

Job Description : Central Post, Print and Scanning Officer

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Central Post, Print and Scanning Officer
Service:	Business Transformation
Team:	Print, Scanning and Post
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Print, Post and Scanning Supervisor
Responsible for:	The efficient and effective delivery of a centralised print/post and scanning service.
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome

PRINCIPAL PURPOSE OF THE ROLE

- To provide the Council with an efficient and effective centralised print,post and scanning service.
- The post holder will work as a member of the Central Post, Print and Scanning Team assisting in the provision of an effecient central print,post,scanning and indexing service to the Council.

MAIN DUTIES AND ACCOUNTABILITIES

The main duties will vary on the requirements of the department and Council and will be at the discretion of the Customer Service Manager.The main duties will cover Post,Scanning and Print.

The following is reliant on the delivery of post by Royal Mail every morning:

Post

The main duties for Post are:

- Assist with opening and sorting incoming post,scan and email service areas to advise post is waiting to be collected
- Assist with the setting up, training and maintenance of Hybrid mail for staff.
- Assist with processing recorded and registered post.
- To assist with weighing and franking of external post and all related administration tasks including hybrid mail e.g. Printing of labels and labelling of envelopes. Invoicing. Monthly statistics
- To assist with the preparation of post for Members including confidential items, Town/Parish Councils, the media and other outside bodies which generally gets sent out on a Friday afternoon.
- To keep up to date with new equipment and technology in order to assist in the improvement of services and systems including refresher training.

Scanning

The main duties for scanning are:

- To sort and prepare documents prior to the undertaking of scanning.
- To become familiar with the various varieties of scanning we do for each service
 - Council Tax, NNDR, Recovery – recognising the different documents so that each is indexed correctly with the correct document type. This will involve reading correspondence and using judgement to ascertain which document type to index to. Duties also include administration of Council

Tax, NNDR and Recovery email inboxes, again reading the contents and making a decision on which Council Tax, NNDR, Recovery document type to index email to.

- Planning - this ranges from live Planning, Planning Enforcement Planning back scanning, live and complete Building Control, again it is important to be able to recognise the different documents so that each is indexed correctly with the correct document type.
- Housing, Environmental Services, Licensing, Land Charges, Legal, Leaseholders, Audit scanning, SharePoint, Invoices and various other services as the need arises.
- To use the Civica document management scanning and workflow computer system in connection with scanning and indexing tasks.
- To prepare documents for confidential destruction after the prescribed period.
- Ensure quality control of scanned images especially when scanning poor quality originals.
- To meet agreed turnaround targets and deadlines for scanning work as defined in Service Level Agreements or other agreements with client services

Print

- To action print room request.
- Ensure print equipment is maintained, faults reported, meter readings taken and supplied to contractor
- Ensure paper is allocated to printer around the building.
- Report to team leader on paper requirements for all machinery.
- To assist when needed on the inputting of print job tickets for recharging purposes.
- Maintain a clean and tidy print/post room.

Support to the Customer Services Centre

- To provide telephony support for general enquiry calls and other services if needed.

Health and Safety

- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.

DIMENSIONS OF THE ROLE

- Approximately 6000 documents scanned and indexed per week (including Benefits and Council Tax).
- Approximately 150 items of outgoing post a week.
- Approximately 1,000 items of incoming post a week.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- The use of the IT systems and records management systems relies upon the accuracy and speed at which the front-end processes, scanning and indexing, are carried out. Delays, inadequate attention to detail when scanning or inaccurate indexing of documents will result in delays to the document being processed or accessed by the relevant staff and members of the public, thereby causing inefficiency in service delivery and possible adverse effect on performance.

PLANNING/ORGANISING/CONTROLLING

- Organising day to day scanning, print and post duties when necessary.

