

Position Description

Position Title:	Print Shop Officer
Business Unit:	Media & Communications
Department:	Media Communications & Customer Service
Directorate:	Corporate Services
Classification:	Band 4
Date:	September 2020
Reports to:	Senior Media & Communications Coordinator
Supervises:	Nil
Internal Liaison:	<ul style="list-style-type: none"> Media & Communications staff Councillors and other council staff
External Liaison:	<ul style="list-style-type: none"> Residents Community groups Printer supply companies Other agencies

1. Position Objectives

The primary objectives of the position are to:

- To provide an efficient, timely centralised printing service to a professional quality and standard;
- Under the supervision of Senior Media & Communications Coordinator coordinate the functions of the Print Shop, including equipment agreements and maintenance, and all stock;

2. Key Responsibility Areas / Position Specific Responsibilities

****Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees***

Main areas of responsibility will include but are not limited to:

Print Shop

- Delivering Print Shop services to internal customers and eligible stakeholders to the required quality and standard within agreed timeframes.
- Delivering efficient Print Shop services to all areas of Council by ensuring equipment is serviced by authorised technicians per guidelines advised by Senior Media & Communications Coordinator and adequate supplies of paper stock and other materials are maintained from relevant external suppliers.
- Prepare quarterly reports on Print Shop services, including accurate statistics and information on Print Shop outputs.
- Promote awareness of Print Shop services to all internal departments and eligible stakeholders through day to day contact and regular updates regarding Print Shop hours and services published in Webstar News.
- Assist internal customers and eligible stakeholders with the preparation of their materials for printing wherever required.

Corporate Publications / Administration

- Assist with the mail out of 'The City' and any other periodic Council publications as required each month to contacts on the direct mail database, schedule permitting.
- Maintain an up-to-date direct mailing list for copies of 'The City' and any other periodic Council publications as required.
- Manage the distribution of Council's New Resident and Education Kits to members of the community within agreed timeframes.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- The primary responsibility of the position is to manage time, plan and organise the delivery of Print Shop services to all internal customers and eligible stakeholders across a range of printing and communications requirements. This may include reorganising work to meet tight deadlines often imposed at short notice. Significant future jobs / orders may require work to be planned and organised at least a week in advance where appropriate ;
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures by providing relevant support and advice on printing and communications requirements;
- The effect of decisions and actions are usually limited to the performance of the Media & Communications team, individual jobs or clients/stakeholders, or to internal Print Shop procedures and processes;

4. Judgement and Decision Making Skills

The objectives of the work of the Print Shop are well defined:

Independently:

- Decisions can be made relating to the key responsibilities of this position, including discretion to the provide advice relevant to client/stakeholder printing and communications requirements.

With Input from the Senior Media & Communications Coordinator:

- Printing and communications requests which potentially have a significant impact on the Council require referral to the Manager Communications & Customer Service,
- Decisions relating to significant expenditure require the approval of the Manager Communications & Customer Service,
- Decisions should be guided by established Print Shop standards and procedures, along with relevant Council policies, codes of practice and legislation,

Recommends and Identifies to the Senior Media & Communications Coordinator:

- Improvements to Print Shop work systems and procedures,

Guidance:

- Guidance and advice are always available within the time available to make a choice,
- Problems will be solved using standards, procedures and guidelines and knowledge acquired through relevant experience.

5. Specialist Skills and Knowledge

The essential position requirements include:

- A thorough understanding of the relevant technology, procedures and processes used within the Print Shop specifically along with a general understanding of Media & Communications procedures and processes. This includes encouraging open communication with and between Council business units to assist them to enhance the quality of their print communication materials and /or meet their production deadlines;
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the Media & Communications unit including where these contribute to the goals of Council.
- Proficiency in the application of standardised procedures and practices to deliver Print Shop services to the required quality and standard, along with an appreciation of how relevant Acts, Regulations, precedents and previous decisions impact upon the ability to achieve this goal.

