Job Description
BUSINESS SUPPORT OFFICER
[Grade 5 – Digital Mail, Print and Scan (MPS)]

Service:	Digital Services	Team:		Strategy & Assurance: Digital Mail Print & Scan (MPS)
Location:	Preston			
Salary range:	£23,893 - £25,979	Grade:		5
Reports to:	Senior Production Officer	Staff responsible for:		None

Job Purpose

To apply practical methods, techniques, work procedures or processes in support of, or delivery of, the service.

High volume digital print, digital mail and other complex centralised scanning workflows has is essential to enable the Council to realise digital ways of working.

The postholders deal with complex operational issues and carry out technical activities and specialised support for DMPS, working under supervision and mentoring from the production supervisors.

Accountabilities/Responsibilities

- Promote and support the Digital strategy ways of working with all customers.
- Ensure working procedures or processes for delivery of digital print, mail, and scanning services are documented and followed correctly and remain fit for purpose.
- Operating across multiple different working environments, role holders undertake a wide variety of technical and operational procedures using specialised tools, equipment and machinery. A high level of personal initiative is required within the role.
- New services offered have also required greater ICT knowledge and an intermediate understanding at Microsoft applications is required for logging, tracking and troubleshooting during daily duties
- Operate a variety of expensive, complicated production level printing, scanning and mail hardware and software.
- Varied administrative responsibilities using a number of print and mail applications and software products such as, Documentum, Captiva, NSi, ServiceNow and CSP. This also includes the continuous maintenance and monitoring of a number of spreadsheets and databases and team email inboxes used across multiple services
- Provide and assist customers with guidance via email, telephone or face to face is key when multiple services are involved.
- Planning, handling, and monitoring extremely sensitive data when printing files on behalf of all services across the Council, and ensuring any electronic files created are delivered correctly and appropriately across the network, often under significant time pressure.
- Prioritise and resolve multiple conflicting pressures and priorities during daily duties, to ensure production runs smoothly and deadlines are met
- Quality Assurance, supporting others ensuring accurate information is logged and recorded for complete traceability.

- Adherence to the principles of General Data Protection Regulation
- Act as point of contact for customers, suppliers and engineers ensuring that security checks have been met when entering the service, there is also a need for face-to-face interaction with members of the public.
- Accountability for handling, logging and coordinating the next day's cash and cheque items received, and ensuring they are stored securely.
- Accountable for stocktaking and notifying supervisors on a weekly basis.
- Assisting with the constant improvements to processes and procedures
- Undertake high level maintenance and cleaning of equipment when necessary
- Once fully trained you will be expected to train other members of staff dependent on knowledge.
- Responsible for trouble shooting issues and escalating/reporting accordingly in line with specific hardware/software.
- Responsible for scanning and monitoring suspicious mail items/parcels using industry standard x-ray equipment.
- SME for transfer of work and digital files around the network using the relevant software applications FTP (File Transfer Protocol) and network folders as and when required. Large quantities of files to third party suppliers safely and securely. (Eg External print, Legal)
- Responsible for supporting customers with more complex advice/tasks/jobs in Mail, Print and Scanning offering technical guidance and providing advice on process, policy and procedures.
- Support management with the planning, organising and distribution of workload using ServiceNow in line with KPi's.
- Responsible for monitoring all hardware consumables on a weekly basis and re-order as and when required.
- Responsible for providing advanced technical training to colleagues across print, mail and scanning.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

Other

- **Equal Opportunities**
  We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**
  We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
  We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**
  We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**
  We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**
  We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification
BUSINESS SUPPORT OFFICER
[Grade 5 – Document Handling Service]

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications:		
4 GCSEs (at Grade A* – C or Grade 9 - 4)	E	AF
ECDL / ICDL	D	AF
Full clean driving licence	D	AF
Experience:		
Experience of working within a modern and professional print, mail and scanning environment.	D	AF, I
Experience of using print, mail and scanning related software	D	AF, I
Ability to manage own time, work in a busy environment at a senior level, prioritise workloads, meet deadlines and multitask	E	AF, I
Ability to use own initiative, solve problems, answer queries and develop and contribute to the working practices of the team	E	AF, I
Is self-motivated, able to work with minimal supervision and as part of a team whilst supporting management at a senior level	E	AF, I
Knowledge and skills:		
Skilled in projecting a helpful and professional image to colleagues and customers	E	AF, I
Ability to take ownership and accept responsibility for delivering results	E	AF, I
Willing to take on new or different responsibilities or to change their role	E	AF, I
Excellent IT skills	E	AF, I, **T**
Excellent communications skills and proven experience of working within a customer focused environment	E	AF, I
Other (including special requirements):		
Full clean driving licence to allow supporting with driving activity as and when required	D	AF,I
Commitment to equality and diversity	E	AF, I
Commitment to health and safety	E	AF, I

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Display the LCC values and behaviours at all times and actively promote them in others	E	AF, I