

JOB DESCRIPTION

JOB TITLE: Business Support Assistant (Apprenticeship)

DEPARTMENT: Strategic Support - Business Support

POST NUMBER: TBC

GRADE: 3

ACCOUNTABLE TO: Business Support Team Leader

LOCATION: The Guildhall and other offices within the City Council and its partners as required.

POST OBJECTIVE:

1. Along with the rest of the team provide the council with a comprehensive post room operation, electronic document scanning, document verification and printing, photocopying and finishing service.
2. Provide support to other members of the team and advice to customers as required.

SPECIFIC TASKS

1. Open and sort incoming post, planning and other documents ready for scanning, accurately and efficiently.
2. Operate Scanning equipment and in-house computer systems to scan and index documents accurately within agreed timescales.
3. Access and use the Electronic Document and Records Management System as directed.
4. Operate mailing and print equipment as necessary.
5. Carry out verification of benefit claim documents.
6. Properly account for remittances received with mail.
7. Ensure outgoing mail is dealt with carefully and is recharged accurately.
8. To operate high volume, digital print machines and large-format printer as required, to meet deadlines set by Committee, Planning and all other customers.
9. Operate digital RIP and print driver software for imposition and manipulation of artwork files to produce digital printing (colour, black and white and large format).
10. To meet deadlines of various printing and finishing jobs (requested by the customer) as booked in via work planner.
11. To work effectively with other members of the Business Support team including a comprehensive handover between job share postholders to ensure continuity and a seamless service is provided to the customer.
12. Provide help and advice to customers on binding options, photocopying, timescales and other printing options as required.

13. Comprehensive knowledge of MS Word, Excel and Adobe Acrobat Professional required for the processing of files supplied by customers.
14. Carry out ancillary finishing tasks as required. These will include: operation of programmable power guillotine, folder, stitcher, numbering devices, paper drill, laminator and all binding equipment.
15. Liaise with administration staff to ensure job instructions are clear, requesting further information or informing of any changes as necessary and to help maintain an accurate stock control system requesting supplies of paper and materials as required.
16. Complete a daily time-sheet recording operation times, stocks and materials to individual jobs for accurate recharging.

GENERAL

17. Working hours are determined by the needs of the service as specified by the line manager. The Print Room has a requirement to maintain cover from 8.00am to 5.00pm including lunchtimes.
18. Fully adopt the principles of customer care, undertaking such training as necessary.
19. Undertake such other duties, as determined by the line manager, commensurate with the grade of the post, the abilities of the post-holder and the general post objectives.

QUALIFICATIONS

Good standard of education to GCSE level inc of Maths and English.

PERSON SPECIFICATION

JOB TITLE **Business Support Assistant**

POST NO:

DEPARTMENT: **Business Support**

DATE: **September 2025**

Requirements		Weighting	Assessment Method
Skills	Able to produce digitally printed work.	3	A
	Able to produce accurately finished printing work.	3	A
	Creative & technical ability with an eye for detail to help with identifying layout and design issues within artwork files.	2	I
	Proof reading skills	3	A
	Excellent standard of IT skills including Adobe Acrobat Professional,	2	A
	Word, Excel, Microsoft Outlook	3	A
Experience	Experience of working in a print and/or post room environment would be an advantage.	2	A
	Operating digital print machines – colour and mono.	3	A
	Use of EDRMS Systems	2	A
	Operating of digital imposing software and print driver software for imposition and manipulation of artwork files.	3	A
	Operating ancillary finishing equipment, including: power guillotine, collator, folder, stitcher, comb binder, drill, number and perforator etc.	2	A
	Experience of dealing with people at all levels across the organisation, inc. Members and Directors	2	A
Qualifications & Training	Educated to GCSE level or equivalent with good grades in Maths and English.	3	A
	City and Guilds printing qualification would be an advantage or NVQ equivalent at level 2/3	1	A

	Customer care awareness	2	A
Personal Qualities	This can be a fairly pressured job in a noisy environment. The post holder must have a flexible approach to team working with a capability of rearranging plans at short notice as priorities change.	3	I
	Able to build relationships with team and customer's, members, external partners and all levels of staff.	3	I
	Ability to multitask and meet deadlines set on various print and finishing tasks in a pressurised environment.	3	I
	Organised approach to work	3	I
Specific Job Requirements	Excellent Interpersonal skills: polite, accommodating, willing and flexible	3	I
	Capable of multitasking	3	A/I
	Ability to give help, advice or basic training to colleagues and other appropriate groups	2	I

Weighting

3 – Essential for the successful performance of the job

2 – Desirable but can be achieved through on the job training or experience

1 – Useful but not essential for successful performance of the job

Assessment

*Application Form
References*

*A
R*

*Interview
Presentation*

*I
P*

*Tests
Evidence of Qualifications*

*T
Q*