6. Management and Interpersonal skills

The essential position requirements include:

- The position requires the ability to manage time, plan and organise one's own work and to gain co-operation and assistance from clients and stakeholders, members of the public and other employees in the facilitation of well-defined printing and communications activities and related Media & Communications projects.
- The position requires proficient skills in verbal communication, both face to face and over the telephone, to enable clarity and accuracy of a wide range of messages and information related to printing and communications activities. The position also requires skills in written communication to enable the preparation of routine correspondence and quarterly reports on Print Shop services.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

Essential

- Certificate qualifications in Print, Media or Communications or equivalent appropriate skills knowledge and experience in print media or communications, including experience coordinating print production processes,
- Demonstrated skills managing time, planning and organising own work at least a week in advance as well as some relevant experience reorganising tasks at short notice when required in order to meet tight deadlines imposed by changes to client / stakeholder requirements.
- Demonstrated commitment to working in a close team environment, contributing to the successful operation of a small team, including the ability to deal with confidential and sensitive issues,
- Demonstrated ability to effectively use a range of relevant computer software and systems including the Microsoft Office suite,
- Demonstrated well developed oral communication skills including ability to provide advice to a diverse range of internal clients and stakeholders.

Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

Prepared by:

Name:	Kylie Sprague	Signature:	
Date:	September 2020		

Manager:

Name:	Kylie Sprague	Signature:	
Date:	September 2020		

Director:

Name:	Mick Jaensch	Signature:	
Date:	September 2020		

Position Occupant:

Name:		Signature:	
Date:			

Summary of Inherent Physical / Cognitive Requirements of the position

Date of last review: September 2015

Authorised by: Kylie Sprague

Cognitive Demand	Yes	No
Regular communicating with team/work mates		X
Regular communicating with others	X	
Verbal instruction and supervision of others		X
High concentration	X	
Planning and problem solving	X	
Job/task organisation	X	
Short-term memory	X	
Long-term memory	X	

Physical Requirement	Task Details	Rare	Occasional 0 - 33% of the working day	Frequent 34 - 66% of the working day	Constant >66% of the working day	Medical Provider Comment / Opinion
Mobility / Postures						
Sitting	Computer work		X			
Standing	Printing set up			X		
Walking				X		
Crawling						
Non-Manual Handling						
Squatting / crouching			X			
Kneeling	Clearing miss-feeds from colour printer		X			
Bending	Loading paper trays		X			
Reaching	Placing original documents in photocopier, retrieving paper and other items from shelves. Operating stapler, guillotine and binder		X			
Twisting/trunk rotation	Clearing miss-feeds		X			
Fine manipulation/ pinch grip	Counting and checking sheets, opening envelopes		X			
Power/open hand grip	Carrying papers, gripping levers		X			
Writing / typing			X			
Climb ladders	Very occasional to access high shelves	X				
Climb or descend stairs	Can use lift as an alternative. Personal choice to use stairs		X			
Low level work	Clearing miss-feeds		X			
Leg / foot controls						

Physical Requirement	Task Details	Rare	Occasional 4 – 30 repetitions per day	Frequent 31 – 150 repetitions per day	Constant >150 repetitions per day	Medical Provider Comment / Opinion
Manual Handling – lift, carry, push, pull or hold						
1 - 5kg	Lift, carry and hold bundles of paper ≤ a ream. Push trolley (occasional only)			X		
5.1 - 10kg						
10.1 - 15kg	Lift, push or pull cartons of paper		X			
15.1 - 20kg						
over 20kg						
Lift floor to hip	Loading photocopier with paper		X			
Lift waist to shoulder	Lifting reams of paper out of shelves		X			
Lift overhead	Items for binding (extremely light) Reams of paper on upper shelves (ladder available for use)		X			
Pushing/pulling	Trolley		X			
Hearing Test Requirement						
Exposure Excessive Noise?	No					
School Crossing Supervisor ?	No (If Yes Visual Acuity testing is also required)					

Definitions	
Mobility / Postures	
Sitting	Stay in a seated position
Standing	Standing in an upright position, moving less than three steps
Walking	In an upright position moving more than 3 steps
Crawling	Move on the hands and knees or by dragging the body close to the ground
Non-Manual Handling	
Crouch / squat	To lower the body by bending forward from legs and spine, buttocks on or near the heels
Kneeling	To lower the body
Bending	To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds
Reaching	Extending arms out in any direction
Twisting / truck rotation	Rotating the body to one side or the other without moving the feet
Fine manipulation / pinch grip	Fingers are on one side of the object and thumb on the other, typically without the object touching the palm
Power/open hand grip	Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended
Low level work	Performing manual handling actions at or near ground level
Manual Handling	
Lift / carry / hold	Raising or lowering an object from one level to another and holding / transporting the object using the hands, arms, or on the shoulders
Pushing / pulling	Applying force to move something away or closer to one's self, including static positions
Kilograms of force (kg.f)	Amount of force or effort required to perform a specific task or part of a task

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Main areas of responsibilities will include but is not limited to:

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.