



Coventry City Council

Job Description

Job Title:	Digital Print and Mail Assistant	Job Number:	P1044D
Directorate:	People	Post Number:	
Service:	Customer Services	Grade:	Grade 3
Location:	Citywide		

Job Purpose:

1. Working as part of a team to ensure the mail and print function delivers the organisational goals and vision for the service.
2. 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
3. to ensure the business is conducted as effectively and efficiently as possible

Main Duties and Responsibilities:

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.
- The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-
 - To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
 - To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
 - Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
 - To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected

- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

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

Responsible for: N/A

Responsible to: BSC Manager, CST Manager, Technical Team Leader

Date Reviewed: June 2017

Updated: March 2018

Core Behaviours	Level
Delivering good Customer service	2
Being adaptable	2
Always improving	2
Working together	2
Leading People	1
Having a strategic perspective	1
Being Confident	2
Understanding how we Work	1



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Person Specification

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Area	Description
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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

Educational:	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

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Date Reviewed: *June 2017*

Updated: March 2018