

Facilities Management

Estates, Facilities and Residences

Service Level Agreement – Postal Services

GENERAL STATEMENT AND GUIDANCE NOTES

Facilities Management provides building cleaning, portering, security and postal services to staff, students and visitors in academic, residential, administrative and other service buildings both on and off campus its various campuses.

The Facilities Management objectives are:

- To facilitate a safe environment that allows the University to function successfully whilst positively impacting on customer experience
- A Facilities team that will pro-actively service the University Estate, ensuring that any issues identified are resolved or reported, as appropriate
- Provide greater engagement opportunities to ensure that the department uses the wealth of experience and knowledge within and outside its teams in order to maintain and enhance service levels whilst meeting University approved budgets.
- Pro-actively work to reduce the impact of the departments service delivery on the environment
- Work collaboratively with wider University departments to find efficiencies and improve working practices for the benefit of the end user and/or to reduce costs

Facilities Management (Postal Services) - Service Level Agreement (SLA)

1 General Statement

1.1 Postal Services works across all areas of the University, with a remit for:

- Collect External post and Parcelforce items from Royal Mail depot on a daily basis
- Deliver and collect all university mail both internal and external, around Academic buildings
- Sort and process mail and parcels, despatch via Royal Mail and independent Couriers to both UK & Overseas Addresses in addition to arranging collections from both UK & Overseas Addresses.
- Deliver materials produced by Design and Print Services around all departments
- Co-ordinate the transportation of high value items from Departments to locations across the UK, where financially viable
- Carry out mailshots and envelope printing for departments on a weekly basis, but during peak times on a daily basis. (usually marketing, then print, then to post)
- Take delivery of Marketing material at a designated storage facility and deliver to departments as required. Please note that a 15 working day notice is required, for all deliveries to this location
- Collate material required for Open Days, Visiting Days and other University events
- Assist Marketing & Recruitment with the setup of University events, both on and off campus
- Collate and arrange the distribution of material across the UK for external events
- Coordinate and deliver examination material across all examination venues
- Carry out collections and deliveries of completed examination scripts for the University's main examinations, three times a year
- Carry out collections and deliveries of completed examination scripts for the University's Entrance Scholarship Exams, once a year
- **Please note:**
 - **The Post Room is unable to offer a postal or courier despatch service to staff or students, if these items are of a personal nature**
 - **Some elements of the postal service may incur additional costs that do not sit within approved budgets. As a result, departmental recharging may occur, for example where a requested task required additional resource or where stock may be required to complete a given task. Where this is the case, the requesting department will be notified in advance of arrangements being made to complete the task.**

This document details the services provided to meet the expectations of our customers and details the responsibilities of both parties (Postal Services and Service Users).

Postal Services Staff

- post@aber.ac.uk / 01970622052

1.2 Due to the nature of University funding, the SLA will be reviewed annually on 31 July in conjunction with relevant stakeholders.

2 Breaches of the Service Level/Comments

2.1 The Head of Facilities and Residential Operations welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to the below address and your query will be signposted accordingly:

Estates, Facilities & Residences, Y Sgubor, Fferm Penglais, Aberystwyth, SY23 3FH – efastaff@aber.ac.uk / 01970 621951

For all urgent out of hours enquiries, contact the 24/7 Security Team on 01970 622900

2.2 Where the response is not deemed satisfactory, aggrieved parties should contact the Director of Estates, Facilities and Residences via efastaff@aber.ac.uk.

2.3 All complaints from University Students will be dealt with in accordance with the University's complaints procedures, details of which can be found here - <http://www.aber.ac.uk/en/regulations/complaints/complaints-procedure/>

3 Changes to the Service Level

3.1 The Head of Facilities and Residential Operations will review the SLA annually and where improvements are made the SLA will be updated.

3.2 Where there are written contracts, both parties may withdraw from these agreements in compliance with any contractual arrangements.

