General Office Service Level Statement

The General Office is located with the Ground Floor of the Malet Street Extension Building and is responsible for the provision of all postal services, goods received and returned and the ordering and distribution of stationery within the College.

Responsibilities

The General Office is managed by Anne McKeown, Support Services Officer.

E-mail: a.mckeown@bbk.ac.uk – Tel: 020 7631 6020. Fax: 020 7631 6019

Malet Street Main Building. Room G22.

Objectives of the Service – Post

- Provide a twice-daily collection and delivery service of post within the Birkbeck Estate;
- Provide general information on postal regulations / services and also tailor solutions for special requirements;
- Provide a twice-daily delivery and collection service within the Birkbeck Estate;
- Despatch all post through Royal Mail or other contractors the same day if received in the post room by 4.15pm. (Except for RECORDED / International SIGNED for / Special DELIVERY POST which must be received by 4.00pm);
- Sort all incoming mail promptly and efficiently;
- Provide contract courier services (motorcycle / van) where appropriate;
- Advise on Customs declarations and supply relevant documentation where needed for international parcels;
- Assist with tracing lost letters / parcels via external postal suppliers;
- Make arrangements for delivery to alternative offices in the event of holiday / sickness;
- Record and recover costs for all services on a monthly basis.

University of London to provide a Precinct Mail Service with one daily delivery and collection to UCL, SOAS, IOE, LSHTM, ULCC, Warburg Institute, IALS, IGRS Library, SAS (Deans Office), Commonwealth Studies, International Hall, Garden Hall, Connaught Hall.
Objectives of the Service – Deliveries of Goods received and returned

- Goods received in the goods in/post room are recorded on to a monthly spread sheet, this is on the Zeus S drive on the college computer system;
- Items are logged on to the system;
- By date;
- Courier Company;
- Addressee;
- Number of Items;
- Barcode/ delivery note number (by scanning).

These are imputed on to the spreadsheet with a reference number. Ref number is then typed in to yellow cell and we print out a delivery note. This is sent with goods to the recipient.

Objectives of the Service – Stationery

- Receive stationery requisitions from Services users by email or post;
- Place orders electronically with nominated stationery suppliers on a daily basis and send confirmation to service users which details a cost breakdown;
- Receive and distribute orders when received -- Goods In section;
- Process invoices for payment for each order.
Service Standards and Monitoring Success

<table>
<thead>
<tr>
<th>Service Standard</th>
<th>Monitoring Method</th>
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<tbody>
<tr>
<td>1st and 2nd Class Mail received into the General Office by 1615hrs daily will be</td>
<td>No mail will be left in the General Office at the end of the day. Monitored by the</td>
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<tr>
<td>dispatched on the same day from Mon - Fri.</td>
<td>General Office Supervisor.</td>
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<tr>
<td>International mail received into the post room by 1600hrs daily will be dispatched</td>
<td>No international mail will be left in the General Office at the end of the day.</td>
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<td>on the same day from Mon – Fri.</td>
<td>Monitored by General Office Supervisor.</td>
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<tr>
<td>Parcel post received into the General Office by 1600hrs daily will be dispatched</td>
<td>No parcels will be left in the General Office at the end of the day. Monitored by</td>
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<tr>
<td>on the same day.</td>
<td>the General Office Supervisor.</td>
</tr>
<tr>
<td>All items of mail, parcels and goods that are signed for in the General Office</td>
<td>A paper delivery note is attached to item for delivery, this is signed and return</td>
</tr>
<tr>
<td>will be logged on to a daily spread sheet and distributed the same day from Mon –</td>
<td>to the General Office. All delivery notes will be monitored by the General Office</td>
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<tr>
<td>Fri.</td>
<td>Supervisor.</td>
</tr>
<tr>
<td>All e-mailed stationery orders sent to General Office e-mail address by 1600hrs</td>
<td>Monitored by the General office Supervisor.</td>
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<td>will be ordered via the Office Depot website on the same day.</td>
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What we need from Service Users – Post

- Correctly label envelopes with the recipient’s name and room number (for internal mail) and for external mail, the full postal address and postcode, including the cost-centre number of your department.

- Note that for priority mail the following abbreviations need to be inserted in the top right hand corner for each envelope or parcel:
  - A red tick for 1st class;
  - RD for Inland Recorded;
  - SP/D for Special Delivery;
  - IS/D for International SIGNED for service;
  - I/AS for International AirSure service.

What we need from Service Users – Goods Received

Goods are delivered with the delivery note these must be signed and returned to the General Office, if the recipient is not there or there is no one to sign for goods, and then goods must not be left without signature, they are returned to Goods In where the recipient will be emailed/telephoned for them to collect.
What we need from Service Users – Goods Returned

Goods that are to be returned to supplier, these can be left in the Goods In with:

- A returned collection number;
- Full postal address of recipient;
- Telephone number of recipient;
- Department and telephone number of sender (needed in case shipment is not collected).

What we need from Service Users – Stationery

- Details of School contact name and room number where the goods are to be delivered;
- Financial Cost Code;
- Details of any shortfalls in delivery, wrong items in incorrect invoicing must be provided to the General office within 7 workings days of the orders being received by the College.