

## Job Description

<b>Job Title</b>	Apprentice Print Production Officer
<b>Directorate</b>	Strategy & Change
<b>Service Area</b>	Customer Experience
<b>Grade</b>	AP2
<b>Competency Level</b>	1
<b>Salary</b>	£24,547
<b>Job Type</b>	Office Based
<b>Location</b>	Victoria House, Derby Road, L20 1AB
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	N/A - Apprenticeship

## Job Purpose

A 27-month fixed term apprenticeship developing skills and knowledge required to gain a level 2 qualification as a Print Operative

Provide an efficient service to all customers for printing, print finishing and mail fulfilment across the organisation

Working alongside your mentor to develop your skills and knowledge to meet quality standards and service level agreements.

### **Directly Responsible For:**

Not applicable

### **Directly Responsible To:**

Print Production Team Leader

### **Main Areas of Responsibility:**

- Process, produce and fulfil large volumes of documents using sophisticated software packages, databases, IT equipment and mechanical mail processing/inserting equipment.
- Programming, operation and maintenance of print production equipment within the Document Solutions Service, including the use of high-speed digital printers, a wide format printer, high-capacity mailing machines and finishing equipment.
- Safely operate all of the departments' print finishing equipment, including folders, binders, booklet makers, mail inserters, guillotines etc. (following training)
- Carry out daily and other routine maintenance/repairs to equipment
- Comply with all relevant Health and Safety legislation and guidelines to ensure you and your colleagues are safe.
- Ensure that all appropriate documentation/administrative requirements are performed and submitted accurately and in a timely manner.

### **Supervision and Management Responsibility:**

- No supervisory or line manager responsibility

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- This post requires you to lift and carry and you will need the ability to bend, stop and lift repeatedly in a safe manner. You will be required to use trucks, trolleys and other equipment provided to move heavy objects

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- 4 GCSEs grade A\*-C/9-4 including maths and English or equivalent (A)
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the level 2 Print Technician Apprenticeship (A,I)

## Experience

### Essential

- Knowledge of IT software packages, e.g. MS Office packages including Word, Excel and Outlook (A,I)
- Experience of working as part of a team (A,I)

## Skills/Abilities

### Essential

- Demonstrate excellent communication skills verbally and written (A,I)
- Able to follow instructions and documented procedures (A,I)



## Desirable

- Self-motivated and able to prioritise workloads to meet deadlines
- Good attention to detail and be willing to highlight defects and discrepancies
- Able to resolve basic system queries, faults and problems

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to the highest standards of customer care

## Other

### Essential

- An understanding of maintaining confidentiality when handling sensitive and financial data (A,I)

### Desirable

- Able to work flexibly across work patterns to meet the demands of the service area

