

Job Description and Person Specification



Job Description

Job Title	DP&M Technical & Training Officer (Records, Archive and Payments)
Grade	5
Service	Customer Services, Digital Print and Mailroom
Reports to	CS Manager
Location	Citywide
Job Evaluation Code	A5682



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.

Supervise the activities of the Records, Archive and Payments team to ensure work is completed on time, and to the required standard

To assist in the day to day running of the Digital Print and Mail service, with responsibility for training staff in work processes, ensuring technical systems are functioning correctly to produce required outputs, and assisting with the day-to-day smooth running of the service to deliver the highest possible customer experience.

Main Duties & Key Accountabilities

Core Knowledge

- Responsible for the training of people in undertaking activity in all aspects of the Records, Archive and Payments team
- Responsible for producing and maintaining written procedures for activity within the Records, Archive and Payments team
- Responsible for ensuring that the technical systems (Hybrid Mail, Digital Mailroom, Digital Storefront, Scanning solutions etc) used within the unit are functioning effectively to support the work of the service, and taking the lead in working with support services (internal and external) to resolve problems as they occur.
- Responsible for administering the ICT solutions (eg Kofax) used with the Records, Archive and Payments team.
- Working with Customers to ensure they are making use of the systems we provide (eg E-Post) and where needed working with them to successfully adopt these systems to maximise productivity and minimise risk of data breaches.
- Responsible for the planning, co-ordination and allocation of work within the Records, Archive and Payments team, raising any concerns or problems with managers
- Responsible for ensuring that all internal recharges and invoices are accurately processed / raised for billing of services supplied.
- Ensure administrative and finance practices are undertaken effectively complying with Standing Orders, procurement policies and other financial regulations and guidance including e-procurement.
- To liaise with customers in the planning and operation of significant special tasks (e.g. annual Council Tax billing) liaising with managers to include arrangements for staffing, equipment, accommodation and other customer requirements.
- Responsible for co-ordinating the supply of corporate stationery.

- Promote safe working practices in accordance with Health and Safety legislation, including responsibility for ensuring that all machinery and equipment is maintained in an appropriate manner to the highest safety standards.
- Promoting and maintain co-operation and positive communication within the Unit, collaborating with colleagues, to ensure that the various sections operate effectively.
- 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

Job Evaluation Code	
Knowledge	
General financial, accounting and procurement procedures.	
Stock control practices and procedures.	
Contract management arrangements and monitoring.	
Health and Safety legislation, practices and procedures.	
Ideally of the City Council's organisational structure and main strategic policies and initiatives.	
Postal Services and the operation of postal discount schemes	
ICT systems in-use within Post, Print and Scanning services such as Hybrid Mail, Digital Mailroom	
Plant used within Post, Print and Scanning services such as Franking machines, folder / inserters, scanners, letter openers, guillotines, booklet makers, digital printing presses etc	
Scanning and Indexing of documents	
Various forms of print production methodology and industry related good practice.	
Ability to acquire the knowledge of electronic data managements systems.	
Skills and Abilities	
Strong interpersonal skills to communicate and negotiate in detail with customers and suppliers to meet the day-to-day and long term requirements of the service.	
Effectively plan workloads in order to meet customers' deadlines.	
Compose correspondence and reports which are accurate and well presented	
Effectively apply ICT applications to fulfil the role and responsibilities.	
As and when necessary to lift and carry weights on a frequent basis of up to 20kg.	
Utilise in a safe and proper manner, a wide range of manual lifting equipment including flatbed trucks and high-rise pallet trucks.	

Experience
Working in busy office and/or production environment.
Assisting in the administration of a multi-million-pound budget and large portfolio of plant and equipment.
Effectively operating a materials stores facility.
Working with managers to achieve corporate aims and objectives.
Application of strict procurement and budgetary control policies and procedures
Qualifications
A high standard of English and maths, sufficient to undertake the duties and responsibilities of the post.
Special Requirements
Holder of a driving licence.
Willingness to work additional hours and out-of-hours in order to ensure full-service provision.
Willingness to wear a corporate "front line service" uniform.

Date Created		Date Reviewed	
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