

<b>Role:</b>	<b>Business Solutions Mailroom Print Technician</b>	
<b>Attributes</b>	<b>Essential/Desirable</b>	<b>Method of Assessment</b>
<b>Experience</b> Experience gained within production environment  High level knowledge of production software  Strong attention to detail  Effective communication  Proven experience working to tight deadlines, dealing with priorities across multiple work streams	Essential   Essential   Essential   Essential Essential	Application Form/Interview   Application Form/Interview   Application Form/Interview   Application Form/Interview   Application Form/Interview
<b>Knowledge &amp; Skills</b> High Level of knowledge of printing and finishing equipment.  High level of data formatting.  Coordinating multiple work streams  Department processes and procedures  Good Knowledge of ISO accreditations.	Essential   Essential   Essential   Desirable   Desirable	Interview   Interview   Interview   Interview   Interview
<b>Personal Attributes</b> Adaptable approach within fast moving environment  Ability to work independently without supervision.  Strong attention to detail  Team player	Essential   Essential   Essential   Essential	Interview   Interview   Application Form/Interview   Interview
<b>Circumstances</b> Isle of Man Worker Satisfactory Police Check	Desirable Essential	Application Form/Pre Employment Checks Pre-Employment Checks

**Team working** - Is clear about own role and priorities taking responsibility for providing an excellent service; works supportively as a team player in pursuit of agreed objectives; builds effective working relationships with colleagues; deals constructively with inter-personal issues.

**Communication** - Communicates in a clear and persuasive way; promotes their ideas, convincing others to agree to proposals; considers other views to produce a 'win-win' outcome; uses their understanding of the organisation and the position of other parties to inform their proposals; is flexible in re-thinking their approach to persuading others.

**Achieving results** - Organises own time efficiently, working in an orderly and disciplined way; makes day-to-day decisions within limits of authority and refers more important decisions in a timely and appropriate manner; delivers agreed tasks on time, liaising with colleagues where necessary.

**Delivering a quality service** - 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.

**Development and adaptability** - 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.

**Personal management** - Takes pride in doing what is required of them on time and to the required standard; willingly takes on additional responsibilities when required; is positive and enthusiastic under normal, routine work pressures; maintains focus and shows determination when faced with setbacks.