

Job Description and Person Specification



Job Description

Job Title	Digital Print and Mail Assistant
Grade	Grade 3
Service	Customer Services
Reports to	Customer Services Team Manager
Location	Lythalls Lane and City Wide
Job Evaluation Code	P1044D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

Working as part of a team to ensure the mail and print function delivers the organisational goals and vision for the service.

Undertake all duties associated with the day to day operation of the Print and Mail service, such as:

- the sortation, opening, scanning, indexation, delivery, archive and retrieval of mail
- processing all payments received by the service (cheques)
- processing all outgoing mail for the organisation
- a quality cost effective, value for money, print service

To ensure the business is conducted as effectively and efficiently as possible

Main Duties & Key Accountabilities

Core Knowledge

1. Delivery of an excellent quality service

Provide excellent service to all, taking ownership of service requests and ensuring where possible they are processed or escalated to a manager where required

Through displaying integrity and role modelling of appropriate behaviours and practices setting an example for the team as a whole

Taking responsibility for keeping the customer informed

Actively promote a positive, forward looking, results orientated and customer focused culture

2. Focus on performance

Provide a responsive, professional service in line with SLAs.

Adhere to processes to ensure that all elements of the service are delivered to achieve optimum performance.

Identify and make recommendations for change to process or issues that negatively affect the performance that is delivered to the customer.

Manage conflicting and competing priorities effectively.

Maintain a professional focus in delivering all aspects of the service.

3. Establish effective relationships

To support work with customers to build, maintain and promote effective working relationships

Engage with peers to deliver excellent service.

Offer support, guidance and positive engagement to all members of the team.

4. Maintain a focus on change and continuous improvement

Provide feedback on service delivery to the service management team to help facilitate change.

See mistakes as an opportunity to learn and make progress at a business and individual level.

Demonstrate self-awareness in understand own strengths & weaknesses and explore opportunities with corporate training and quality coaching to learn and improve.

5. Support the Service agenda across the organisation

Engage where appropriate in corporate initiatives and projects to ensure our customers are at the heart of our processes.

Engage positively with our customers where appropriate to facilitate the best outcome possible acknowledging constraints where they exist.

- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Customers and Suppliers	Internal All Service Areas
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
An awareness of and a commitment to customer care	
Communication skills to be able to establish effective working relationships within the team and with customers	
Knowledge of a wide variety of print production and finishing methods	
Knowledge of systems to support print and mail	
Health and Safety in relation to the office environment	
Knowledge of data protection implications	
Knowledge of equal opportunities and diversity in relation to good customer care	
Skills and Abilities	
Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision	
Good level of communication and interpersonal skills, both written and verbal, in order to represent the service in a professional manner	
Ability to maintain confidentiality of information	
A systematic, methodical and accurate approach to work	
Ability to be able to train and guide team members in office systems and processes	
Ability & willingness to acquire the knowledge and skills to work with required technology	
Ability to deal confidently with suppliers to negotiate deadlines to meet customer expectations	
Ability to lift and carry weights of up to 20kg (44.1 lbs)	
Ability to drive	
Able to operate a range of Print and Post equipment / machinery	
Experience	
Of a Print and Mail environment	

Of using and maintaining relevant computerised systems

Qualifications

Good standard of English and Maths sufficient to undertake the duties of this post (costing of working, understanding of value for money, processing of incoming payments)

Special Requirements

Holder of a valid UK driving licence Flexibility, in order to undertake the varying duties and work this role will require. This may include working additional hours at short notice to ensure service provision. A uniform will be issued and must be worn at all times whilst on duty

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	March 2018	Date Reviewed	February 2023
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