



number one for
service and value

Job Title: Print Services Officer	Grade: Scale 5
Section: Property Services - FM Operations	Directorate: Housing & Regeneration
Responsible to following manager: FM Operations Manager	Responsible for following staff: NA
Post Number/s:	Last review date: October 2017

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

Responsible for ensuring the delivery of an efficient and comprehensive Document, Delivery and Print service to the SSA maintaining Corporate Standards and established guidelines at all times.

In addition to general day to day operational duties, be responsibility for customer liaison and direct co-ordination with designers and external providers ensuring a high quality, cost efficient print service whilst supporting the wider Facilities Management Team.

Specific Duties and Responsibilities

1. To provide a full document production, design and delivery service including all postal related duties and secure scanning.



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- 2 To consolidate, create and follow set processes and procedures for the efficient running of the service
- 3 To maintain quality control for all printing produced in-house or contracted to external providers
- 4 To maintain computerised financial information including using appropriate finance platforms for day to day operations and budgetary control whilst providing management information and statistics as appropriate
- 5 To be responsible for the monitoring and evaluation all aspects of the service to optimise usage and maximise productivity of the Document Delivery and Print service
- 6 To deal promptly and effectively with internal and external customers, to their prescribed deadlines, prioritising individual workloads, maintaining confidentiality and secure document handling.
- 7 To create and maintaining electronic financial records in an organised and accurate way following the Council's financial regulations and standing orders.
- 8 Work Flexibly with minimal supervision, understanding deadlines and keeping to key team priorities ensuring accuracy and quality at all times.
- 9 To assist the FM Operations Manager in the development of effective administrative, financial and commercial investigations identifying opportunities for lean working and continuous improvement.
- 10 To be responsible for the routine maintenance, consumables replenishment and first-line maintenance of the MFD fleet.
- 11 Responsible for all actions relating to the security ID card system, in accordance with security protocols and audit procedures



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Generic Duties and Responsibilities

- a. To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- b. To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- c. 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.
- d. 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.
- e. To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- f. 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

To work within allocated budgets, and maintain stock levels and inventories of all consumables.

To be proactive in identifying and developing new / additional income streams

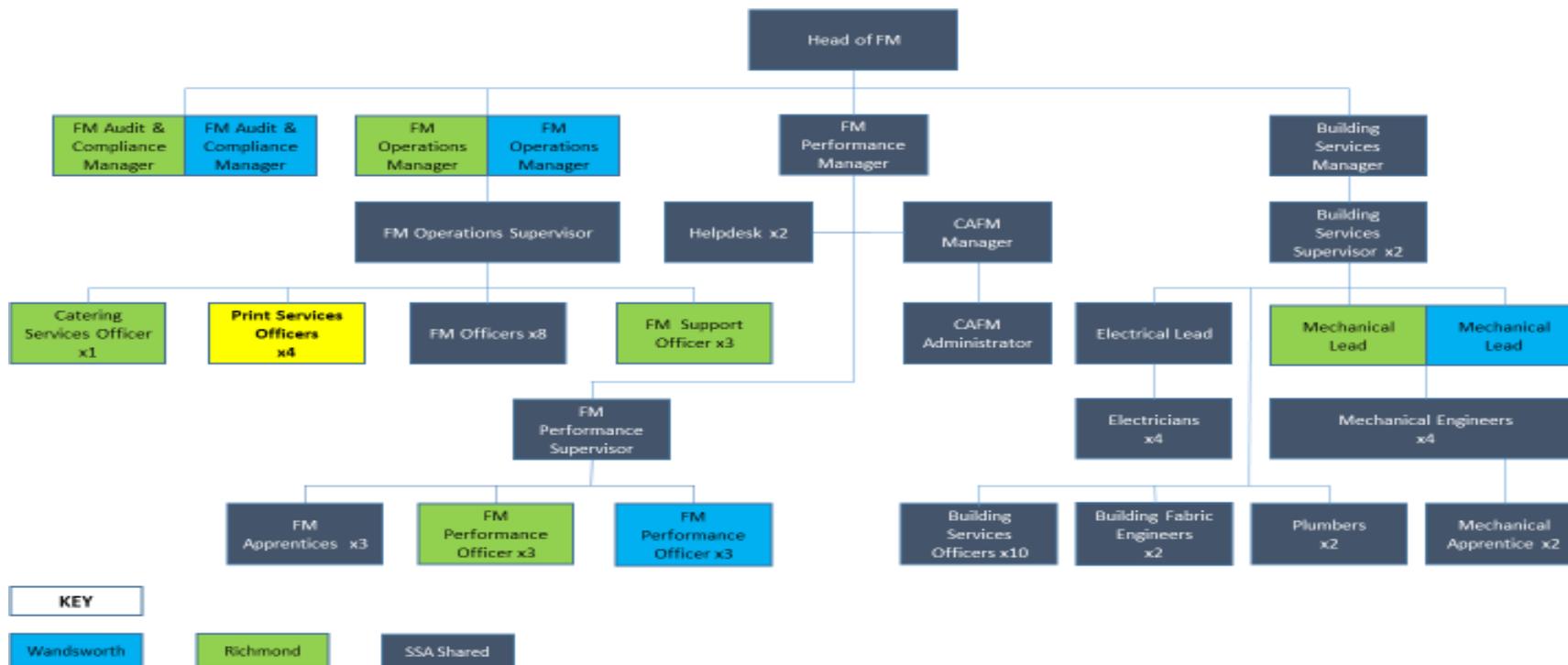
Manages:

NA



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Team Structure





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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 –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- taking a team approach that values collaboration and partnership working.

Requirements	Assessed by A & I/ T/ C
Knowledge	
Digital Print Production and Finishing equipment and terminology.	A & I/T
Operational requirements of a complete postal service and associated machinery (scanners, folders)	A & I
Developing and maintaining effect and accurate financial records	A & I
Experience	
Working in a fast moving, multi-tasking team environment	A & I
Postal processes and equipment including digital scanners, folders and franking machines	A & I
Working to changing deadlines and priorities	A & I
Using a wide range of software packages, including Word, Excel, PowerPoint and adobe	A & I



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Skills	
Ability to communicate clearly and effectively both verbally and in writing with a wide range of people, staff and customers	A & I
Good organisational skills for clear and accurate recording of data	A & I
Ability to work independently and as an effective team member using own initiative and adapting to changing priorities.	A & I
Ability to demonstrate attention to detail and producing work that is accurate and on time.	A & I
Qualifications	
NVQ or equivalent in an appropriate job-related topic	A & I
English GCSE or equivalent	A & I

A = Application form, I = Interview, T = Test, C = Certificate