Service	Level of Service	Customer Responsibilities (where applicable)
Internal Mail	Deliver and collect all internal post across the University as per the following schedule: Appendix A.	Departments to contact the Post Room on 01970 622052 / post@aber.ac.uk should there be a request to amend the current schedule of collection and delivery
External Mail	Deliver and collect all external post across the University as per the following schedule, recharging as appropriate: Appendix A. Collect External post and Parcelforce items from Royal Mail depot on a daily basis. Sort and process mail and parcels, despatching via Royal Mail Monday – Thursday at 14.30 on Fridays at 14.00. Independent couriers collect from the Post Room at 14.00 daily. The Postal Service acts as a central point of contact for Royal Mail and Couriers on behalf of the University.	Departments to contact the Post Room on 01970 622052 / post@aber.ac.uk should there be any queries relating to Royal Mail or Couriers, along with requests for assistance in relation to external mail & Couriers, including collections from any address in UK & Overseas.
Mailshots	Carry out mailshots for departments on both a scheduled and at times reactive basis to meet the needs of the business.	A minimum of 28 days' notice is required for scheduled mailshots. Please contact the Post Room on 01970 622052 with any urgent requests for assistance in relation to mailshots.
Other Delivery Services	Collate material for Open Days, Visiting Days and other University events. Deliver all materials produced by Design and Print Services around all departments. Take delivery of Marketing material at designated storage facilities and deliver to departments as required. Please note that a 15 working day notice is required Co-ordinate the transportation of high value items from Departments to locations across the UK, if financially viable Carry out collections and deliveries of examination scripts for the University's main examinations, three times a year. Carry out collections and deliveries of examination scripts for the University's Entrance Scholarship Exams, once a year. External travel - collate and arrange the distribution of material required for external events throughout the year.	Departments to contact the Post Room on 01970 622052 / post@aber.ac.uk with a minimum of 14 days' notice for assistance. For urgent requests, please contact the Head of Postal Services on 01970 622052
Incident Reporting	Postal Services will provide a written report on all incidents detailing all facts as known, action taken and detailed timings. The report will be on the University HS&E form detailed here - https://www.aber.ac.uk/en/hse/proc-prac/incident-reporting/ Copies of the incident report form will be send to the university HS&E department	Users are to report incidents without delay by contacting Campus Reception via 01970 622900 To ensure good practise/preserve evidence, users are required to follow security advice. All maintenance issues need to be reported to the Estates Department via campushelp@aber.ac.uk / 01970 622999
Communication	Postal Services staff communicate with colleagues and customers via: <ul style="list-style-type: none"> - Email - Landline - Mobile (to be reviewed) - Radio (to be reviewed) 	post@aber.ac.uk 01970622052
Training	Postal Services staff will undertake, but not limited to, the following training course to enable them to perform their duties: <ul style="list-style-type: none"> - Manual Handling - Authorised Drivers Process 	

<u>Morning Run</u> <u>Approx Time</u>	<u>Department</u>	
10:25	EFR	Cwrt Mawr L
10:30 am	Finance , Research, Business & Innovation	12 Science Park
10:35 am	School of Art	
10:40 am	National Library of Wales (Monday Only)	
10:50 am	HR , Principals	Visualisation Building
10:55 am	Student Support & Careers Comms Office(Wed Only)	Cledwyn Spur
11:00 am	Grad School (Wednesday Only) Planning (Monday & Friday) , Health & Safety Dept Lifelong Learning , Academic Office Marketing , Alumni	Cledwyn
11:05 am	Penbryn , Welsh Language Department	Penbryn
11:10 am	DIS , Education , Psychology	P5
<u>Gogerddan</u>		
11:20 am	Accommodation Office	Ffrem Penglais
11:30 am	AIEC	
11:35 am	Ibers Stores	
11:45 am	Welsh for Adults	Lord Milford Building
11:40 am	Design & Print	
11:50 am	Farm Office	

<u>Afternoon Run</u>	<u>Department</u>	<u>Location</u>
1:00 pm	TV & Film Welsh & Celtic Studies	Parry Williams
1:05 pm	Site Security	
1:10 pm	SMB , FASS, English Modern Languages , Law	Hugh Owen
1:15pm	FASS , English, Modern Language	
1:15pm	Law	
1:20 pm	International Politics History & Welsh History	Interpol Building
1:25 pm	Art Centre	
1:30 pm	Student Union Student Union Shop	Student Union Building
1:40 pm	Sports Centre	
1:45 pm	IBERS , Nursing Sports Science	Edward Llwyd
1:50 pm	Computer Science Maths & Physics	Llandinam
1:55 pm	Geography International English Centre (Mon & Wed)	Llandinam
2:00 pm	Hugh Owen Library	