

JOB DESCRIPTION

Estates, Facilities & Development Directorate

JOB TITLE: Post Room Assistant

BAND: 2

ACCOUNTABLE TO: Estates Facilities and Development Directorate

REPORTS TO: Portering Officer

OUR VALUES

CARE	HONESTY	ACCOUNTABILITY
We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.	We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.	We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.
We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.	We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.	We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

JOB SUMMARY:

Ensure the provision of an efficient custom focused internal and external mailroom service that complies with agreed standards. Working as part of the Post room team working across all sites supporting the delivery, collection, sortation and movement of post and medical records. The role will involve driving of trust vehicles. A clean driving license is essential for this role.

1 KNOWLEDGE AND SKILLS

- 1.1 Ensure effective communications with your Line Manager and all other Post Room Operatives.
- 1.2 Provide and receive routine information, which requires tact or persuasion for the duty to be carried out either orally, in writing or electronic form.
- 1.3 Take advice, instruction or training matters, where the subject matter is straightforward.
- 1.4 Assist where possible in investigating complaints and report back to your Line Manager.
- 1.5 Ensure effective communications with all services the Post Room provides.
- 1.6 Notify your Line Manager of any unusual, potentially or sensitive issues.
- 1.7 Provide assistance and advice to staff and answer any concerns that they may have pertaining to the service or the Trust.
- 1.8 Ensure that you comply with procedures via training and experience.
- 1.9 Contribute in supporting your Line Manager in the smooth running of the Trust's post room service.
- 1.10 Ensure that you have had training in handling mail trolleys, other equipment and barrows in accordance to lifting and handling policy.

2. RESPONSIBILITY

- 2.1 Carry out post room tasks that have been allocated to you by your Line Manager in an efficient and professional manner at all times.
- 2.2 Collect and receive mail, parcels, recorded and registered letters to and from wards and departments ensuring appropriate records are made and signatures obtained.
- 2.3 Accept receipt of mail, parcels, recorded and registered letters to and from the Royal Mail, NHS Couriers and commercial couriers ensuring appropriate records are made and signatures obtained.
- 2.4 Ensure outgoing and internal mail is sorted according to defined categories.
- 2.5 Ensure outgoing mail is segregated for weighing and franking.
- 2.6 Inform your Line Manager of any mail that is suspected of containing unofficial materials or raises concern because of its appearance.
- 2.7 Take part in appraisals process, which will be carried out by your Line Manager. Take part in return to work interviews, which will be carried out by your Line Manager
- 2.8 Undertake training and development as identified by your Line Manager.
- 2.9 Ensure all mail room equipment is clean and fit for use and meets all health and safety requirements.

- 2.10 Ensure that mail is protected from adverse weather when in the trolleys.
- 2.11 Ensure all deliveries received are signed for and correctly logged.
- 2.12 Ensure compliance with legislation, Trust policies and procedures and departmental procedures and protocols.
- 2.13 Contribute to the implementation and achievements of Infrastructure and Development directorate objectives and also the Trust's objectives e.g. National Plan, Controls Assurance and help the Trust to achieve Foundation status.
- 2.14 Undertake any other duties appropriate to the grade.
- 2.15 Ensure you are fully conversant with the procedure to follow if any leakage is detected from an item of mail.
- 2.16 Ensure you have full clean driving licences where applicable; this would include driving assessments carried out by the trust on any trust vehicle.
- 2.17 You will be required to carry out any task deemed necessary by your Line Manager and within your capability.

3 EFFORT AND ENVIRONMENT

- 3.1 Ensure that you are aware that some duties require you to be physically fit, as some duties will require sustained effort to carry out the task allocated.
- 3.2 Ensure that you help to keep the Trust clean and tidy at all times and ensure the post room service comply with the waste management policy
- 3.3 Ensure all damage to the trust environment is reported straightaway to your Line Manager and an online datix incident report is completed.
- 3.4 Undertake training and development as identified to ensure we comply with all current and on going developments for the Trust.
- 3.5 You are required to inform your line manager of any safety issues that could affect you or others, in the workplace. You are responsible for your own health and safety and must co-operate with management, at all times, in achieving safer work processes and work place, particularly where it can impact on others.
- 3.6 You will be trained in the correct use of any equipment provided to improve safety and health within the trust. You are required to use the equipment when necessary and as instructed, it is your responsibility to ensure the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.
- 3.7 You are required to provide adequate supervision to ensure compliance with safe work practices.
- 3.8 You will expected to carry out risk assessments, identify hazards in your work area, evaluate the level of risk associated with identified hazards and implement adequate controls to eliminate or reduce the level of risk.

Health and Safety

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

Infection Control

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided. As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

Sustainability

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

Safeguarding

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.

Person Specification

JOB TITLE: Post Room Assistant

DEPARTMENT: Facilities Department

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW ASSESSED
Education/Qualifications		<ul style="list-style-type: none">• NVQ in customer care/support services (or working towards)• Health and safety training• Lifting and moving training• Fire safety training	Application/Interview
Knowledge, Training & Experience	<ul style="list-style-type: none">• Basic life skills• Health and safety awareness	<ul style="list-style-type: none">• People-orientated environment• Experience in hospital or similar environment• Driving passenger transport or delivery vehicles• Knowledge of one or more of Trust sites.• Knowledge of NHS plans, targets and initiatives• Basic computer skills	Application/Interview
Communication and Interpersonal Skills	<ul style="list-style-type: none">• Good communication and interpersonal skills		Application/Interview

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW ASSESSED
Special Attributes and other	<ul style="list-style-type: none"> • Physically fit • Flexibility towards working arrangements • Caring and understanding approach • Keeps calm under pressure and in difficult situations • Interested in self-development 		Application/Interview
Other Requirements	<ul style="list-style-type: none"> • Clean, full driving license 	<ul style="list-style-type: none"> • Trust Authorised Driver 	Application/Interview

Organisational Chart

JOB TITLE: Porter

DEPARTMENT: Facilities Department

