

## SELF-SERVICE PRINT ADMINISTRATOR

Job Ref: REQ17657

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### Job Description

**Job Grade:** Administrative Services Grade 3

#### Job Purpose

To co-ordinate the self-service printing fleet – including customer support and supplier liaison and the maintenance of consumables and stock.

To co-ordinate the on-line services including customer liaison, storefront and product creation and contribution to service/system development.

#### Job Duties

- To put together schedules for the new MDF devices, re-site devices and removals including liaison with the customer, the supplier and Facilities Management and IT services colleagues.
- Following an agreed list of criteria, assist with the purchase of appropriate hardware and arrange re-sites and removals as required.
- Organise appropriate training for all service users and input to the development and dissemination of on-line training material through ServiceNow and the web.
- Assist with consumable replenishment in all hardware and liaise with appropriate colleagues to schedule deliveries and ensure that supplier SLA's are maintained.
- Maintain asset records for all hardware in conjunction with suppliers and customers.
- To distribute usage reports to all customers, and provide support and advice as appropriate.
- To update the on-line storefront, including prices, categories and products as required.
- To develop multiple storefronts in On-line Printing designed to meet specific customer needs (e.g. schools, departments and external customers).
- To input to marketing of services, through On-line Printing and the department website, to ensure maximum use of facilities throughout the year, including maintaining content and accessibility.
- Undertake any other duties appropriate to the post as may be required by Business and Operations Officer and/or the Head of Creative and Print Services.

#### Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

#### Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

### **Organisational Responsibility**

Reports to the Business and Operations Officer.

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in a customer service environment.	1, 3
	Experience of liaising with IT service providers.	1, 3
	Experience of working with suppliers under defined contracts.	1, 3
Skills and abilities	Sound working knowledge of IT applications – Microsoft Office, e-mail and internet.	1, 2, 3
	Good Microsoft Excel Skills.	1, 2, 3
	Excellent interpersonal, communication and written skills.	1, 2, 3
	Ability to: <ul style="list-style-type: none"> <li>• Prioritise competing demands</li> <li>• Negotiate and offer solutions</li> <li>• Understand the point of escalation</li> <li>• To decipher, interpret and discuss data and reports</li> </ul>	1, 3
	Work flexibly, both individually and as part of a team.	1, 3
	Strong organisational skills.	1, 3
	Ability to use manual handling skills as required.	1, 3
Training	Willingness to undertake further training and to adopt new procedures as and when required.	1, 3
Qualifications	GCSE standard of education, including GCSE Grade C or equivalent in Maths and English.	1
Other	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1, 3

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a print environment.	1, 3
	Experience of working with multi-function devices and associated print management software.	1, 3
Skills and abilities	Experience of using the MIS system Tharstern.	1, 3
	Experience of the financial package Agresso.	1, 3
	Experience of using IT Service Management System, ServiceNow	1, 3
	Experience of the fleet print management software, Safecom	1, 3
Training	Manual Handling training.	1, 3
	Appropriate Health and Safety training.	1, 3
Qualifications	NVQ level 2 or suitable equivalent.	1

## Conditions of Service

The position is full time and open ended. Salary will be on Administrative Services Grade 3, £16,618 - £18,940 per annum, subject to annual pay award and at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

## Informal Enquiries

Informal enquiries should be made to Marc Smith, Business and Operations Officer by email at [M.Smith7@lboro.ac.uk](mailto:M.Smith7@lboro.ac.uk) or by telephone on +44 (0)1509 222192.

## Applications

The closing date for receipt of applications is **20 August 2017**. Interviews will be held on **4 September 2017**.