

# JOB DESCRIPTION

<b>Job Title</b>	<b>Post Room Assistant</b>		
<b>Reports to</b>	<b>Operations Supervisor</b>		
<b>Department</b>	<b>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 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

The primary purpose of the post is to ensure the efficient processing of international and domestic courier shipments, distribution of internal and external mail.

Supervise an effective and efficient postal service operation, coordinating and prioritising the service as required and ensuring the proficient use of all Postal shipping tools and related pro forma invoices and legal documentations.

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

Ensuring the effective and efficient receipt, delivery and handling of goods on behalf of the School community.

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

### Key areas of accountability:

#### **Delivery and Support**

- Apply specialist technical knowledge in Shipping tools solutions for both domestic and International shipments across a range of different providers to deliver required services in line with defined processes and KPIs, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- To take a long-term forward planning approach to Event Support identifying the key and major activities needing high level event support.
- To contribute to and carry out delegated actions in relation to event planning and co-ordination meetings for large mail outs

- To play an active role in the post room operations and debriefing process so as to support the delivery of a seamless integrated service to School customers and stakeholders.
- Conduct administrative and/or operational tasks in accordance with defined Post room 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 relation, but not limited to international and domestic mail transit times and customs duties, providing stakeholders with the information and understanding required to deliver an excellent service.
- Monitor levels and order standard materials/resources, ensuring that appropriate consumables stock levels are maintained ensuring high level service delivery.
- Draft and develop standard materials, i.e. customs document, pro forma and commercial invoices for use in the provision of an effective and efficient support service.
- Co-ordinate email responses 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 GDPR processes.

### **Analysis and Reporting**

- Independently collate, cleanse and analyse billing data against monthly invoices for internal recharging purposes..
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making for coordination bulk international shipments to both students, prospective students, staff and faculty
- 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.
- Collaboration and Support Degree Education and Exec Ed
- 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

### **Financial Management**

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.
- Cost management

- To be aware of all expenditure committed and negotiate the best price for shipments within the remit of this role
- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

### **Process Improvement**

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

### **Supervision (Operational Team Leaders)**

- Supervise and/or manage allocating work, co-ordinating day-to-day activities and provide guidance to maintain service delivery standards.

### **Change Management**

- To suggest innovations to continually improve the performance and customer orientation and satisfaction achieved by Event related Post Room functions in keeping with the School's Corporate plan.
- 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 in the team and/or department.

### **Transport**

- Coordinate and Deliver a wide variety of items to different addresses and through different routes
- Coordinate and schedule deliveries
- Load, unload, prepare, inspect and operate delivery vehicle
- Coordinate servicing of School Vehicle
- Complete logs and reports
- Maintain vehicle user register
- Follow Department of Transport regulations and safety standards

### **KPIs:**

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.
- 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.

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

- Further education or equivalent.
- 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**

--

<b>Staff</b>	<b>NA</b>
<b>Budgets</b>	<b>Cost management</b>
<b>Date Updated</b>	<b>September 2021</b>