

Job title	Multiskilled Mailroom Operative	Date
Reports to (title)	Mailroom Manager	
Contract/Department	SKY Spaces/Mailroom	Revision
Location	Osterley	

Job purpose

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

Provide a professional, efficient and customer-focused mailroom service, ensuring the accurate receipt, processing and distribution of mail, parcels and courier items. Deliver mailroom services within agreed timescales and service level agreements, while maintaining high standards of quality, confidentiality, health and safety, and compliance with company policies and procedures.

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.

- Receive, sort and distribute incoming mail and parcels.
- Book and track incoming courier items using the approved courier management system.
- Ensure all mail items are delivered within the correct timescales.
- Collect and prepare all outgoing mail/parcels from required locations.
- Book outgoing parcels/mail correctly via same-day and overnight platforms.
- Assist with all areas of the Mailroom team including couriers, goods in and mailroom.
- Assist reprographics team when required.
- Complete required mailroom audit checks.
- Maintain accurate records of incoming and outgoing mail, courier items and deliveries.
- Act as a point of contact and advise end users on all aspects of mail and distribution services.
- Respond to telephone and email enquiries professionally, ensuring accurate communication and message taking.
- Take an active part in all training and staff development provided by company and/or client.

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- Follow the correct procedures and soft/hardware that are used in the delivery and signing for of accountable items.
- Handle confidential and sensitive correspondence in accordance with company and client confidentiality requirements.
- Engage with and build relationships with end users and client contact.
- Carry out all duties within a timely, professional and polite manner.
- Attend team meetings and/or meetings as requested by the Mailroom Manager, Operations Manager and/or client.
- Be flexible in approach to work patterns and systems to maintain the standards required as an EMCOR UK employee.
- Adhere to all site security procedures relating to deliveries.
- Escalate service issues, delays, security concerns or operational risks to the Mailroom Manager.
- Maintain a professional appearance and conduct at all times when representing EMCOR UK and the client.
- Adhere to any reasonable management requests from line managers or client contact.
- Adhere to Quality, Safety, Health and Environmental policies and procedures on site.

Resource responsibilities

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

- Ensure systems are used in compliance with company policies and security systems.
- Maintain and safeguard mailroom assets against loss, theft, misuse or damage.
- Maintain accurate operational records and documentation in line with company procedures.
- Ensure all mailroom equipment is used safely and reported if defective or damaged.

Person specification

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

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Essential

- Strong organisational and time management skills.
- Attention to detail and reliability.
- Good communication and customer service skills.
- Basic IT skills including Microsoft Office, email and tracking systems.
- Ability to work independently and as part of a team.
- Ability to undertake manual handling activities, including lifting and moving mail, parcels and deliveries.

Desirable

- Previous mailroom, logistics or office administration experience.
- Experience using courier management or tracking systems.

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.

- Flexible approach to working hours and duties to meet operational requirements.
- Regular manual handling activities form part of the role.
- May be required to provide support across mailroom, goods-in, courier and reprographics services.
- Must comply with all client security and access requirements.

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>	