

## Job Description

Waverley is an ambitious authority, committed to being one of the leading councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title:</b>	Print and Scanning Supervisor
<b>Service:</b>	Customer and Corporate Services
<b>Team:</b>	Support Services
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Support Services Manager
<b>Responsible for:</b>	Central Post/Scanning Officers
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.

## Taking Ownership

In Waverley we value taking **ownership**, where everyone feels **personally committed** to issues at hand and is working towards a **positive outcome**.

### PRINCIPAL PURPOSE OF THE ROLE

- To supervise a team of Central Post & Scanning Officers to ensure that the Council (and other customers) are provided with an efficient, flexible and effective centralised post room, scanning and print room service.
- To provide photocopying and scanning facilities throughout the Council and provide a centralised office stationery production service.
- To assist the Support Services Manager in the administration of the community meals service
- To ensure deadlines for work are achieved and financial targets for the Print Unit are met.
- To offer professional advice and assistance to council services on their printing and scanning requirements.
- To deputise for the Support Services Manager when required

### MAIN DUTIES AND ACCOUNTABILITIES

- To meet with service client managers to discuss SLA's and performance.
- To monitor and ensure quality control on scan images which emanate from the team.
- To supervise and manage the staffing resource of the print unit, scanning team and post room.
- To determine work priorities and to consult with customers on work flow.
- To issue jobs to all staff in the department and to ensure a quality service is provided.
- Responsibility for health and safety matters, in particular safe systems of work.
- To complete recharge documents for print work undertaken and provide quotes for print jobs as requested.
- To keep abreast of developments in printing and scanning in conjunction with the Support Services Manager prepare and amend business plans.
- To offer advice and assistance to service departments on the most economical methods of meeting their printing and scanning requirements.
- To arrange contracts for the provision of office stationery and paper and materials supplies. To liaise with machinery suppliers as required. To ensure machinery is properly maintained.
- To work flexibly to meet the needs of the business as required by council deadlines.
- To operate print machines, copiers and all other print room equipment.
- **Financial**
- To monitor and report on throughput against financial targets.
- To maintain the level of income from non-council work.
- To raise invoices and code received invoices on Agresso.
- To provide statistical information to the Support Services Manager

- **Health and Safety**
- Comply with all health and safety legislation, ensuring that risks are identified, managed and monitored as required.
- **Business Continuity**
- Play a role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

#### DIMENSIONS OF THE ROLE

Responsible for:

- Internal printing service with a turnover/cost in excess of £100,000 per annum
- Internal photocopying contract cost in excess of £50,000. per annum
- Scanning costs
- Staffing (7 )
- Documents scanned in excess of 500000
- Incoming/outgoing post Upwards of 375000 items per year
- To ensure upward of 50 photocopies are maintained.

#### AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Technical decisions on how print jobs should/can be undertaken, using knowledge obtained from training and experience. Estimating the time needed to complete jobs and costing the time and materials involved to provide a total cost for the work as required by customers in advance of the placing orders. These decisions are critical in ensuring financial targets and customer needs are met.
- Having obtained print orders for work it will be the post holder's responsibility to allocate the work to ensure deadlines are met. Failure to meet deadlines could have serious consequences on the Council's business, e.g. missed council agendas.
- The postholder will be required to manage print requests, scanning and indexing of all scanning requirements.
- To manage the team on a day to day basis ensuring internal service levels are met.
- Supporting the Support Services Manager to ensure community meals are delivered to vulnerable members of the community carries with it significant reputational risk and safeguarding risk.
- Co-ordinate to ensure staff are available when required and to ensure staff are trained in all areas.
- The use of IT systems and record management systems within the service relies upon accuracy and speed at which the front end processes, scanning and indexing are carried out. Delays, inadequate attention to detail when scanning or inaccurate indexing of documents will result in delays to the document being processed or accessed by relevant staff and members of the public thereby causing inefficiency in service delivery and possible adverse effect on performance. This can also have significant impact GDPR.

#### PLANNING/ORGANISING/CONTROLLING

Print Unit, Scanning and Post Room workflow and demand.

