

**Manchester City Council
Role Profile**

**Operational Support Assistant, Grade 3
Print & Mail Service, Strategic Communications Directorate
Reports to: Assistant Print & Mail Operations Manager
Job Family: Transactional Back Office**

Key Role Descriptors:

This role will be responsible for the accurate and timely administration of data to support key business and functions within the appropriate data systems and will contribute to the provision of a high-quality support function.

The role holder will operate and work using a variety of production equipment that support and enable the delivery of the Print & Mail Service.

The role holder will act as a point of contact for service users and for tasks and information work flowed from relevant stakeholders.

Key Role Accountabilities:

Assist in the production of documentation operating a range of print, mail and finishing equipment within the Print & Mail production unit. This will include the use of a compact Mailroom van to drop off and collect mail from various sites, so a valid UK licence and driving experience is required.

Update, extract and reallocate information from corporate data systems as required and complete relevant documentation to a high standard, ensuring accuracy and confidentiality of information produced within the section.

Deal efficiently with daily incoming and outgoing mail and emails within agreed timescales, ensuring all systems are maintained in an efficient and effective manner and maintain procurement of office stationery and equipment.

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

Work collaboratively with colleagues and stakeholders to enhance the delivery of transactional support services throughout the Council.

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 given full consideration.

Role Portfolio:**Print & Mail Services – Operational Support Assistant**

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.

As well as outbound mail, the service is also responsible for the receipt and processing of the inbound mail. The service sorts and then delivers all inbound correspondence to Council staff based at various locations across the city.

All print requirements for the Council are managed by the service and the tasks of the teams also include print buying and providing estimates and quotes for jobs to internal and external customers. The procurement of all print is managed via various supplier contracts and accurate job documentation is essential for audit and budget management purposes.

Information management

Understanding the importance of personal and business data, and how it should be processed, is key to the success of the service.

We produce and handle personalised documentation containing sensitive information so it is essential that we process it with accuracy.

Ensuring that information is formatted correctly and presented as per Print & Mail policies is of paramount importance and required for GDPR compliancy. Any documents that are incorrectly shared or provided to the unintended recipient, are deemed as a data breach so it is essential that the role holder takes sufficient care and understands the policies.

The role and experience of the Operational Support Assistant should include:

- Experience of operating and using mail hardware and associated software.
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- Understanding different mailing methods and the differences between them.
- Experience of using basic calculations and be able to identify any anomalies when checking data or quantity totals.
- Understanding GDPR or at least the basics of data and information processing and management.
- Experience of working within a production or a noisy environment and the physical and mental demands that can have.

Key Behaviours, Skills 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:** Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.
- **Planning and Organising:** Provides work on time and to a required standard and is capable of prioritising own workload in order to meet deadlines.
- **Problem Solving and Decision Making:** Ability to interpret basic rules and guidelines in order to resolve queries.
- **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
- **Administrative Skills:** Have some familiarity with information technology, including excel and word packages.

Technical Requirements (Role Specific)

- **Holder of UK Driving Licence**