

**Manchester City Council  
Role Profile**

**Digital Printer, Grade 5  
Communications Directorate, Chief Executive's Department  
Reports to: Data Operations Manager**

**Key Role Descriptors:**

The role holder will act as a key member of the team in the printing of data files and any necessary mailing or finishing to the highest quality and in accordance with customer deadlines.

The role holder will provide high quality, customer focused, flexible and timely digital print support directly contributing to the achievement of objectives of a high-quality service.

The role holder will prepare accurate management information reports and production planning schedules, which will ensure that digital printing equipment is operated at full capacity at all times to obtain maximum usage working closely with team members to ensure that continuity of service delivery is maintained at all times.

The role holder will play a key role in the maintenance and performance of all print machinery used by the service. This is supported via the service contracts with the equipment providers.

The role holder will play a key role in the health and safety of the site which includes checking equipment regularly and ensuring it is safe to use through using third party suppliers to undertake maintenance and regular servicing.

The role holder will play a key role in the development, maintenance and monitoring of effective management information systems to meet the needs of the service.

**Key Role Accountabilities:**

Accurately monitor best practice across the high-quality service using management information to assess performance and outcomes of internal and external resources.

Coordinate the effective deployment and procurement of resources to meet the needs of the service, managing performance and development needs to achieve agreed project objectives and service priorities.

Effectively contribute to the monitoring, evaluation and improvement of all business support activities and house-keeping protocols that support the needs of the service and corporate initiatives.

Provide accurate works instruction mailing sheets to the mailing team ensuring that all paperwork is correct and that the data integrity for the printed sheets is maintained.

Contribute effectively to the design, implementation and maintenance of high-quality management information systems and business support activities, providing comprehensive advice and estimates to customers and stakeholders.

Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the authority, providing cover and flexibility where required.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:****Mfour Print & Mail Services – Digital Printer**

Mfour Print & Mail Service supports the production and delivery of all transactional business and communication functions for the council.

The service is available for both internal and external customers allowing it to operate on an income generating budget basis.

The service's funding is sustained via this approach, which supports with the overall management of the Communications budget as well as that for the rest of the Council.

Mfour Print & Mail are responsible for the production and fulfilment of all printed transactional and communication mail-pieces required by all Council services to facilitate the delivery of core income and funding generation and resident support functions.

The transactions include all income generating activities such as the production and issue of Council Tax Bills, Invoices, and all Parking Services Contraventions (i.e., Bus Lane PCNs and parking fines).

As well a transactional mail, the service also provides an essential Communications channel for all internal teams including, School Admissions, Elections, Planning, Licensing, and Legal Services.

**Print workflow management and information integrity.**

Understanding print and mail processes to produce data merged documents is essential for the service to be able to produce all data driven mail transactions for the council.

Whilst the role holder may not be responsible for creating the final print documents, they would need to be confident in understanding how they have been produced to enhance their ability to spot issues or error fault should something not be as expected.

The role and experience of the Digital Printer should include:

- Experience of operating and using print hardware and associated software
- Experience of operating and using mailing hardware and associated software
- Understanding of GDPR process and the role the service has as a Data Processor
- Understanding of print output optimisation to evaluate the most cost-effective way to produce a job and minimise waste (physical and capacity resource)
- Experience working within production environment or at least understanding of machine operating and manual processes.

## Digital Printer – Key Competencies and Technical Requirements

### Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

### Generic Skills

- **Communication:** Ability to communicate clearly and in ways that promote understanding.
- **Analytical:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
- **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
- **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish, and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
- **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Financial Management:** Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.

### Technical requirements

- Demonstrable knowledge of digital print and file manipulation techniques