#### CUSTOMERS AND CONTACTS

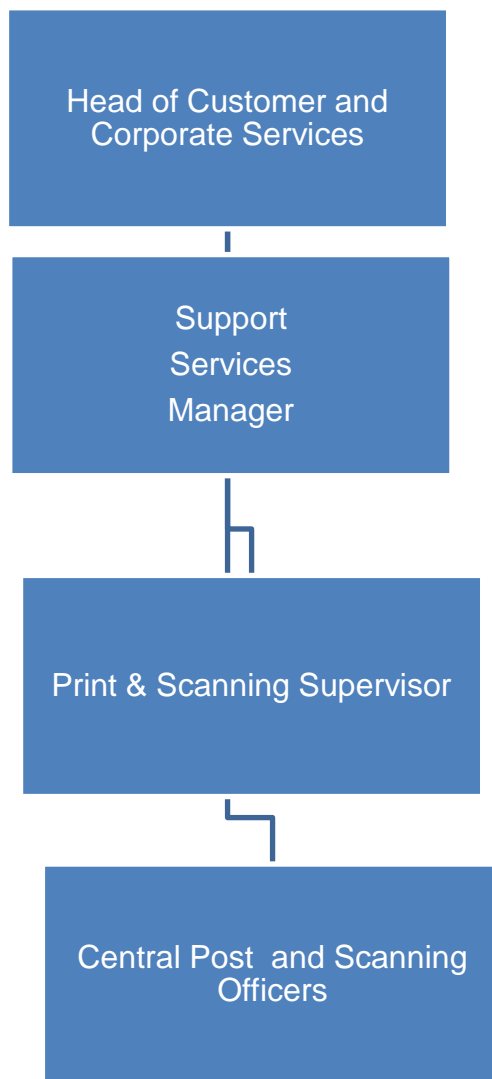
##### Internal

Service managers and officers. Finance staff. IT staff  
Client service in execution of projects for all service departments.

**External**

All external customers both organisational, individual and suppliers.

**SERVICE/TEAM STRUCTURE**



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
<b>QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE</b>	Educated to GCSE level or equivalent	A/C	Professional Qualification	A/C
	Good understanding of health and safety legislation	A/I	Formal printing/ reprographics, scanning related qualification or the equivalent knowledge gained by work experience.	
	The ability to acquire IT skills to support the requirements of the business.		Supervisory experience	
<b>KNOWLEDGE /TECHNICAL SKILLS</b>	The ability to operate or to acquire the skills needed to operate photocopiers/printers and produce documentation along with formatting relevant documents where needed.		Knowledge/experience of scanning documents	
	Computer literate with particular emphasis on all Microsoft Office packages.	A/I	Local government. experience	A
	Ability to prepare	A/I	Practical experience	A/C/I

	works specifications		in a job related fields.	
<b>COMMUNICATION</b>	Good written and verbal communication skills.	A/I		
<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Commitment to a high level of customer service and quality service	A/I		
	Ability to resolve problems.	A/I		
	Experience in working in a customer service orientated environment.			
<b>TEAM WORKING</b>	Ability to work effectively	A/I		
	Team player	A/I		
	Ability to lead or work as part of a team			
<b>MANAGING SELF AND OTHERS</b>	Ability to work within approved budgets	A/I		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Ability to work under pressure	A/I		
	Able to effectively organise workload and meet deadlines	A/I		
	Able to prioritise tasks and ensure targets are met.	A/I		
	Attention to detail.	A/I		
	Ability to set and obtain high standards of quality and accuracy.	A/I		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST</b>	For business continuity purposes you are required to have access to the	A/I	Full and valid driving licence	

	internet at home via broadband on a PC, laptop or tablet. item			
	A need for flexibility in working hours to meet the needs of the business.			
	The ability to work at a computer for long periods of time.			

**How assessed**

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

**Basic Disclosure Clearance- Government Requirement for Accessing Council and Government Data**

To comply with the Public Sector Networks (PSN) “Code of Connection”, Waverley Borough Council, like other public organisations, need to undertake basic disclosure checks for unspent convictions only, in respect of those staff who will access our IT systems.

For Official Use only			
<b>Job title:</b>	Print & Scanning Supervisor	<b>Post no:</b>	AN20
<b>Service:</b>	Customer and Corporate Services	<b>JE score:</b>	271
<b>Team:</b>		<b>Pay band:</b>	8
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 Hours/ Four day week
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>2</b>	
	Customer Service:	<b>2</b>	
	Team Working:	<b>2</b>	
	Managing Self and Others:	<b>2</b>	
	Can do approach/Results	<b>2</b>	
<b>REVIEWED BY:</b>	<i>David Allum</i>	<b>DATE:</b>	December 2018
<b>CHECKED IN:</b>	Human Resources	<b>DATE:</b>	December 2018
<b>LAST UPDATED:</b>		<b>DATE:</b>	