

## Print Production Officer – Grade 6

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

This job is part of the IT job family, which is a key role in supporting our teams to deliver high quality print, mail and electronic communication services. You will be responsible for the design, scheduling, printing and production of large volumes of printed and electronic media.

You will work as part of the Document Solutions team helping us to deliver efficient mail and digital services and to achieve our vision to be a district which combines a strong, sustainable economy with a great quality of life – leading to thriving communities, growing businesses, high prosperity and low inequality where people enjoy better health throughout their lives.

This role is based within the IT Service.

### The Job

This is a key role within the IT Service providing responsive customer focused print, design and mail distribution services.

The Document Solutions team currently handles in excess of 1 million mail and print items each year most of which is handled through the year but with seasonal increases in work volume such as annual billing of Council Tax.

The council is committed to delivering Digital by design transactions alongside hybrid printing and mailing facilities which will significantly reduce the amount of paper based mail handled between buildings and sent externally from the council.

You will be part of a small flexible team that produces high quality printed and digital materials using modern IT design and print systems.

You will operate mono and colour printing presses, large format printers, and ID card machines.

You will handle information and data from across the council in a confidential manner for inclusion in mass mail and email operations, ensuring mail is collated in the most cost effective way.

You will operate print finishing equipment including binding, sealing, folding, enveloping and cutting.

On occasion you will also be involved in a number of mail process including the sorting and distribution of mail between Kirklees Council buildings, schools and other traded service locations.

Excellent customer service is key in print production, supporting critical council services and delivering traded services.

### Job Checklist

- Provide pre-press services including design work using Adobe Creative Suite or similar products, workflow and order management systems, and file based data processing and manipulation such as comma separated data.
- Provide print production services such as digital print, wide format print and electronic production
- Ensure digital workflow services are effectively designed and delivered around customer needs.
- Ensure materials are produced and finished to the required specification and to the highest appropriate quality possible in a consistent and timely manner.
- Provide excellent customer service and advice on behalf of the service, providing constructive feedback to your manager in order to resolve service issues.
- Provide preparation and production of documents using folding, inserting, sealing, binding and cutting machines and other finishing equipment.
- Provide courier support and distribution services carrying out deliveries and collections across the Kirklees District.
- Provide effective mail sorting for all incoming, outbound and internally routed mail.
- Ensure activities are carried out in accordance with the appropriate Risk Assessments and Health and Safety Regulations.
- Please click [here](#) to see your responsibilities related to safeguarding

## The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work. The right behaviours and attitudes are as important to us as the skills you bring to the job.

Flexible and proactive, with a positive approach, are open to new ways of working and keen to provide excellent customer service.

Willing to work with variable patterns of work especially delivering peak seasonal workloads.

Proud of your role delivering high quality mail and print finishing services, and are committed to the very best customer service.

Happy to suggest ideas for improvement and take an active role in every aspect of service delivery.

Have a friendly and polite manner, enjoy the opportunity to engage with a wide range of customers from both inside and outside the Council.

Work as part of a team and are keen to share your experience with new or less experienced members of the team.

In this role you will be supported to gain new skills and experience to equip you to develop in your role.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

Positive  
Honesty  
Respectful  
Flexible  
Communicative  
Supportive

This role is at level 1.

Click here to find out more [●](#)

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation

## Person Checklist

- Experience of using print and design software such as Adobe Creative Suite, Planet Press or similar.
- Experience of handling, analysing and converting graphic files and data files for high quality print production.
- Understanding of works ordering systems and workflow processes in order to manage day to day activities.
- Experience of sorting and distributing mail or demonstrable ability to competently undertake these duties.
- Experience of delivering service excellence to customers, both face to face and over the telephone, with the ability to provide information and advice in a sensitive and understanding manner.
- Take appropriate action to ensure printed materials are produced to the required specification and to the highest quality possible in a consistent and timely manner.
- Demonstrates understanding of various print technologies such as litho, ink jet and digital print and ability to operate one or more of these technologies.
- Demonstrates understanding of various finishing technologies such as mail inserting, binding, stitching or guillotines and ability to operate one or more of these technologies.
- Must have a standard of literacy and numeracy to be able to keep accurate records.
- Understanding of Health and Safety requirements relevant to the job.
- Effective oral communication skills in order to deal with routine enquiries, both in person and over the telephone.
- Willingness to undertake a DBS check.

*This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.*

**For Recruitment Purposes:** In order to be considered for this role you will need to... **PLEASE COMPLETE**