CUSTOMERS AND CONTACTS

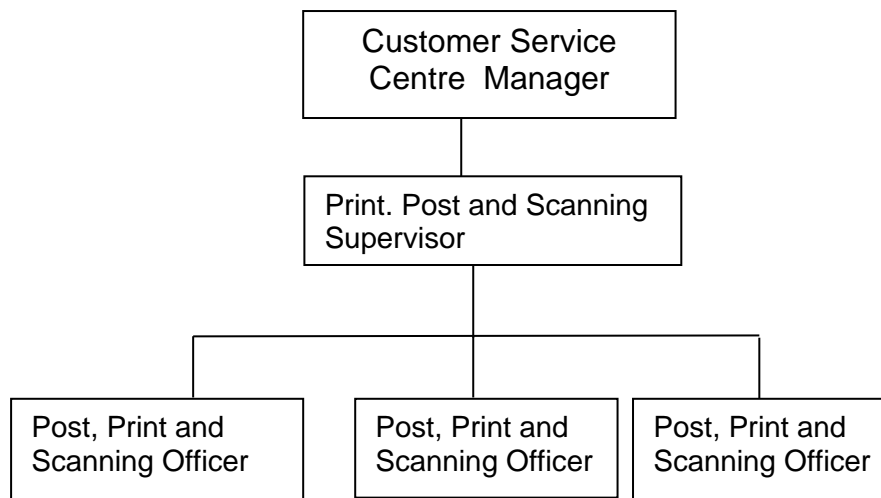
INTERNAL

- Staff from other services concerning matters relating to print, post and scanning.

EXTERNAL

- Post office staff, delivery companies, hybrid mail provider and equipment engineers.

SERVICE/TEAM



PERSON SPECIFICATION

Candidates must be able to fully demonstrate all essential criteria within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Literate and numerate	A/I	GCSE or equivalent in Maths and English	A/I
KNOWLEDGE /TECHNICAL SKILLS	Computer literate	A/I	Experience of scanning or working within a post room	A/I
			Knowledge of Safeguarding	A/I
COMMUNICATION	Good verbal communication skills	A/I	Able to communicate with people at all levels, in an assertive and diplomatic manner.	A/I
CUSTOMER SERVICE	<p>Experience of working in a customer orientated environment</p> <p>Ability to display a calm professional approach to customers</p> <p>Commitment to customer care and quality service.</p> <p>Understanding of and commitment to promoting equality and diversity in service delivery</p>	I		

	and employment			
TEAM WORKING	Ability to work as part of a team	A/I		
MANAGING SELF AND OTHERS	Ability to effectively organise, plan and prioritise own work to meet conflicting deadlines and multiple tasks.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Ability to work under pressure Attention to detail	A/I		
SPECIAL REQUIREMENTS	Ability to work at a computer for long periods during the day.	A/I		
	Must be punctual.	A/I		
	Be able to lift and handle items of post contained in post sacks.	A/I		
	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet *	A/I		

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed

A = Application CV/Personal Statement

C = Certificates/professional Registration

D = DBS police check
E = Exercise
I = Interview
M = Medical assessment

Basic Disclosure Clearance- Government Requirement for Accessing Council and Government Data

To comply with the Public Sector Networks (PSN) “Code of Connection”, Waverley Borough Council, like other public organisations, need to undertake basic disclosure checks for unspent convictions only, in respect of those staff who will access our IT systems. As a result, a Police Act Disclosure form, together with Guidance Notes, will be sent to you if you are successful in the appointment of this post.

For Official Use only			
Job title:	Central Post & Scanning Officer	Post no:	AN11 & AN17
Service:	Customer & Corporate Services	JE score:	
Team:	Post and Scanning	Pay band:	11
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	1	
	Customer Service:	2	
	Team Working:	1	
	Managing Self and Others:	1	
	Can do approach/Results	1	
REVIEWED BY:	Head of Business Transformation	DATE:	November 2021
CHECKED IN:	HR	DATE:	
LAST UPDATED:	November 2021	DATE:	