

Job Description

Job title:	Digital Print Assistant
Department/School:	Imaging, Design & Print Services
Grade:	4
Location:	University of Bath, IDPS 8 West 1.35, Claverton Down, Bath BA2 7AY

Job purpose

To provide high quality digital print & finishing services to University students and staff, ensuring the accurate and timely production of all work.

Imaging, Design & Print provides small & large format digital print, binding and finishing services to staff, students and visitors and are based on the main University campus. The Digital Print team produce a wide range of printed products including thesis and dissertation printing and binding, lecture notes, handbooks, committee papers, flyers, posters, banners, business cards, name badges and tickets.

This is a part time role as part of a job share 14.6 hours per week working Wednesday and Friday.

Source and nature of management provided

Digital Print Team Leader

Staff management responsibility

None

Main duties and responsibilities

To work as an effective member of the print team and the wider Imaging, Design & Print Services team

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| 1 | Produce high quality digital print and finishing products for students and staff of the University ensuring the customer requirements are met and are delivered cost effectively, error free and on time. |
| 2 | Provide excellent customer service at all times, ensuring contact is maintained with customers throughout the production process and all enquiries are dealt with in a timely manner. |
| 3 | Safely operate all digital print and finishing equipment following the agreed processes and procedures. |

4	<p>Prepare, modify and impose electronic files for printing using a variety of software packages including but not limited to Acrobat, Photoshop, InDesign, Word, Excel, PowerPoint and Publisher.</p> <p>Produce quality proofs, print and finishing solutions as per customer specifications and expectations and provide technical advice and suggestions to help reduce costs and enhance the finished product.</p>
5	Typeset a range of products and provide proofs for approval for a range of products including business cards, letterheads, envelopes, invitations and menus.
6	Mail merge files to produce small letter mailings and name badges.
7	Proactively provide advice and guidance to customers on print file creation, submission, file formats, colour & paper quality.
8	Handle cash and credit card transactions using a till and cash up at the end of the day.
9	Collect and record usage and service data to provide monthly management information reports including meter readings and wastage data.
10	Be responsible for the routine maintenance of all print and finishing equipment including ordering consumables, placing service calls and colour calibration.
11	Assist with the induction and training of new staff (including temporary staff).
12	Ensure all start and end of day routines are complete effectively.
13	Maintain and update departmental web pages.
14	Maintain processes and procedures for all areas of the role.
15	Be a trained fire warden and be able to lead the IDPS department confidently during an emergency situation.
<p><i>The role will require a reasonable degree of flexibility with regard to working pattern. This will include work at weekends and in the evening to support those high profile events managed by the Department of Marketing and Communications, for example our University Open Days. TOIL (Time Off In Lieu) will be provided where contracted working hours are exceeded, which can be taken with agreement of the post-holder's line manager.</i></p> <p><i>You are required to follow all University policies and procedures at all times and take account of University guidance.</i></p>	



Person Specification

Criteria	Essential	Desirable	Assessed by		
			A/F	I/T	R
Qualifications					
Educated to GCSE level or equivalent or experience, including Maths and English.	✓		✓		
Customer service training.		✓	✓	✓	
Experience/Knowledge					
At least 1 years experience in a digital print production environment.	✓		✓	✓	
At least 1 years experience in a customer service/facing role.	✓		✓	✓	
Knowledge of Microsoft Office applications.	✓		✓	✓	
Knowledge of Acrobat & Creative Suite products.	✓		✓	✓	
Typesetting skills for business cards letterheads, compliment slips etc.		✓	✓	✓	
Skills					
Excellent customer service skills.	✓		✓	✓	
Flexibility and a positive attitude in order to work well with competing deadlines and adapt to changing priorities.		✓	✓	✓	
Meticulous eye for detail	✓		✓	✓	

Attributes					
Ability to organise and prioritise work effectively.	✓		✓	✓	✓
Ability to work to tight deadlines.	✓		✓	✓	✓
Customer focused, with a friendly and helpful attitude.	✓		✓	✓	✓

