

**Manchester City Council
Role Profile**

**Print Buyer, Grade 5
Print & Mail Service, Strategic Communications Directorate
Reports to: Business Manager, Operational & Commercial Services
Job Family: Corporate Organisational Support**

Key Role Descriptors:

The role holder will provide high quality, customer focused, flexible and timely creative solutions to support the achievement of objectives of a high-quality service.

The role holder will deliver an effective, professional support function, establishing excellent relationships with customers and stakeholders and ensuring quality customer focused services are delivered within performance and quality targets.

Key Role Accountabilities:

Implement best practice in the delivery of work activities on behalf of all customers of the service in accordance with the authority's corporate aims and objectives, strategic plans and organisational values.

Ensure all work carried out fits within the parameters of service level agreements and seek to maintain relationships with the business to ensure the highest standard of service delivery.

Work collaboratively with colleagues and stakeholders to enhance the role of the service throughout the Council. Facilitate customer feedback and assist in identifying solutions to resolve issues to improve service delivery.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required.

Coordinate the production and supply of accurate management information to support the needs of the service in line with agreed objectives. This will include the provision of accurate analysis support.

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

Support the production of a range of high-quality communication, such as reports and briefing notes.

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 role holder 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 Service – Print Buyer

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

The service is available to 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.

All print requirements for the Council are managed by the service, and one responsibility of the service is 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.

The supplier contracts include a wide range of products from leaflets, posters and booklets to more complex and bespoke products including signage, mailing packs and branded promotional items, i.e. mugs, pens and clothing.

In addition to supporting the production process, the Print Buyer also supports the customer throughout the job, account managing the process for them with production or the external supplier.

The Print Buyer is responsible for finding the best print and mail solution for customers, considering budget, timescales and function as part of that decision making process.

We advise customers on the best most cost-effective option available and always consult with them to ensure the final product meets with their requirements and expectations.

Providing high quality, efficient service delivery, with customers at its core, is the main objective for all areas of the Operational and Commercial teams within Strategic Communications.

The Print service operates to set budgets and being able to use those effectively is dependent on the continued working relationships that exist with all customers with further opportunities always being considered.

The need to provide value for money is essential as well as the services' ability to sustain itself and build a future model to continue to drive change, both through customer behaviour and technology solution to compliment more traditional Print & Mail outputs.

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.
- **Analytical Skills:** 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 organise 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.
- **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment.
- **Commercial Skills:** Ability to collect and report on supplier performance data and apply basic procurement processes to routine procurement situations.
- **People Management:** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.

Technical Requirements (Role Specific)

- Demonstrable knowledge of procurement and estimation techniques.
- Experience of using MIS estimating system, preferably **Thastern Primo** or a similar package.
- Account Management or customer relations experience.