

# Job Description

Job title	Mailroom Manager	March 2026
Reports to (title)	Workspace Support Manager	
Contract/Department	Sky Spaces	Revision 1.0
Location	Sky Campus, Osterley	

## Job purpose

Describe the overall purpose of the job in two or three sentences.

Manage and oversee the mailroom, reprographic, goods in and courier service for the Sky Osterley Campus, covering multiple buildings. Ensure service levels are consistently maintained with adequate coverage throughout the operational day. Provide line management for the mailroom team and coordinate supply chain correspondence and activities as required to minimise operational impact. Prepare monthly customer reports and financial details for recharging.

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

### General Management Duties

- Oversee daily mailroom operations including receipt, sorting and distribution of incoming mail and packages.
- Manage outgoing mail, courier services and shipping processes.
- Ensure timely and accurate delivery of internal and external mail/packages.
- Ensure timely and accurate general correspondence process - opening, batching and scanning general correspondence and banking documents into customer systems.
- Manage supply chain partners and third-party suppliers to meet the requirements of the contract in association with mailroom activities.
- Promote safe working practices and ensure team members receive appropriate health and safety training and adhere to all EMCOR UK systems, policies and procedures.
- Review and maintain SOPs to ensure they are kept up to date.
- Manage service delivery to ensure a consistent, quality service provision to customers and stakeholders.
- Maintain operational awareness of the current workload and status of ongoing and future projects.
- Coordinate courier services and mail providers, investigating and resolving any issues related to deliveries and shipments in a timely fashion.
- Maintain a clean, safe and organised mailroom environment in accordance with EMCOR UK and customer processes and procedures.
- Build a strong relationship with key customers, based upon openness and mutual trust.
- Attend meetings as required/requested, including with the customer to provide updates and feedback as necessary.
- Prepare operational reports on mail/courier volumes, costs and recharges for the monthly customer report and for invoicing.
- Update postage prices on the mailroom till system in accordance with the latest Royal Mail price guide.
- Manage mailroom equipment such as a letter opener, document scanners, X-ray machines and IT kit, coordinate servicing with supply chain partners to minimise impact to operations.
- Monitor and replenish mailroom supplies including envelopes and packaging material.
- Ensure all required inspections and audits are completed within the set deadlines

- Ensure the mailroom van is properly maintained, including arranging MOT tests, servicing and repairs in accordance with legal and company requirements and in liaison with EMCOR UK central Fleet Team.

## Line Management Duties

- Promote and support staff wellbeing by maintaining a positive and inclusive working environment.
- Ensure staff observe rules and standards and deliver services to the required standards, aligned with processes and procedures.
- Manage planned and unplanned absences, ensuring adequate cover is always in place to maintain the operation.
- Report absences via the EMCOR UK ServiceNow systems and conduct thorough, comprehensive return to work interviews with team members.
- Undertake pro-active recruitment of qualified staff to meet the requirements of contract performance and service delivery.
- Undertake regular appraisal and progression planning meetings with team members, preparing training plans for the team to ensure competence and development opportunities.
- Monitor performance, providing coaching and support and addressing any shortfalls in performance in accordance with EMCOR UK process.

## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- Line management responsibility for the Osterley mailroom team (8no. team members).
- Management and oversight of supply chain partners associated with Osterley mailroom activities and service delivery.

## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

### Professional Requirements

- Knowledge and experience of mailroom operations in practice and in complex environments
- Experience in media and broadcast environments advantageous
- Good knowledge of mailroom operations, associated processes and procedures
- Familiarity with mailroom systems, software and equipment, including servicing and maintenance requirements
- An experienced operational leader in business-critical operational environments
- Demonstrable knowledge of mailroom standards relating to safe working practices
- Excellent organisational and people skills
- The ability to establish, implement and monitor high standards of excellence in areas of quality, safety, operational performance and customer service
- Competent in the use of programs in the MS Office suite to produce written reports, tracking spreadsheets and presentations

### Personal Requirements

- Demonstrate a natural leadership style with obvious gravitas and charisma to stand out amongst others and the ability to bring out the best in people
- Demonstrate empathy with customers, an ability to quickly grasp their needs
- Possess energy and infectious enthusiasm to motivate and deliver
- Demonstrate the ability to work in fast paced environments and to tight timescales under pressure, with good decision-making skills
- Demonstrable ability to communicate effectively, verbally and on paper/electronically at any level

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- Possess determination and resilience to achieve objectives and targets when faced with challenges and an ability to identify and drive through solutions, even under considerable or sustained pressure
- Demonstrate a leadership style that includes mentoring and coaching, to encourage the best performance from team members

### Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

There may be a requirement to cover early and late shift patterns with the team to ensure full oversight and adequate coverage of the mailroom team and operation.

Confidential information will be accessed and handled as part of the role; no confidential or sensitive information should be shared with any unauthorised person at any time.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	