

GREENWICH COUNCIL

JOB DESCRIPTION

<u>DIRECTORATE:</u>	Communities, Environment and Central
<u>SECTION:</u>	Design and Commercial Services
<u>JOB TITLE:</u>	Print and Post Technician
<u>RESPONSIBLE TO:</u>	Print and Post Manager
<u>PAY</u>	SCALE 6

JOB PURPOSE

The primary function of the Print and Post Technician role is to ensure that incoming and internal documentation is efficiently and accurately distributed within the organisation and that outbound documentation including print and outbound mail is prepared and despatched in accordance with agreed processes, carry out all work associated with print and copying production under the direction of the Print and Post Manager.

This role requires relevant knowledge though this is likely to be at a basic level. Undertakes clearly defined work, to use own initiative and promote customer approach in dealing with enquiries and act as the first point of escalation for service delivery issues, escalating to senior management when required.

DUTIES

1. To undertake operation of all print production, reprographics machinery and copier equipment within the unit.
2. To liaise with clients on work requirements and to advise them of options available.
3. To have a working knowledge of all associated software such as Adobe and Planet Press
4. To undertake any print finishing and hand/bench work as required and carry out delivery of completed print work to local offices.
5. To carry out work to quality standards as agreed with the Print and Post Manager.
6. To carry out specialised print including printing of sensitive documentation, including council agenda papers, council invoices, court bundle, full bleed posters, booklets, leaflets and flyers.
7. Operating the Print Room's 'off-line' finishing equipment including but not limited to hole-punch, binder, guillotine, PUR binder and laminator. This will include the organisation of booking internal and external courier as appropriate.

8. Assisting the Print and Post manager in preparing monthly postal/ print recharging, stock levels, purchase orders, quotes and to provide information pertaining to post, print and distribution. This will include ordering stationery and materials when required.
9. Ensure all Print and Post is sorted, distributed, collected, and dispatched as per agreed processes, rotas, performance targets and SLAs. In compliance with GDPR particularly in respect of the confidentiality and privacy of the information handled by the post holder whilst carrying out their duties.
10. Use mailing and other equipment to process incoming mail & prepare and dispatch outgoing mail in line with the appropriate procedures.
11. Carry out office administration tasks such as maintaining documents in line with the retention policy, filing systems and databases, undertaking activities within established procedures ensuring compliance with financial procedures and regulations.
12. Undertake the day-to-day management of the print/ mailing equipment to enable efficient processing of materials.
13. Use IT systems (including directories, printing of lists and labels, email and web-based applications) to manage workflow, provide and receive information and assist customers in receiving postal and distribution services.
14. Assist in the training of new and temporary staff in print and postal service processes and the use of the equipment.
15. To use own initiative and promote a customer first approach in dealing with enquiries from internal and external sources on matters related to print and postal services.
16. To carry out any other duties as may reasonably be required by the Print and Post Manager.
17. To record and process cash, cheques or documents validating people's identity or income. This will include passports, identity documents, financial documents etc.
18. Ensure mailing requests that are received in the print room are checked, printed, QA checked, finished, and dispatched as per agreed processes, performance targets and SLAs.
19. To identify possible suspect packages and follow guidance in the appropriate handling of such, ensuring all health and safety regulations along with COSHH regulations are adhered to.