

SINGLE CORPORATE SERVICES

Print Department

Job title:	Print Department Operative Assistant	<i>To be completed by HR</i> <i>Job Reference Number</i>
Reporting to:	Design and Print Manager	
Accountable to:	Design and Print Manager	
Pay Band:	3	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

Job summary

The Print Department Operative Assistant delivers a high-quality print, finishing and distribution service for internal departments and approved external customers. The post holder supports the Quadient letters and leaflets process, prepares files for print (including PDF preparation in Adobe Acrobat), operates print and finishing equipment safely, and ensures work is produced accurately, confidentially and to deadline.

Job Statement

The key elements of the role are:

- Produce a wide range of printed materials for internal departments and approved external customers (e.g., appointment cards, forms, reports, posters, booklets, newsletters, labels and large-format items), advising on paper sizes, stock types and finishing options within agreed procedures.
- Undertake mono and colour print reproduction, selecting appropriate settings and checking output quality (including colour consistency and registration). Where required, ensure colours (CMYK/RGB) and output dimensions are accurate and within specification, escalating non-routine issues.
- Use Adobe Acrobat to view, combine, check and prepare PDFs for print, and carry out minor file adjustments within competence (e.g., page order, cropping, bleed/trim marks), escalating design changes outside remit.
- Operate finishing equipment safely and accurately (e.g., guillotine, binders/binding, laminating, folding, scoring, perforating and numbering) and complete manual finishing tasks requiring precision and hand/eye coordination (cutting, folding, collation, checking page order and proofread checks).
- Undertake first-line troubleshooting of routine print and finishing faults (e.g., paper jams, misfeeds, minor quality defects and finishing set-up issues), deciding whether to correct and

- re-run work within competence or escalate to the Design and Print Manager/appropriate support to minimise waste and protect turnaround times.
- Complete routine cleaning and basic maintenance of print and finishing equipment in line with safe systems of work (including handling equipment with sharp blades/rollers and using approved cleaning chemicals (e.g., meths and blanket wash where used locally)) and report faults promptly.
 - Plan and prioritise a varied workload to meet service deadlines, which may be short-notice and time-critical (sometimes one to two hours from receipt). Work effectively under pressure and, where required, support occasional additional hours to meet urgent requirements in line with local arrangements.
 - Liaise with Trust colleagues and external customers by telephone, email and in person regarding specifications, progress updates, delivery times and queries. Manage challenging enquiries professionally, escalating where appropriate.
 - Pack, label and deliver completed work to internal and external customers within agreed timescales, including routine distribution runs and paper deliveries, using appropriate manual handling techniques.
 - Monitor, audit and maintain stock levels of paper and associated consumables; receive and receipt deliveries; and order supplies in line with agreed processes to ensure continuity of service.
 - Provide routine quotations for approved external customers using agreed quoting software with an embedded pricing structure (e.g., paper type/stock, colour/volume, finishing time and delivery requirements). Carry out basic calculations/checks of outputs, and record income-generation transactions, issuing receipts for cash/cheques in line with local procedures and passing documentation for processing. Refer any non-standard pricing, discounts or exceptions to standard terms to the Design and Print Manager.
 - Handle confidential and sensitive documents in line with Trust policies, ensuring secure storage and appropriate disposal. Support the control, safekeeping and issue of numbered stationery where applicable (e.g., controlled prescription stationery) in accordance with local procedures.

Organisational Chart



Specific Core Functions

- Print production (mono/colour) and quality checking against specification.
- PDF preparation and basic artwork checks using Adobe Acrobat.
- Finishing, packing and distribution of print products, including controlled documents where applicable.
- Customer service, routine quoting (using agreed quoting software) and job administration (enquiries, updates and handovers).
- First-line troubleshooting, equipment operation, routine cleaning/basic maintenance and adherence to safe systems of work.
- Stock control, receipting, ordering and support to income-generation processes.

Key Responsibilities

Communication and Working Relationships

- Provide and receive routine, confidential and sensitive information with Trust teams, partner organisations and approved external customers.
- Welcome visitors and answer telephone calls in a courteous and efficient manner, taking accurate messages, providing routine updates and quotations where appropriate, and directing queries appropriately.
- Work collaboratively within the print team and wider communications/corporate services, contributing to an inclusive working environment and respecting confidentiality at all times.

Analytical and Judgement

- Use the Quadient letters and leaflets system in line with local procedures and quality standards.
- Interpret job specifications (paper size, colour mode, finishing requirements, confidentiality controls) and select appropriate production methods within competence.
- Identify and rectify routine quality issues (e.g., colour shift, alignment, finishing faults) and decide when to re-run work, seeking support for non-routine faults to prevent waste and service delay.
- Undertake first-line troubleshooting of routine print/finishing faults and decide whether to correct and re-run work or escalate, to minimise waste and protect turnaround times.
- Apply health and safety, information governance and confidentiality requirements, escalating concerns where practice may compromise safety or compliance.

