



# Role Profile

## PRINT OFFICER

Reference No.	A4488	Type	Individual
Service	Assets, Transportation & Environment		
Job Family	Para-Professional 3	Grade	FC5

### Purpose

To provide support for the corporate managed print and document service by ensuring service delivery to internal and external service users.

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:	<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>
Planning and implementing a wide range of service provision ensuring day to day tasks are met.	Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent	✓	
Pricing of high volume printing, checking suitability of artwork, advising on stock and finish of documents.	Ability to provide a regular and effective service (Deliver results - See 'How We Work Matters' Framework)	✓	
Central point of contact for printer moves, purchases, charging, print changes and the Print Smart project (Canon).	Experience of working to deadlines	✓	
Ensuring you have knowledge of Business Units products and services and keeping up to date with changes.	Time management skills	✓	
	Knowledge of printing and document services	✓	

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Communicating courteously with all customers by telephone, email, letter and face to face. Representing the service at various forums as and when required.	Experience of providing a front line Customer Service Function (Work together)	✓	
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		✓
Providing bespoke and complex reports and making recommendations using the information available to you.	Analytical skills		✓
Producing bespoke and complex reports when required.	IT skills (Embrace technology and information)	✓	
Running reports on printer usage and charges and organising data into an appropriate format for input into ERP.	Experience of council IT systems and Microsoft Packages		✓
Providing reports to all levels and KPI's with regards to printer usage, achievement of targets and making recommendations for improvements to service delivery using analytical process.	Report writing skills	✓	
Ensuring systems, specifically in relation to production control, quality and inspection procedures/processes are adhered to.	Organisational skills	✓	
Design, recommend and implement new procedures and processes to meet changing customer needs.	Experience of undertaking research and analysing data (Take ownership)	✓	
Co-operate with the introduction of new procedures and processes providing input to potential service benefits.	Experience of working with minimal supervision	✓	
Develop and maintain feedback and complaints procedure for customer use and ensure information is reported to appropriate communication lines.			
Provide training to colleagues on systems used when required.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>			
<b>Before confirming appointment:</b> 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.			
<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b> – It is essential that you display the following behaviours as they are expected of all our employees:		
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>		