



# Role Profile

<b>TECHNICAL PRINT OFFICER</b>			
Reference No.	A5206	Type	Individual
Service	Assets, Transportation & Environment		
Job Family	Para-Professional 5	Grade	FC6

<b>Purpose</b>
Control and Management for the corporate managed print and document service by ensuring service delivery to internal and external service users.
Control and maintain the service audit and risk assessment schedule. Maintaining the service library of compliance records and standards.
Maintain work programmes, ensuring information and advice is cascaded to all services as required while maintaining a flexible approach to support business development initiatives as and when required.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
Planning and implementing a wide range of service provision ensuring day to day tasks are met. Prepare monitor and analyse financial reports.
Pricing of high-volume printing for Internal & External customers, checking suitability of artwork, amending, and resizing of artwork, advising on stock and finish of documents.

<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Educated to SCQF level 8, which includes HNC or Advanced Highers or equivalent.	✓	
Relevant Audit Qualification		✓
Experience and Knowledge of the High-Volume Printing and Fleet Management within the Public Sector	✓	

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
	Specialist Knowledge of Various Digital Print Softwares.		
Working in a third party managed partnerships environment ensuring the effective deployment and best value of fleet, archiving and high-volume printing.	Experience of working to deadlines	✓	
	Time management skills	✓	
Ensuring you have knowledge of Business Units products and services and keeping up to date with changes.	Knowledge of printing and document services	✓	
Communicating courteously with all customers and colleagues at all levels by telephone, email, letter, and face to face. Representing the service at various forums as and when required.	Customer service skills (Focus on customer)	✓	
	Communicating Skills	✓	
Providing information on job pricing and facilitate the outsourcing of work as part of a Procurement Framework Agreement.	Experience of dealing with the private sector and members of the public (Focus on customers)	✓	
Controlling and managing all aspects of the business units recharging and billing requirements.	Problem solving skills.	✓	
	Financial Management Experience		✓
Providing bespoke and complex reports and making recommendations using the information available to you.	Analytical and Software presentation skills	✓	
	IT skills (Embrace technology and information)		
Providing reports to all levels and setting KPI's monitoring of achievement of targets and making recommendations for improvements to service delivery using analytical process.	Presentation Skills to provide detailed and complex information in a readable format.	✓	
	Report Writing Skills		✓
Ensuring systems, specifically in relation to production control, quality and inspection procedures/processes are maintained and meet current guidelines.	Organisational and Audit skills	✓	
	Initiative taking skills (Taking Ownership)	✓	

E = Essential Criteria    D = Desirable Criteria

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Design, recommend and implement new procedures and processes to meet changing customer needs.	Experience of undertaking research and analysing data	✓	
Provide training to colleagues on systems used when required.			
Running financial reports and manipulating to format with Interfaces, recharge journals, reallocation journals	Experience of income monitoring Experience of financial Systems	✓ ✓	
Management of Stock Control and Identification of Levels.	Knowledge of Purchasing systems and Stock Control	✓	
Liaising with Council departments, suppliers/contractors, internal service providers, other local authorities, colleges and relevant external agencies and organisations.	Team working skills (Work together)	✓	
Design and Implement Quality Standards, procedures, and specifications for Quality Management System.	Excellent knowledge of QMS ISO9001 QMS Internal Auditor ISO 9001 Certificate	✓ ✓	
Measure performance and identify areas of weakness, recommending and implementing improvements.	Experience of working in an Audit Based Quality Management Service.	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>

E = Essential Criteria    D = Desirable Criteria

--	--	--	--

**Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required**

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

**Additional Information – the following information is available:**

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:**

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.