

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	CORPORATE SERVICES
Division:	ICT & CUSTOMER CARE
Section:	CUSTOMER CARE
Sub Section:	Business Support Unit
Post Title:	PRINT, MAIL & SCANNING APPRENTICE
Vision Post Number:	
Grade:	National Minimum Wage
Responsible to:	Business Support Unit Co-ordinator
Posts Reporting to this Post:	N/A
Team:	Business Support Unit
CRB Required Level:	No
Location:	TY ELAI
Date of Description:	June 2015

KEY OBJECTIVES

- To contribute to the effective delivery of the Mail, Digital Print and despatch functions within the Business Support Unit
- To support the BSU Coordinator in delivering a high standard of service delivery in respect of all functions within the unit.

SPECIFIC RESPONSIBILITY

UNDER THE GUIDANCE OF A SUITABILITY TRAINED STAFF, SUPPORT THE SERVICE BY:

1. Operating all digital print, photocopying and associated machinery.

2. Provide mail/despatch duties ensuring that all additional demands on the service are achieved.
3. To ensure all machinery is operated in accordance with the manufacturer's instructions and that all safety precautions are observed at all times.
4. With support ensure that all administrative processes in relation to the service are properly dealt with.
5. To liaise directly with customers on print, mail and despatch requirements.
6. Efficient use of appropriate machinery for scanning and document disposal.
7. Assist in effective stock control process.
8. To collect & deliver print related documents as required
9. Ensure the appropriate disposal of all confidential documents in an efficient and effective manner
10. To undertake any relevant training, as agreed with the Business Support Unit Co-ordinator, in line with the requirements of the role

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have regarding the abuse or inappropriate treatment of a Child or Young Person, or Vulnerable Adults.

PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/ Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE / EDUCATION	Good knowledge on use of IT equipment	Knowledge of print equipment Full driver's licence
EXPERIENCE		Working within a print environment
COMPETENCIES	Ancillary Staff Competency Framework	
1. Working with others	Is a 'Team Player'	
2. Communicating Effectively	Listens well to others; understands what they mean, not just what they say	
3. Demonstrating Technical Ability	Is enthusiastic about getting new training and qualifications	
4. Being Committed and Reliable	Is willing to take instruction and advice. Learns from other team members in order to do the job better	
5. Working Safely	Remains aware of dangers/risks in the work environment	
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	Ability to travel throughout the County Borough to meet the requirements of the post.	



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