

Job Description

Job Title:	Post Room Operative
Hours of Work:	<p>Job Share Annualised Hours:</p> <p>Operative 1: Term Time: Monday – Friday 9.00am – 2.30pm (34 weeks) <i>(xeat/half term Fridays (9 per year) – 9.00am – 12.00pm)</i> Non-Term Time: Monday - Friday 9.00am – 1.30pm (9 weeks)</p> <p>Operative 2: Term Time: Monday – Friday 11.00am – 4.30pm (34 weeks) <i>(xeat/half term Fridays (9 per year) – 11.30am – 2.30pm)</i> Term Time Saturday: 11.30am – 2.30pm (Approx 23) Non-Term Time: Monday - Friday 9.00am – 1.30pm (9 weeks)</p>
Department:	Post Room (Support Services)
Grade:	7
Accountable to:	Head Receptionist
Number of direct reports:	0
Budgetary responsibility:	No
Location:	Stowe School
Purpose of the role:	To record and sort all incoming and outgoing post and parcels for staff, residents and pupils. Ensure administration systems for the Post Room are maintained and kept up to date.
The Stowe Group	
<p>The Stowe Group of schools (Stowe, Swanbourne House, Winchester House and Ashfold) was created in January 2021 and is situated on three separate sites in Buckinghamshire and Northamptonshire. Across the three schools, The Stowe Group offers education for boys and girls from 3-18 years. Within The Stowe Group there are more than 1,500 pupils and 850 colleagues. The Schools occupy sites of historical significance in Swanbourne, the market town of Brackley and the world-famous landscape gardens at Stowe, where we work with The National Trust to manage 880 acres and open the grounds to over 200,000 visitors a year. Stowe House is open to the public during the School holidays and for guided tours during term time. The Stowe Group is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. In 2021, The Stowe Group launched its transformational and substantive Change Makers vision and Change 100 programme.</p>	
Vision & Ethos	
<p>We are Change Makers</p> <p>Stowe stands in the most sublime setting of any school in the world. Historic buildings, landscaped gardens and the very spirit of the Enlightenment sit at the heart of its founding. But, as this remarkable landmark enters its second century as a leading public school, we believe that beauty and tradition are not enough: our future vision for the School embraces change, uncertainty and the challenges that will face our pupils not just during their academic careers, but throughout the rest of their lives in a world which is increasingly complex and ambiguous. Within that volatile environment we see our pupils and staff as Change Makers. They will make a lasting impact not only while they are here at Stowe, but, perhaps more importantly, in the wider world. The history</p>	

of this place, both as a stately home and as a pioneering school remains important to our mission of education, and at the heart of a Stowe education remains intellectual enquiry, academic curiosity and a love of learning. We strive for a balance of rights and responsibilities, equality and inclusion and to treat each pupil and member of staff as an individual. Our vision is inspired by a history of progressive thinking, and has been developed through collaboration with our pupils, parents, teachers, support staff, governors and alumni. Yes, we teach pupils how to excel in exams, but we also teach them how to collaborate, how to solve problems and how to think critically. Stowe is educating a generation of Change Makers ready to transform the world.

The Group's talented and committed workforce is one of our greatest strengths. We are committed to fostering team engagement, attracting, mentoring, developing and retaining our best teachers and support staff. We focus on employee wellbeing, provide opportunities for professional growth and we create a culture of community and partnership.

Key Tasks:

- To receive incoming post, sort by House, department, resident or staff member and prepare for internal distribution to staff Pigeonholes, Boarding Houses or for collection.
- To receive incoming post and parcels, log it on to the Post Room data base and ensure that they reach their intended recipient.
- To log outgoing post and parcels and ensure that they reach their intended recipient.
- Prepare the pupil post in a timely manner in readiness for delivery to the Boarding Houses.
- To frank business and pupil mail ready for collection by Royal Mail and advise staff when they will need to use a courier.
- To familiarise yourself with the courier companies we use and to gain an understanding of the regulations for customs and posting within the EU and abroad.
- To deal with parcels not collected or delivered to the incorrect address.
- To maintain the Post Room software (Omnipost) ensuring that the recipient list is kept up to date.
- To keep administration systems and paperwork up to date, including emails and outlook folders.
- To keep the Post Room tidy, ensuring you have plenty of space around you to work.
- To work with all departments to ensure an efficient service.
- Maintain expenditure data for department recharges and pupil billing.
- Monitor and report items received that are suspected of being on the 'banned items list' or have an 18+ age limit,
- Provide cover for job share as and when required and to have a flexible approach to work.
- To comply with statutory Health and Safety, Safeguarding and GDPR legislation at all times, and attend regular online and face to face training updates.

Person Specification: The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form		
Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSE English Language or equivalent. • GCSE and Maths or equivalent. 	<ul style="list-style-type: none"> • Relevant Customer Service qualification • Relative Administration qualification.
Specialist Skills and Experience	<ul style="list-style-type: none"> • Experience of working in a customer service-based role. • Computer literate in Microsoft Office 365, Data Software Systems and MIS. • Excellent attention to detail. • Excellent communication skills with the ability to communicate at all levels. • Excellent organisational skills, ability to prioritise, multi-task and meet deadlines. • Ability to work on own initiative, be part of a team and build effective working relationships. 	<ul style="list-style-type: none"> • Ability to work in a fast-paced environment. • Experience of working in an educational setting. • Experience of working in a Post Office based role. • An understanding of postal systems. • An understanding of Safeguarding, Health and Safety and GDPR.
Personal Qualities	<ul style="list-style-type: none"> • Professional, kind, friendly and approachable. • Patient, with a good sense of humour. • Excellent time management, reliability and flexibility. • Remain calm under pressure. 	<ul style="list-style-type: none"> • Ability to spend large amounts of time on the move and on your feet. • Ability to relate well to school age pupils. • Ability to cope with change and last-minute requests.
This job description and Person Specification reflects the present requirements of the post and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder		
Date Agreed: April 2026		

Our Values



Value scales:

This value is the least important to the role	This value has some significance to the role	This value is desirable to the role but not essential	This value is important to the role	This value is essential to the role
1	2	3	4	5

In the role of Post Room Operative we are looking for Change Makers who are (please highlight as appropriate):

Professional:	1	2	3	4	5
Creative Problem Solvers:	1	2	3	4	5
Kind:	1	2	3	4	5
Flexible:	1	2	3	4	5
Collaborative:	1	2	3	4	5
Communicator:	1	2	3	4	5