**Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** Casual Design and Print Administrative Officer | **Grade**: Scale 6 |
| **Section:** Design and Print | **Directorate:** Chief Executive |
| **Responsible to following manager:**Communications Business Manager | **Responsible for following staff:**Non applicable |
| **Post Number/s:**TBC | **Last review date:**  |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

Provide administrative support to the Graphic Design and Print service.

**Specific Duties and Responsibilities**

* To ensure that all incoming work, graphic design and print orders are processed on the Panacea System promptly, that complete records of transactions including copy documents are kept on the system, jobs are priced correctly, and the scheduler is fully updated
* To obtain quotes from print and other suppliers for publicity campaigns at the request of internal and external clients, to receive orders for distribution of council material and book orders direct with Distribution contractor.
* To book poster site advertising space on behalf of internal clients.

* To receive orders for the re-print of documents from customers, review the orders to ensure that they qualify as re-prints and do not need to be re-designed, then process the order on the Panacea System, obtain print quotes and place the order direct with the printer.

* To maximise the use of double crown poster sites. To maintain on-going schedule, in consultation with departments, and ensure all posters/displays booked are on target for delivery.
* To handle customer queries including those concerning billing, and other customer concerns.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

* Have basic keyboard skills, use of Microsoft Office, email & Outlook Calendar and the internet.
* Possess good communication skills, including the ability to take and give simple messages, to communicate effectively verbally and in writing with a range of people and to take down telephone messages clearly and accurately.
* Print buying experience is desirable.

**Team structure**

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements**   | **Assessed by** **A &**  **I/ T/ C** **(see below for explanation)**  |
| **Experience**   |  |
| Experience of working in an administration role  | A,I  |
| Experience of maintaining databases  | A,I  |
| **Skills & Knowledge**  |  |
| Knowledge of IT systems such as MS Word, Excel and Outlook  | A,I  |
| Accuracy, attention to detail  | A,I  |
| Effective communication skills  | A,I  |
| Good numeracy skills  | A,I  |
| Ability to develop, maintain and review a range of different record keeping systems, including information technology systems  | A,I  |
| Good oral, written and presentation skills to provide clear and concise messages in a variety of internal and external contexts | A,I  |
| **Qualifications**   |  |
| GCSE education to include English Language and Maths (or equivalent)   | A,I  |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**