

Job Description and Person Specification

Digital Print & Mail Assistant

Job Details	
Grade	Grade 3
Service	Customer Services
Location	Lythalls Lane and City Wide
Job Evaluation Code	P1044D

Coventry City Council 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: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
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

- **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
- **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.
- **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.
- **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.
- **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.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

N/A

Person Specification

Requirements

Knowledge	An awareness of and a commitment to customer care
Knowledge	Communication skills to be able to establish effective working relationships within the team and with customers
Knowledge	Knowledge of a wide variety of print production and finishing methods
Knowledge	Knowledge of systems to support print and mail
Knowledge	Health and Safety in relation to the office environment
Knowledge	Knowledge of data protection implications
Knowledge	Knowledge of equal opportunities and diversity in relation to good customer care
Skills And Ability	Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision
Skills And Ability	Good level of communication and interpersonal skills, both written and verbal, in order to represent the service in a professional manner
Skills And Ability	Ability to maintain confidentiality of information
Skills And Ability	A systematic, methodical and accurate approach to work
Skills And Ability	Ability to be able to train and guide team members in office systems and processes

Skills And Ability	Ability & willingness to acquire the knowledge and skills to work with required technology
Skills And Ability	Ability to deal confidently with suppliers to negotiate deadlines to meet customer expectations
Skills And Ability	Ability to lift and carry weights of up to 20kg (44.1 lbs)
Skills And Ability	Ability to drive
Skills And Ability	Able to operate a range of Print and Post equipment / machinery
Experience	Of a Print and Mail environment
Experience	Of using and maintaining relevant computerised systems
Qualification	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).

Declaration			
Reviewed/Created By:			
Job Title:	Digital Print & Mail Assistant	Date:	February 2023