Queen Mary
University of London



Job pack

Message from the President and Principal



Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

qmul.ac.uk

Athena Swan Silver Award

Diversity & Equality Queen Mary

Queen Mary University of London

Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical,** acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays).
- Season ticket loan scheme
- Pension scheme
- Reward and recognition schemes
- Staff Networks
- Cycle to work scheme
- Qmotion sport fitness centre
- Employee Assistance Programme
- Family friendly policies
- Flexible working practices

Job description

Job details	
Job title	Portering and Postal Services Assistant
School/Dept/Institute Centre/Faculty	Professional Services / Estates and Facilities / Operations
Reports to	Portering and Postal Services Manager and/or Portering and Post room Supervisor
Grade and salary	Grade 2 (£30,414 - £33,165 per annum)
Hours per week	Full-time (35hrs)
Appointment period	Indefinite
Current location	All QMUL Campuses
Work activity type	Professional Services: Operational

Job context
The Portering and Postal services staff are key front-facing logistical support that Facilities Services provide, which helps sustain QMUL's working and learning environment for its students, staff and guests.

Job purpose
Working as part of a team providing high-quality, in-house Portering and Post Room services to staff, students and visitors to the College.

To provide front-of-house/reception cover, acting as first line response to emergencies

Main duties and responsibilities
To distribute/move a wide range of parcels, bulk and heavy deliveries, both internally and externally, to meet customer requirements and in accordance with Service Level Agreements (SLA). This can include janitorial supplies, cleaning supplies, stationery & reprographics orders, furniture, laboratory supplies and equipment.

To prepare classrooms, teaching rooms and lecture venues for use. Duties include moving tables, chairs and setting up furniture for examinations and teaching sessions, cleaning of wipe boards, etc. according to customers' directions.

To carry out office moves.

To provide weekend and evening staffing cover of events reception desk as required, including locking/unlocking procedures, patrolling, checking on the validity of visitors, guests and contractors to the College, giving directions and assistance as required, and acting as first-line response in an emergency.

To undertake van driving and delivery duties as required.

To dispose of bulk rubbish from the campus; this will include clinical waste sacks and bins, disposal of ad-hoc waste and the disposal of confidential waste and recyclable waste through the approved scheme.

To ensure that all furniture and equipment is in good working order and carry out any minor repairs as necessary, or to report more serious faults to the Estates and Facilities Helpdesk

To provide an efficient and effective postal service in accordance with SLA, ensuring compliance with all policies and procedures.

To process incoming and outgoing mail in accordance with the relevant receipt and dispatch processes and procedures of the various providers including, but not exclusively, Royal Mail, DHL, Parcelforce UK, FedEx and any other courier services, ensuring that at all times accurate records are diligently kept, recipients are informed of in a timely fashion, and items are correctly and safely stored (with particular attention to clinical supplies).

To operate all relevant postal services machinery including, but not exclusively, franking machines and barcode scanners/readers (and related software), ensuring accurate pricing and recording of information and expenditure.

To liaise with customers about deliveries, couriers and other Post Room services and provide timely advice to them in any face-to-face, email or telephone queries.

To operate across all campuses and provide cover at other sites as required meeting the Directorate's Operational Plan (including provision of sickness and holiday cover) as requested by the Manager.

To undertake early morning opening, and secure closures, of Post Rooms and Receptions as required and in line with Standard Operating Procedures (SOP).

To undertake any identified training needs as appropriate and assist in the training of others if required.

To carry out responsibilities with due regard to the College Equal Opportunities and Health and Safety Policies.

The post holder will normally be required to work five days out of seven however, during busy academic events and peak residential activities, you will be required to demonstrate flexibility to work to revised schedules, including the requirement to work on a rotational basis during Bank Holidays and college closure days as determined by operational requirements.

The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

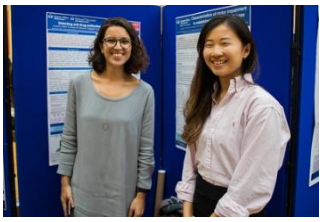
Queen Mary University of London

Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.
Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
GSCE English and Maths (Grade C or above)	☒	☐
Hold & maintain a full UK driving licence.	☒	☐
Experience/Knowledge		
Practical experience within a post room or similar environment	☐	☒
Experience in the use of post room equipment (e.g. franking machine and barcode scanners).	☐	☒
Knowledge of manual handling and lifting techniques.	☐	☒
Knowledge of the Health & Safety at Work Act and fire safety	☐	☒
Skills/Abilities		
Computer literate, ability to send e-mails, access intranet and internet, knowledge of Microsoft Word and Excel or similar programmes.	☒	☐
Excellent interpersonal skills and the ability to communicate with staff, students, couriers and other external bodies.	☒	☐
Numerate and literate, able to write up procedures and fill in forms	☒	☐
Able to drive University vehicles	☒	☐
Able to work unsupervised and as part of a team.	☒	☐
Able to work overtime to meet service requirements	☒	☐
Able to establish a good rapport with customers and colleagues	☒	☐
Have the ability to work to tight deadlines and under pressure	☒	☐
Able to work at any Queen Mary site to suit business needs	☒	☐
Other		
Able to carry out portering duties, which require extensive manual handling and lifting of heavy objects.	☒	☐
Customer focused, cooperative and of a friendly disposition	☒	☐
Must be flexible and willing to accept change.	☒	☐
*The ability to meet UK 'right to work' requirements.	☒	☐





* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment.

Visa Sponsorship

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: www.gov.uk/skilled-worker-visa

Global Talent Visa Route

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology. Further information on the Global Talent Route can be found via: https://www.gov.uk/global-talent

For additional information on both visa sponsorship and non-sponsorship visa routes, please visit the UK Visas and Immigration website: https://www.gov.uk/browse/visas-immigration/work-visas

Academic Technology Approval Scheme (ATAS)

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level or above, in the one of the ATAS listed subject areas will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate






EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI). We hold a Silver Institutional Athena SWAN award for advancing gender equality and champion a number of EDI initiatives across the University. We also offer a number of development programmes including Springboard, Aurora and B-MEntor.
We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible Working

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our Flexible Working Policy includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of family friendly policies with enhanced rates of pay available for family-related leave, following a qualifying period of service.

Further Information

Details about the school/Department/Institute can be found at:

www.qmul.ac.uk/

Informal enquiries should be made to:

Name: Helena Faria de Sousa

Tel:

Email: h.desousa@qmul.ac.uk

General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place.

