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**Logistic Operative (Postal Services)**

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| **Job grade** | **Level 1 - Organisational Support** | **Reports to** | **Grounds & Logistics Manager** |
| **Directorate** | **Zoological** | **Function** | **Site Operations** |
| **Contract** | **Permanent** | **Location** | **Regent’s Park** |

**Responsibility for resources**

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| **Direct line reports** | **N/A** | **Responsibility for other resources** | **Internal post for staff, large deliveries on pallets, office essentials and events storage.** |
| **Financial resources** | **N/A** |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

**Purpose of the role**

The purpose of this role is to oversee the internal post room at Regent’s Park by taking in deliveries for all staff including sensitive, business and some personal mail for our lodge residents. Other duties include arranging couriers for national or international deliveries using commodity codes and assessing suitable timeframes and costs. The post holder will be required to deliver all post to internal staff areas using a range of fleet vehicles, collecting post and mail and franking the items ahead of a daily collection. The post holder will be responsible for arranging delivery of office essentials supplies such as tea, coffee, uniform, stationary and other equipment from standing or ad hoc orders to staff areas.

The post holder will work closely with the Grounds & Logistics manager to deliver the responsibilities and activities as noted within the Main Duties and Key Responsibilities section of this document, focussing predominately on the areas of Postal Services and Office Essentials. The post holder will also support logistics team in other areas such as event storage, animal food stores and transport.

**Key responsibilities**

* Work within the Logistics Team at London Zoo, carrying out all duties in accordance with relevant policies and procedures.
* Undertake mail room operations, including sending and receiving mail and parcels, and liaising with couriers and staff.
* Maintain a strong understanding of commodity codes relating to HMRC, including staying up to date with legislative changes when booking parcels and couriers.
* Drive and operate a range of vehicles and plant equipment, such as forklift trucks, vans, trucks, and cars.
* Place orders with approved suppliers; this may include sourcing suitable suppliers in consultation with the procurement team.
* Maintain stock levels, ensuring appropriate rotation and replenishment as required.
* Conduct cleaning of all designated areas, including offices, general stores, animal food stores, the post room, meat fridges and freezers, and vehicles.
* Communicate effectively via email with internal and external contacts and create or amend documents using Microsoft Office.
* Support the team in managing logistical storage solutions onsite, in collaboration with other stakeholders.
* Deliver and collect items—including heavy objects—using correct manual handling techniques, to and from both internal and external locations.
* Assist, guide, or oversee occasional non-ZSL personnel on site, such as contractors or inspectors, as directed by the Grounds & Logistics Manager.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

**Person Specification**

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| Experience |

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| Essential | * Experience in stock management processes. * Experience in warehouse setting. * Experience in a postal/ courier environment or similar setting. * English GCSE or equivalent. * Full clean driving license with no endorsements. |
| Desirable | * Previous consultation of booking couriers and arranging collections. * High level concentration is required and need to be alert at all times when driving and when reacting to onsite emergencies. * Maintaining a route schedule and following it precisely * Good memory of routes and collection points, point of contacts and staff. |

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| Knowledge and skills |

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| Essential | * Advanced skills in using MS office packages, specifically Excel and PowerPoint or equivalent software packages will be acceptable. * Understanding of postal activities that include franking letters and mail, sending parcels and arranging courier bookings. * Full clean UK or international driving licence with no endorsements and at least 1 year road experience. ZSL will request your DVLA license check code on an ad-hoc basis to check the validity and status of your driving license. * Good Interpersonal skills working part of a team and ability to communicate with a wide variety of people. * Able to follow a process and work on their own initiative to solve problems and see tasks through to completion. |
| Desirable | * Able to demonstrate high accuracy and attention to detail with reference to written communications, whether in the form of documentation or call logging. * Commodity codes and HMRC understanding and changes of legislation. * Ability to communicate effectively with various stakeholders, either internal or external with a professional attitude. * Physically fit and able to lift heavy loads of up to 20+kg. |

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| Additional requirements |

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| Essential | * This post will require extensive outside working with direct exposure to the weather and animals. * To work within freezers and fridges. * A full UK or international driving license with at least 1 year of road experience is required for this role. * Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical) * To comply with and promote Health and Safety policies and procedures. * Able to vary their working day e.g. start at 6am or finish at 11pm. * To be physically fit to endure long hours walking and lifting, carrying and pushing items. * Comfortable handling and preparing raw meat and other animal by-products. * Exposure to dirt and dust from cleaning and noise from machinery. * On the odd occasion there may be a requirement to work outside of contractual hours; this may involve carrying out additional duties however you will be informed in notice and paid overtime or given time back in lieu. |