

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: Print and Design Technician

Post No: 10001167

Department: Chief Executive – Partnerships

Grade: 4

Reports to: Print Supervisor

MAIN PURPOSE OF THE ROLE

- To provide a graphic design facility for all services within the Council by creating innovative, eye catching designs using computer software or by hand.
- To provide designs that will communicate clearly with our customers to engage and inform them of the Council's services and events while maintaining the organisation's corporate identity and accessibility.
- To develop the overall layout and production design for various applications such as advertisements, packaging, leaflets, posters, brochures, and corporate reports.
- To work collaboratively with internal services and provide a bespoke design service to fulfil their requirements.
- To be flexible and able to multi-task numerous digital and print projects.
- Assist in developing the Council's goal of establishing and developing a Council-wide Print and Postal Hub.
- Assist in developing the commercial aspect of the Print and Postal Hub enabling the Hub to extend their services to external customers.
- To provide Printing and Postal support to the Print and Postal Hub with day to day operations as required.

JOB ACTIVITIES

- Design and create engaging digital and print materials for a range of services across the Council.
- Produce original, effective, professional design solutions, interpreting and developing each service brief and considering the end user's needs.
- Ensure the effective and smooth project development from initial brief through the creative design process, client presentation, approval and preparation for production stages.
- Contribute to and maintain an awareness of corporate policies that impact directly on the delivery of projects, in particular the corporate identity and accessibility.
- Liaise with Print Services or other suppliers to ensure correct production specification and delivery.
- Keep up to date with new developments within the design profession.
- Manage diverse types of design and print work within short lead times and deliver to deadline.
- Create concepts for print in various formats: leaflets, posters, brochures, newsletters folders, packaging, with a fast-paced environment.
- Promoting the service to external customers with a view to extend the commercial aspect of the hub.
- Collaborate with all services within the organisation as well as working with external customers.
- Responding flexibly to resource specific areas of need within the Print and Postal Hub as they arise.
- Continue to increase knowledge of all the different areas of the Council's services in order to ensure that items go to the correct section.

- To attend training and team briefing sessions and to participate in the process of continuous improvement in customer service
- Such other duties as may be required.

GENERAL

The post-holder will:

- Communicate with the public, other services and outside organisations
- The work may involve changing rapidly from one task to another during the working day.
- Change rapidly from one task to another during the working day often under pressure as required.
- Work to ensure optimum performance in service delivery within their area of responsibility.
- Always seek the advice of the Print Supervisor when dealing with difficult or contentious issues.

SPECIAL CONDITIONS

- Fundamental to the responsibilities of this post is the ability to respond flexibly, positively and successfully to the ever changing pressures which local authorities face, adopting professional techniques and good practice at all times.
- The Health and Safety at Work Act and other associated legislation places responsibilities for Health and Safety for all employees. Therefore, it is the post-holder's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and other employees in accordance with legislation and the Council's Health and Safety Policy. Specific duties are outlined in the Policy.
- You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.

CORPORATE RESPONSIBILITIES

- Must achieve good performance on relevant performance indicators both local and statutory, and ensure that all employees understand the aims and objectives of the service, and are able to maximise potential and achievement.
- Must ensure that employees can relate their work to the Council's overall corporate strategy and priorities.
- You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including E Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.
- Must maintain high quality corporate and service standards and best practice as required.

This job description is a guide to the duties the post-holder will be expected to undertake. It is neither exhaustive nor exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: Print and Design Technician

Post No: 10001167

It will help the assessment of your application if you ensure it addresses how you meet each of the requirements set out in this document. If appropriate, please set out the actions you are willing to take to close any gaps.

PROFESSIONAL & TECHNICAL DEVELOPMENT

1. A Level 3 Graphic Design qualification (commensurate knowledge gained through experience and personal development will be considered).
2. A Level 2 Customer Service qualification (commensurate knowledge gained through experience and personal development will be considered).
3. Proficient in the use of Adobe Photoshop
4. Experience of working in a complex and diverse organisation undertaking similar functions and duties to those in the job description.
5. Having a consistent record of giving sound advice and dealing with customers at the first point of contact.
6. Demonstrable literacy and numeracy skills.
7. Proficient in MS-Word, Excel and Outlook (a Level 2 IT qualification would be an ideal way to demonstrate this).
8. Eligible to work in the UK.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

1.1 Deciding and Initiating Action

- a. Makes prompt, clear decisions which may involve tough choices or considered risks.
- b. Takes responsibility for actions, projects and people.
- c. Takes initiative, acts with confidence & works under own direction.
- d. Initiates and generates activity

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

3.2 Persuading and Influencing

- a. Makes a strong personal impression on others
- b. Gains clear agreement and commitment from others by persuading, convincing and negotiating.
- c. Promotes ideas on behalf of self and others
- d. Makes effective use of (internal) political processes to influence and persuade others.

4.2 Applying Expertise and Technology

- a. Applies specialist and detailed technical expertise.
- b. Develops job knowledge and expertise (theoretical and practical) through continual professional development.
- c. Shares expertise and knowledge with others.
- d. Uses technology to achieve work objectives.
- e. Demonstrates appropriate physical co-ordination and endurance, manual skills, spatial awareness and dexterity.
- f. Demonstrates and understanding of different organisational departments and functions.

5.2 Creating and Innovating

- a. Produces new ideas, approaches or insights.
- b. Creates innovative processes, products or designs
- c. Produces a range of solutions to problems
- d. Seeks opportunities for organisational improvement
- e. Devises effective change initiatives.

Applicants should note:

That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.

The successful postholder will be expected to undertake the personal development necessary to fully meet the requirements of the Role Description and Person Specification e.g. gaining a qualification to validate knowledge obtained through experience.