



Role Title	Messenger (Internal or External)				
Job Family	Logistics	Sub Category	Couriering and Warehousing	Grade	A2
Behaviours	<ul style="list-style-type: none"> Managing a Quality Service Making Effective Decisions Delivering at Pace 				
Purpose	Distribute and collect mail and other goods securely and efficiently.				

Key Accountabilities

<ul style="list-style-type: none"> Deliver and collect scheduled and urgent/express mail in accordance with current schedules; organise and prioritise deliveries As required, substitute for the line manager during absence, assist with producing rosters and monitoring and responding to the section mailbox enquiries 	<p>External Messengers only:</p> <ul style="list-style-type: none"> Deliver and collect items, including ministerial boxes, passports and visas between FCDO London, other FCDO sites and other government departments Check tyres, fuel, oil, water and general condition of vehicle; report any vehicle defects to the manager Undertake physical driver duties, including loading and unloading, including heavy items, as required 	<p>Internal Messengers only:</p> <ul style="list-style-type: none"> Prepare items for dispatch by global courier service, outgoing mail carriers and track and charge costs to customers; record expenditure
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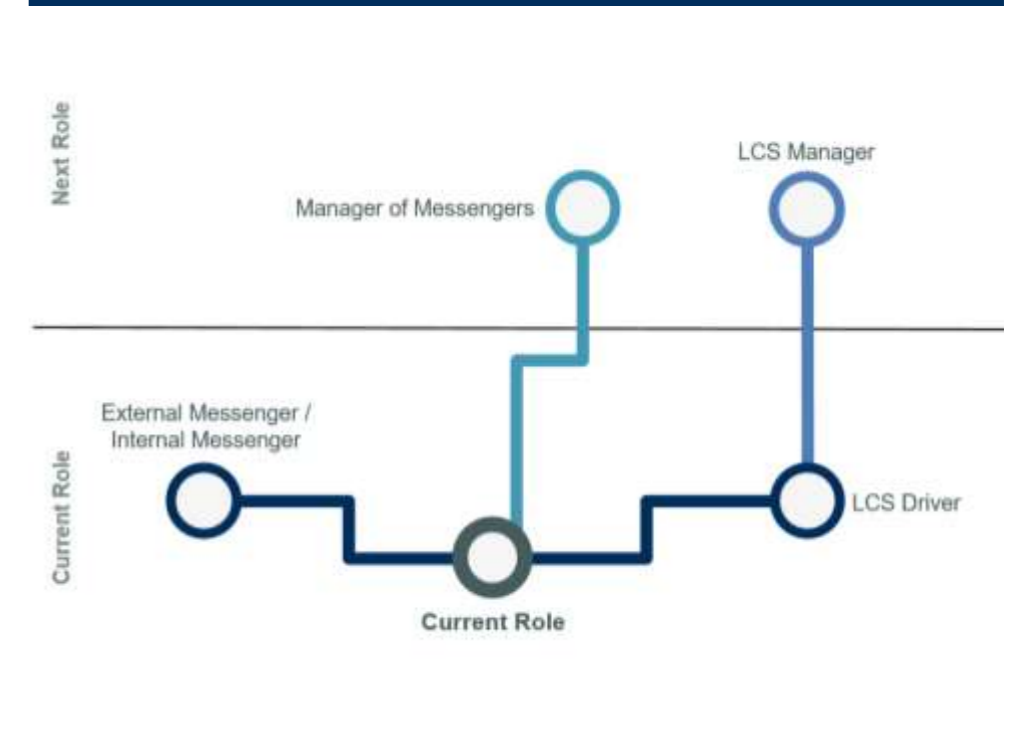
Authority and Scope

- Maintain the security and integrity of consignments
- Deliver items on time and to agreed standards
- Follow organisational guidelines when using official accounts and completing relevant documentation, e.g. timecards, expenditure reports
- Follow organizational guidelines to maintain a safe working environment
- Meet target customer satisfaction scores
- Work within 24 hour, 7 day shift patterns, including public holidays

Internal and External Communications

- Customers of FCDO Services to collect and deliver goods and passengers
- Internal customers to collect and deliver goods, make special arrangements for deliveries as required, resolve any issues that arise

Potential Next Career Moves



Skills

- Customer service
- Manual handling of goods
- Vehicle loading
- Vehicle maintenance
- Health & Safety

Qualifications, Knowledge and Experience

- Essential**
- Professional and adaptable communication skills
 - Self-sufficient, adaptable, can use own initiative and asks for help to resolve issues when required
 - Willing and able to work flexibly within established shift patterns
- External Messengers only:
- Hold relevant driving licenses; max. of 3 penalty points for driving infringements
 - Knowledge of UK law for road users and good understanding of driver regulations

- Desirable**
- Computer literate
 - Previous experience of maintaining the security and integrity of a consignment
- External Messengers only:
- Knowledge and previous experience of driving in London and the UK
 - No penalty points on driving license