

## **JOB DESCRIPTION**

Job Title:	Business Solutions Mailroom Print Technician
Department:	Business Solutions Mailroom
Location:	Business Solutions Mailroom, Barley Fields, Isle of Man Business Park, Cooil Road, Douglas, IM2 2QY
Responsible to:	Business Solutions Mailroom Manager / Assistant Manager

### Role Purpose

To undertake work from internal and external Business Solution Mailroom clients, through consultation. Production of work to a high quality standard using a variety of formats and design packages, whilst achieving and delivering customer expectations.

### Accountability

- Contribute to department cost control – Minimal wastage etc
- Maintain of current and future departmental and business accreditations

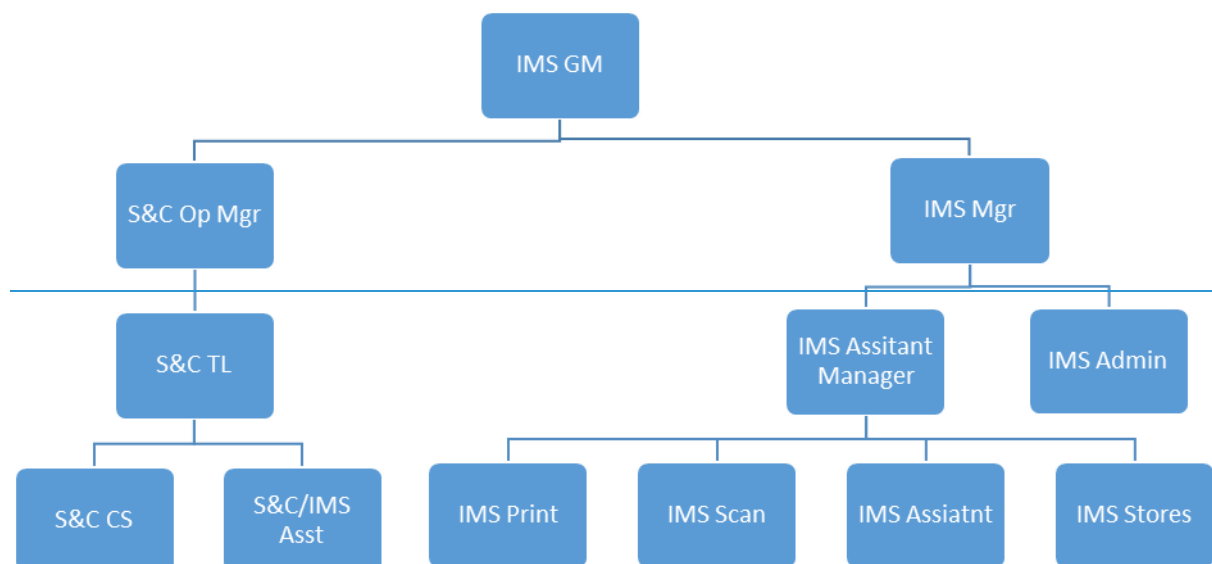
### Key Tasks and Responsibilities

- To assist with Daily Print Production.
- Attend internal and external meetings to discuss print requirements
- Liaise with Mailroom Manager / Mailroom Assistant Manager to obtain full sign off prior to production.
- Return/dispose of client's data, returning excess client consumables where necessary.
- Process auto download of print files, forwarding for envelopment by hand or machine or by hand envelopment by self.
- Help maintain both ISO accreditations, 27001 and 9001.
- Arranging packaging and despatch of finished products.
- Finishing work using the creaser, folder, guillotine to a high standard.
- Monitoring supply of printer consumables and paper stock.
- Daily stock allocation
- Daily stock management to maintain accurate levels and re order when necessary.
- Assist with the booking in print government jobs, monitor any emails and respond accordingly.
- To ensure that all work is produced to a high quality high standard while maintaining customer service level agreements, (SLA's).

### Key Knowledge and Skills

- High level of knowledge of printing and finishing equipment
- High level of Data formatting
- High level knowledge of production software Adobe Suite & Microsoft office
- Knowledge of stock and formats
- Department processes and procedures,
- Effective communication
- Team working
- Coordinating multiple work stream
- Undertake tasks as allocated by the Business Solution Mailroom Manager / Assistant Manager
- Any production work as required by the Business Solution Mailroom Manager / Assistant Manager
- Ability to working with internal and external providers
- Flexibility in working hours

### Organisation Chart



### Core Responsibilities

- All members of Business Solution Mailroom are accountable for the responsible handling of Isle of Man Post Office and its client's information as defined by Isle of Man Post Office policies, procedures, guidelines in addition to the Data Protection Act 2002 and Official Secrets Act.
- Any employee who knows of or suspects a breach of information systems security must report the facts immediately to the Business Solution Mailroom Management and the Post Office Information Security Officer.

Prepared by:	Isie Raleigh		
Signed:	_____	Date:	_____
Agreed by:	_____		
Signed:	_____	Date:	_____

You will be expected to attend all relevant training courses that are deemed necessary for the role in which you are employed.

The above statements are intended to describe the general nature and level of work being performed by the employee undertaking this role. They are not an exhaustive list of all responsibilities, duties, and skills required for the role. Employees may be required to carry out other duties and responsibilities not listed according to the needs of Isle of Man Post Office. This will be subject to consultation with the post holder with as much advance notice as possible.

<b>Competency</b>	<b>Expected Level</b>
<b>Team working:</b> Actively supports/manages staff to deliver objectives; generates enthusiasm and commitment in others and demonstrates this in their own approach; works collaboratively with colleagues to deliver results; develops effective and productive working relationships with colleagues and with contacts in other Departments/externally. Manages disagreements with tact and diplomacy.	B
<b>Communication:</b> Communicates openly with colleagues; is confident speaking in a group or team situation and expresses views in a clear and succinct way. Influences and convinces others to accept or agree to ideas; takes active steps to build acceptance of proposals using knowledge of the organisation.	B
<b>Achieving Results:</b> Prioritises work to achieve team goals; proposes appropriate solutions and considers consequences of different options; makes decisions in a timely manner and recommends/refers important decisions as necessary; strongly focused on achieving results.	B
<b>Delivering a quality service:</b> Enjoys delivering excellent service to internal and external customers; treats customers and customer problems as top priority; takes a pride in delivering work of a consistently high standard; shows an awareness of the cost of resources and uses these efficiently.	A
<b>Development &amp; Adaptability:</b> Shows an interest in own self-development; is open to new ideas and willing to consider alternative working practices; accepts and adapts to change or new situations.	A
<b>Personal Management:</b> Adopts an energetic approach to work and is enthusiastic and interested in their work; stays calm under pressure, and in control when under stress.	B