



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: Resources

AREA/DEPT: Corporate Assets

FAU:

SECTION: Facilities Services Section

JOB TITLE: **HQ PORTER / MAILROOM OFFICER**

REPORTS TO: Logistics / Monitoring Officer

CURRENT RANK/GRADE: **AA**

DATE: June 2020

1. **JOB PURPOSE:** (Briefly state your job's overall objectives. To.....")

To provide a HQ portering and mailroom provision service to the Force ensuring a prompt and effective customer focused service is delivered.

2. **PRINCIPAL ACCOUNTABILITIES:**

(Describe the important end results you are expected to achieve).

- a) Relocate items, for example, furniture and office equipment, internal information (leaflets, documents), arrange for the removal of refuse and confidential waste from designated points, within Headquarters and on occasions between police premises, ensuring a quick and efficient response to customer requests.
- b) Sort incoming and out going mail according to the senders requirements and most effective method of transmission. Ensure the correct postal rates are applied to ensure the customers are not subject to chargers on receipt. Liase with various departments in Headquarters with regards to correspondence to ensure post is handled confidentially and with discretion and to support individual departmental processes and in accordance with Force procedures.
- c) Meet and assist outside agencies delivering goods to Police HQ ensuring the goods are delivery to the correct location and all necessary administration is carried out. Take responsibility for ensuring the Loading Bay external door is kept shut and when necessary challenge people attempting to enter the building not displaying identification.

- d) Be accountable for the upkeep and cleanliness of the areas outside Police HQ, including upper and lower car parks and front and back entrances ensuring all areas are maintained to meet the Corporate Assets Department standards and a safe access for both visitors and employees is achieved.
- e) Identify suspicious items of incoming mail, implement security procedures and examine and suspect parcels / letters using specialist screening equipment and maintain accurate appropriate records and possible future reference thus ensuring the safety of Police Headquarters and other locations and their occupants.
- f) Spread salt / grit in car parks and paths in periods of frost and snow, ensuring safe access to and egress from Police Headquarters for all users of the building. Take into account weather forecasts as a preventative measure. Remove all salt / grit when no longer needed and return the external areas to a clean and tidy environment.
- g) Deliver and collect mail from various City Centre locations and within Police Headquarters according to relevant schedules, carrying out all necessary administration ensuring an efficient service is provided.
- h) Undertake general maintenance tasks when required, for example, changing light bulbs under the guidance of the Logistics / Monitoring Officer.

3(a) KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

The post-holder must have knowledge of relevant Force policies and procedures and Health and Safety.

The post-holder must be confident and have communication skills to communicate clearly and effectively, both verbally and written, with personnel and customers of Merseyside Police.

Postholder must be physically fit and undertake manual handling training to ensure safe handling of items.

Knowledge of security measures, what constitutes a suspicious package, the procedures relating to the use of screening equipment.

The ability to use Force IT systems, as required also a knowledge of Force-wide departmental responsibilities.

The ability to work in a large team, with a diverse workload is essential for the post holder, together with a flexible approach to work and an ability to work under pressure and meet deadlines.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

No Police Powers

4. RELATIONSHIPS:

(a) Supervisory responsibilities:

None

(b) Supervision Received:

Corporate Assets Logistic / Monitoring Officer.

(c) Other Contacts:

(i) Within Merseyside Police:

Contact with all Departments within Headquarters, officers and staff of all ranks and grades visiting or working from HQ.

(ii) Outside Merseyside Police:

Contact with all visitors to the site, either as visitors, contractors authorised to have access to the site or members of the public requiring assistance.

5. CONTEXT:

(a) Operating Environment: (Services provided, work patterns, who are the customers).

Normal hours of work are 36.5 hours per week, Monday to Friday. A portering provision will be between the hours 7.00 to 18.30

The mailroom will be staffed between the hours of 7.00 to 11.00 and 14.30 to 18.30.

The service will be delivered by 3 fulltime members of staff and two part time members of staff.

(b) Framework and Boundaries: (Policies and procedures which affect you and how these can be changed).

Force and departmental procedures and instructions form the basis of the work of the Porters / mailroom staff.

(c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

None

6. DIMENSIONS: (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: None

Staff: None

Other: Providing a HQ Porter / Mailroom cost effective customer focused service to the Force and it's visitors

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

The continuing reorganisation of the Force means departments within Headquarters are frequently changing and consequently despatches are often incorrectly addressed. Post holder needs to be aware of the changes to the Force structure and location of personnel.

Maintaining the service provision of porter satisfying the needs of people within the organisation and its visitors.

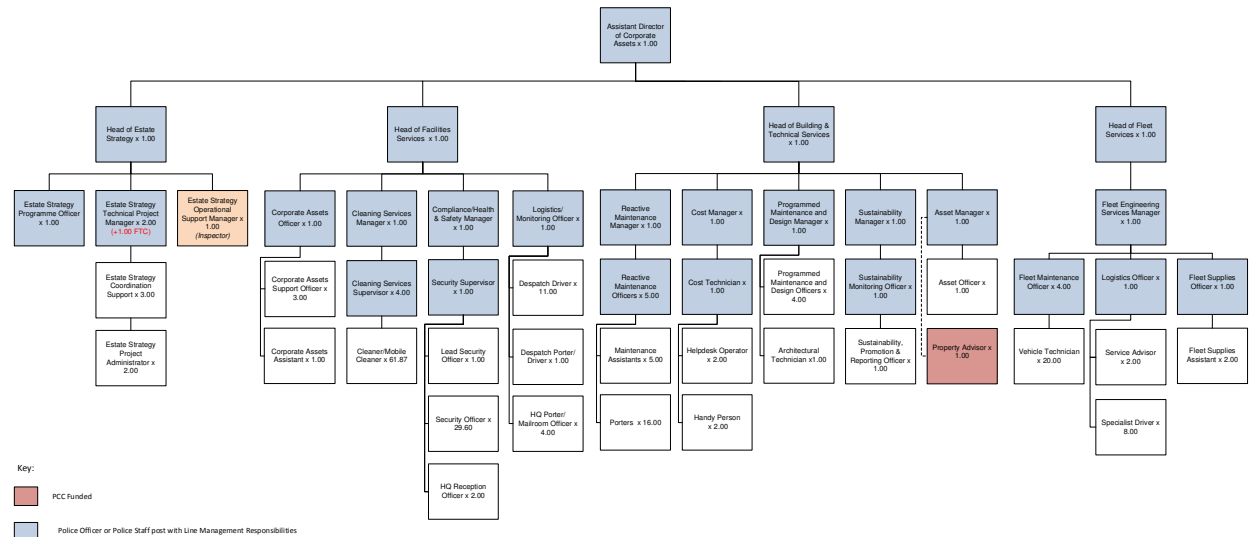
Supervision is not always available due to working late hours and the postholder is required to make decisions in relation to various tasks when necessary.

8. ADDITIONAL INFORMATION:

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).



10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn