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**Logistics Operative (Postal Services)**

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| **Job grade** | **1** | **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**

* The post holder will work within the Logistics Team at London Zoo and carryout all duties in line with relevant policies and procedures.
* The post holder will be required to undertake duties relating to a mail room, involving sending and receiving mail, parcels and interacting with couriers and staff.
* The post holder will be required to have a high level of understanding of commodity codes relating to HMRC when booking parcels and couriers and keeping up with changes to legislation.
* You will be required to prepare food for the animals which involves handling meat and accurate preparation of meat, flesh and joints into required sizes and weights, frozen rodents, fruit, and vegetables and overseeing animal diets with the nutritionist.
* The post holder will be required to be able to drive and appropriately use a variety of vehicles and plant e.g., forklift trucks, vans, trucks, and cars.
* To place orders with approved suppliers, this will sometimes involve sourcing an appropriate supplier and consulting with the procurement team.
* To maintain required stock levels and to ensure stock rotation.
* The post holder will be required to conduct cleaning of all areas within their area of work including the office, general stores, animal food stores, post room, meat fridge & freezers and vehicles.
* The post holder is expected to send emails to appropriate internal and external contacts and amend or create other documents within Microsoft Office.
* You will be required to support the team in overseeing logistical storage solutions onsite that are shared with other stakeholders.
* The post holder will be required to deliver and collect other items (including some heavy objects) from internal and external locations using appropriate manual handling techniques.
* To assist, guide or oversee occasional non-ZSL personnel whilst on site - these may include contractors, inspectors or any other personnel as discussed with the 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 |
| 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.
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| 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 |
| 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.
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| 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 |
| 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 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.
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