Code: A/F – Application form, I/T – Interview/Test, R – References

Effective Behaviour Framework – IDPS

Effective Behaviours To be most effective in your role the University has identified a set of effective behaviours. These behaviours do not examine technical competence, rather they identify the behaviour patterns that are valued due to them being consistent with high performance across the organisation. This table identifies how the EBF applies to the roles in IDPS:	
Managing self and personal skills:	<ul style="list-style-type: none"> • Have an enthusiastic and positive ‘can-do’ approach • Be self-motivated • Managing your own response when faced with challenging situations • Manage your own workload and make effective use of time • Keep up to date with what is happening in your professional area • Ensure your own behaviour, words and actions support a commitment to equality of opportunity and diversity • Respect confidentiality and demonstrates sensitivity when dealing with issues
Delivering excellent service:	<ul style="list-style-type: none"> • Resolve problems quickly in a cheerful, friendly manner • Be clear about where you can be flexible and where you cannot and why • Provide alternatives and solutions where you cannot meet requirements • Take ownership of issues and see them through from start to finish • Tailor communication to meet student/staff/customers’ needs • Deliver consistent service standards • Deliver continuous improvements to procedures, products and services • Listen, questions and clarifies in order to understand the needs of others • Tailor communication to meet the needs of stakeholders • Use feedback to drive improvements
Finding innovative solutions:	<ul style="list-style-type: none"> • Take time to understand and diagnose problems by considering the whole picture • Identify the best way to resolve issues using own initiative • Work proactively and taking initiatives • Balance new ideas with tried and tested solutions • Support others to find their own solutions rather than giving all the answers • Seek input from others to develop solutions • Make decisions and take responsibility for them • Coaches and guides others in developing and implementing innovative solutions, encouraging others to take acceptable risks • Encourage and develop the creativity of others • Share learning and experience to facilitate others’ decision making • Give others the space and freedom to be creative • Actively seek new ideas and approaches from outside the University of Bath
Embracing change:	<ul style="list-style-type: none"> • Demonstrating a willingness to do things differently • Viewing change situations as opportunities for improving and developing work • Accept that change is an integral part of life • Display open mindedness to new ideas and proposals • Make suggestions for improvement • Communicate change in a positive manner through influencing and persuasion • Be receptive to others’ concerns • Embrace new technologies, techniques and working methods • Initiate and embrace change, supporting and encouraging others in developing and testing new ideas • Encourage experimentation and new ways of working • Adapts approach to respond to changes within and outside the University

Using resources:	<ul style="list-style-type: none"> • Using resources in ways that are efficient and minimise any adverse impact on the environment • Considering cost benefit implications of decisions • Recognising that time is cost and adjusting behaviour accordingly • Identify the information and knowledge people need and why they need it • Draws on others' knowledge, skills and experience • Deploys resources efficiently, at the right levels, delegating appropriately • Considers costs as part of the equation when planning a development
Engaging with the big picture:	<ul style="list-style-type: none"> • Understand the bigger picture and be clear about how your own role fits in • See the value of own work and team tasks to the University's overall mission • Understands the link between University and departmental strategy, setting individual objectives accordingly • Provide input to departmental objectives • Give team members support and advice when they need it, especially during periods of setback and change • Proactively builds and utilises networks with colleagues across the University • Understands different perspectives and ways of working • Provide clarity and responsibilities and accountabilities
Developing self and others:	<ul style="list-style-type: none"> • Use all situations as potential learning opportunities • Be a role model by devoting time to own development • Engage in formal and informal learning and development activities • Keep up to date with professional/specialist skills • Recognise that outside stimulation is required for own development and growth • Gives and receives constructive feedback as part of normal day-to-day work activity • Celebrate team successes, acknowledging the contributions of others • Is self-starting, motivated, and self-aware • Utilise own strengths to the full • Give praise for work well done • Using delegation as an opportunity to develop others • Identify the changing needs of the University and incorporating these into individual development plans • Make time to help colleagues develop • Encouraging others to learn from mistakes without blame • Coaching and mentoring colleagues and customers • Identify the changing needs of the University and incorporating these into own and others' development plans
Working with people:	<ul style="list-style-type: none"> • Co-operates willingly to support the achievement of team goals • Understands a range of perspectives to help reach agreement • Communicates effectively by sharing relevant information and keeping others informed • Recognises and respects the roles, responsibilities, interests and concerns of colleagues and stakeholders • Surfaces and addresses conflicts early to quickly reach resolutions • Demonstrates honesty and integrity by sharing the credit with others • Adapts communication style in order to foster positive relationships • Celebrates the successes of others • Deals with complaints of inappropriate behaviour or performance of team members, following the University policies and procedures • Ask for and accept help when needed • Be proactive and responsive in working relationships • Display dignity and respect for others

	<ul style="list-style-type: none"> • Ensure that working arrangements, resources and processes respond to different needs, abilities, values and ways of working • Work across boundaries to develop relationships with other teams • Challenge inappropriate or exclusive practices/behaviour
Achieving results:	<ul style="list-style-type: none"> • Take personal responsibility for getting things done • Maintain a high standard of work even when under pressure • Distinguish between important and urgent tasks and prioritise effectively, even from apparently equal demands • Proactively negotiate your own time and deadlines • Meet deadlines • Monitors progress and provides regular updates • Prioritises activities according to importance and urgency • Take the time to celebrate successes • Shares credit for successful outcomes with others • Is able to adapt quickly to changing demands • Recognising others' contribution to the achievement of objectives • Evaluate the success of projects and use lessons learned in the future