

<b>Job title</b>	Reprographics Operator	<b>Date</b>
<b>Reports to (title)</b>	Workspace Support Manager	
<b>Contract/Department</b>	SKY Spaces / Reprographics	<b>Revision</b>
<b>Location</b>	Sky Campus, Osterley	

## Job purpose

Describe the overall purpose of the job in two or three sentences.

Provide a professional, efficient and customer-focused reprographics service, ensuring high standards of quality, accuracy and confidentiality. Deliver print and reprographics services within agreed timescales and service level agreements, whilst maintaining compliance with company policies, procedures and health and safety requirements.

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Prioritise and manage own workload to meet deadlines and service requirements
- Ensure all reprographics work is completed accurately and to a high standard
- Provide excellent customer service to internal clients
- Operate and maintain reprographics equipment, reporting faults where necessary
- Ensure confidential and sensitive information is handled appropriately at all times
- Ensure health and safety procedures are followed at all times
- Contribute to continuous improvement of reprographics processes
- Handle print requests and advise customers on print specifications and requirements
- Prepare quotations and job costings where required
- Manage print queues and schedule work to meet agreed deadlines
- Maintain accurate billing records, production logs and job tracking information
- Arrange courier collections and dispatch of completed work
- Take an active part in all training and development activities provided by the Company and/or Client
- Carry out routine quality checks to ensure all printed materials meet customer requirements and company standards
- Maintain stock levels of paper, consumables and finishing materials, reporting shortages where necessary

## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

None

## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

### Essential

- Excellent communication and interpersonal skills
- High attention to detail and accuracy
- Ability to work under pressure and meet deadlines
- Customer-focused approach
- Knowledge of reprographics equipment and print production processes
- Competent in the use of Microsoft Office 365 (Word, Excel, Outlook and PowerPoint)
- Good finishing skills including guillotining, booklet making, cutting, creasing, wire binding, drilling, poster mounting and banner assembly

### Desirable

- Experience using Fiery Command WorkStation
- Experience operating high-volume printers such as Canon ImagePress
- Experience using large-format printers such as Canon ImagePROGRAF and Océ Arizona flatbed
- Experience using Adobe Creative Suite (Acrobat Pro, InDesign, Photoshop and Illustrator)
- Understanding of print-ready artwork requirements including bleed, resolution, sizing and colour management

## Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

<ul style="list-style-type: none"> <li>• Previous experience in a reprographics or print environment</li> <li>• Experience working within a corporate or customer-facing environment</li> </ul>
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<b>Line Manager Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

<b>Job Holder Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	