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**Logistics Services Operative**

**GRADE 4**

**Job Purpose**

Contribute to the delivery of a professional and customer focused service in support of stores, mailroom, and logistics including driver duties and vehicle maintenance assistance.

**Main Duties and Responsibilities**

1. Receive daily deliveries of goods and materials to stores, inspecting goods, recording receipts, recording damages, and liaising with suppliers regarding damaged or excess items.
2. Manage inventory of goods at stores, including stock taking, management of outgoing goods, identification of low stock levels, raising requisitions to external suppliers and identifying slow-moving/obsolete stock for withdrawal.
3. Manage, audit and stock control in support of the University’s Warpit recycling scheme. Capture and record data and images of items available on the dedicated Warpit site and assist with logistics arrangements for the collection and redistribution of items.
4. Receive and secure all mail delivered by external carriers, being vigilant whilst sorting mail for collection and distribution, and support distribution of mail on campus and to satellite stations.
5. Collate external mail for processing, operate franking machinery and support quarterly reconciliation of computerised franking system.
6. Maintain records in relation to stores, vehicle and mailroom activities, such as facilitating charging to departments, relevant stores documentation, processing of sensitive items such as scientific documents and historical items and dispensing of fuel.
7. Where possible independently resolve customer queries, such as cost of services from external carriers and queries around stored items.
8. Uplift and deliver goods to both internal and external customers, including equipment, materials and taking collections from various locations within the University Estate and further afield where necessary. Drive various vehicles in support of duties including minibuses, electric vehicles, cars, vans, forklifts.
9. Provide chauffeuring services to the University Principal, University Senior Management team and VIPs, whilst always maintaining discretion and professional courtesy.
10. Carry out student and staff driving assessments, pre and post vehicle hire safety checks and regular audits of fleet vehicles.
11. Ensure the appearance and cleanliness of all fleet vehicles are maintained to a high standard by using car wash facilities, cleaning/polishing vehicle interior and exterior surfaces and vacuum cleaning vehicles and assist vehicle technicians in remoting/refitting of wheels including puncture repairs and wheel balancing.

**Qualifications**

Either: Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role.

Or: Scottish Credit and Qualification Framework level 5 or 6 (National 5 or 6, Scottish Vocational Qualification level 2 or 3) or equivalent, and experience of personal development in a similar role.

**Knowledge, Skills and Experience**

* A full UK clean driving licence.
* Customer care skills including courtesy and discretion, particularly when carrying out chauffeuring duties for senior management and visiting VIPs.
* Knowledge of Health & Safety regulations relevant to the role including manual handling, first aid, fire warden, COSHH and general safety.
* Ability to operate relevant workshop equipment e.g. wheel balancing.
* Ability to use own judgement, work to deadlines, prioritise work and work as part of a team.
* Ability to independently resolve customer queries.
* IT skills e.g. MS Office, QUEMIS, Agresso, franking machines, Warpit website.
* Relevant experience in mailroom operations, stores operations, chauffeuring or stores deliveries, within a multi-site environment.