Planning and organising

- Plan and organise a varied workload of concurrent jobs, responding to interruptions and changing priorities to meet time-critical deadlines.
- Coordinate packing, delivery and paper distribution schedules to support timely completion of work across sites/departments.

Physical Skills

- Operate print and finishing equipment requiring accuracy and hand–eye coordination, including safe use of guillotines and binding equipment.
- Complete manual finishing to a high standard (cutting, folding, collation, binding preparation) and check page order, layout and print quality.

Patient Client Care

- Whilst the post holder has no direct responsibility for patient care, the Design and Print Unit supports clinical services by producing accurate patient information and controlled documentation used in the delivery of care.

Policy and Service Development

- Contribute suggestions for improving print workflows, quality, safety and customer experience.
- Work in line with Trust and NHS branding/design guidance for standard products and escalate non-standard brand requests to the Design and Print Manager/Graphic Designer.

Financial Management

- Use high-value print and finishing equipment responsibly, minimise waste through accurate setup, first-line troubleshooting and quality control, and report faults promptly.
- Support income-generation processes for approved external customers, including routine quoting using agreed quoting software, receipting and accurate record-keeping in line with local procedures.

Management/Leadership

- The post holder has no line management responsibility for staff. They are expected to work independently within agreed procedures and support colleagues through effective handovers and cooperative working.

Information Resources

- Use standard office systems (Outlook, Word, Excel and PowerPoint) and convert files to print-ready PDF where required.
- Use Adobe Acrobat routinely to prepare and quality-check PDFs for print.
- Use agreed quoting software/pricing tools to generate routine quotations using defined variables (e.g., paper type, finishing time and delivery requirements) and carry out basic calculations/checks of outputs.
- Use print production systems (including Quadiant and printer interfaces) and maintain accurate job, stock and income records.
- Familiarity with other Adobe applications (e.g., InDesign, Illustrator and Photoshop) is desirable.

Research and development

- Undertake simple audits/checks relating to own work and contribute to team audits (e.g., stock counts, customer feedback/quality checks) as requested.

Freedom to Act

- The post holder has a significant degree of freedom and autonomy to organise and deliver day-to-day print production and finishing work within agreed procedures, quality standards and service priorities. They are expected to use resources efficiently, monitor consumable usage, and support income generation from approved external customers to help ensure the service covers agreed costs and delivers against performance targets set by the organisation/line manager. The post holder may provide routine quotations using agreed quoting software with an embedded pricing structure (for example paper type/stock, colour/volume, finishing time and delivery requirements) and must ensure quotations follow agreed rules and parameters. The post holder must not override agreed pricing rules and will refer any non-standard pricing, discounts, or exceptions to standard terms to the Design and Print Manager. The post holder will balance competing demands (e.g., urgent internal requirements and external customer deadlines) and will escalate complex technical faults, significant quality concerns, or contentious customer issues to the Design and Print Manager.

Physical effort

- The role involves a combination of sitting, standing and walking. Regular light to moderate physical effort is required, including lifting and moving paper boxes, operating trolleys, and repetitive bending, stretching and twisting during finishing and distribution tasks.

Mental effort

- Frequent concentration is required to interpret specifications, maintain quality, operate machinery safely and manage competing deadlines and interruptions.

Emotional Effort

- Occasional exposure to challenging situations, for example when dealing with urgent requests, service pressures or customer dissatisfaction, requiring tact and professionalism.

Working conditions

- The post holder works in a print-room environment with occasional exposure to heat, noise, dust and approved cleaning chemicals. Display screen equipment is used regularly and there may be a requirement for business travel between sites.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	General education. GCSE (or equivalent) in English and Maths.	Relevant vocational training in print, reprographics, production or customer service.	Application form and interview
Experience	Experience of working in a busy production/service environment with time-critical deadlines and quality standards. Experience of using office IT systems and handling confidential information appropriately.	Print-room/reprographics experience, including use of finishing equipment and/or distribution/delivery tasks.	Application form, interview and references
Knowledge	IT skills (Outlook, Word, Excel) and ability to convert and prepare files to print-ready PDF. Competent use of Adobe Acrobat to view, combine and prepare PDFs for print. Competent use of quoting software/pricing tools to generate routine quotations using agreed variables (e.g., paper type/stock, finishing time and delivery) and to carry out basic calculations/checks of outputs. Understanding of safe systems of work, confidentiality and information governance. Ability to identify when work/quotations fall outside standard parameters and to escalate accordingly. Ability to prioritise competing work and work without close supervision within set procedures. Understanding of a range of work procedures and IT systems, the majority of which are non-routine and require intermediate level theoretical knowledge. This knowledge is normally acquired through formal training or equivalent experience.	Understanding of print processes (mono/colour), paper stocks and finishing methods. Familiarity with Quadient letters/leaflets workflow. Basic knowledge of Adobe InDesign, Illustrator or Photoshop.	Application form and interview

Compliance statement to expected organisational standards

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

- Understand duty to adhere to policies and protocols applicable to infection prevention and control.
- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered

with the appropriate professional body. The Trust will require evidence of current registration.

- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.