

Job Description

Job title	Porter – Post Room & Facilities Support	Date xxx
Reports to (title)	WPS Team Manager	
Contract/Department	BBC Contract – FM	Revision xxx
Location	BBC Belfast	

Job purpose

Describe the overall purpose of the job in two or three sentences.

The role exists to provide reliable, efficient and customer-focused portering and workplace support services across the site. This includes managing post room operations, handling internal deliveries, and supporting meeting room and studio setups to ensure the smooth running of the office and broadcast environment. The post holder plays a key part in maintaining a well-organised, safe and professional workspace for all staff and visitors.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

Post Room & Mail Handling

- Receive, sort and distribute all incoming mail, courier deliveries, and internal post.
- Prepare, process and send outgoing mail and courier items.
- Maintain accurate records of tracked or signed-for items.

Internal Deliveries & Collections

- Deliver packages, office supplies, and other small items across the building in a timely manner.
- Collect outgoing items from designated collection points.
- Ensure safe handling and secure storage where required.

Room & Event Support

- Set up meeting rooms, studios and collaboration spaces (e.g., chairs, tables).
- Reset rooms after use to agreed standards.
- Support occasional on-site events with furniture moves and layout changes.

Facilities & Workplace Support

- Assist with small internal moves (e.g., moving boxes, office equipment, display boards).
- Carry out routine checks on workplace areas such as kitchens, storerooms and shared spaces, reporting issues as needed.
- Maintain tidy and safe working areas across back-of-house facilities.

Customer Service & Communication

- Provide friendly and helpful support to staff, visitors and contractors.

Job Description

- Communicate clearly and professionally in person, by phone and via email.
- Work collaboratively with colleagues and escalate issues appropriately.

Health, Safety & Compliance

- Follow all site safety procedures, including correct manual-handling practices.
- Use workplace equipment (trolleys, sack trucks, etc.) safely and responsibly.
- Report hazards, near misses or building issues promptly.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

Skills & Experience

- Experience in a porter, facilities, post room or office support role is desirable but not essential.
- Strong customer service skills and a friendly, professional manner.
- Able to work as part of a team and remain calm under pressure.
- Good organisational skills with strong attention to detail.
- Comfortable with manual handling tasks (training provided).

Other Requirements

- Flexible and adaptable approach to work.
- Good communication skills.
- Basic IT literacy (email, tracking deliveries, internal systems).
- Must hold a full, clean driving licence (essential).

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

The standard working hours for this role are Monday to Friday, 08:30 to 17:00, with a daily unpaid break as per company policy. The post holder may be required to work occasional overtime, particularly during busy periods, special events, or to support essential operational needs.

The role involves regular manual-handling tasks, and appropriate training and equipment will be provided. While the position is primarily based on a single site, occasional support in nearby associated

Job Description

buildings may be required. A flexible and customer-focused approach is essential to meet the demands of the workplace environment.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	