations Manager</b>    |              |          |
| <b>Department</b> | <b>Campus Services</b>       |              |          |
| <b>Job Family</b> | <b>Business Services</b>     | <b>Level</b> | <b>2</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 Estates 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 Services and Estates 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.
- Campus Services and Estates 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

## Job Purpose

Coordinate and facilitate Postal Services at London Business School, through ensuring the effective and efficient receipt, delivery and handling of goods on behalf of the School community.

Administering the workflow, so as to ensure the successful delivery of tasks are accomplished within the agreed timeframe. This will involve close liaison with Departments on all service requirements, meeting deadlines to a high standard, ensuring effective and efficient service delivery is achieved.

Responsible for balancing, monitoring invoices and provide accounts with spreadsheets for monthly Invoicing; setting up and maintaining filing systems on Invoice and timesheets.

Coordinate and undertake transport requirements through agreed policies procedures and risk assessments.

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

### Key areas of accountability

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.
- Process CSV files to support the tracking of departmental budgets. To accurately process invoices for internal recharging.
- To complete and appropriately authorise any administration related to hiring resources
- Facilitate and schedule all deliveries with IT, Campus Services and Estates through agreed procedures
- Manage the delivery and distribution of teaching and Exam materials, as per agreed procedures. In accordance to GDPR.
- 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.
- Record all secure mail in delivery register on arrival before distribution.
- Dispatch domestic, international and registered/Special mail as per agreed processes
- To monitor safe and practical housekeeping standards when undertaking stocktaking.

- Generate waybills for International shipments as per agreed processes and SLAs
- Validate and Upload personal data for online shipments through DHL systems as per agreed SLAs
- Process Domestic mail online through Royal mail systems as per agreed SLAs
- Maintain effective communication with both internal and external customers on all operational matters relating to deadlines and disruption to Service Delivery.

### **Delivery and Support**

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained within budget.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.
- To positively contribute to meetings to assist in the progress improvement of the function in keeping with School plan
- To ensure the effective and efficient receipt, delivery and handling of goods on behalf of the School community
- Be conversant with all Health and Safety regulations and participate in emergency procedures as required.

### **Analysis and Reporting**

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.
- Collaboration and Support
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

### **Project Management**

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

### **Collaborative Working**

- To communicate with relevant departments around the School to ensure decisions are best informed
- To co-ordinate the service provided from the porters and post room; prioritising as required
- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

### **Financial Management**

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.
- Process CSV files to support the tracking of departmental budgets. To accurately process invoices for internal recharging.
- To be aware of all expenditure and negotiate best price for all spend within remit.
- Provide accounts with spreadsheets for monthly accounts and overtime payments Balancing and monitoring invoices
- Raising purchase orders and processing payments

### **Process Improvement**

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.
- Undertake training of all members of the portering team in day to day procedures of the Post room services enabling continuous service improvement.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it within the wider department.

### **Transport**

- Coordinate and Deliver a wide variety of items to different addresses and through different routes
- Coordinate and schedule deliveries
- Undertake vehicles safety inspections through routine FSI audits
- Coordinate servicing and MOT of School Vehicles
- Maintain vehicle user register
- Follow Department of Transport regulations and safety standards at all times

### **KPIs**

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.
- Team performance and customer satisfaction (for Operational Team Leaders

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

- Further education or equivalent.
- Full UK Driving license
- May hold vocational qualification.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.
- Experience of working in a customer facing environment.
- People management experience (for Operational Team Leaders only).

### **Resources including team management**

Transport: two electric vehicles

|                     |                        |
|---------------------|------------------------|
| <b>Staff</b>        |                        |
| <b>Budgets</b>      | <b>Cost management</b> |
| <b>Date Updated</b> | <b>June 2022</b>       |