

Role Description

Title: Cut Sheet Laser Print Operative

Reporting To: Fulfilment Manager

To: To ensure all client cut sheet tasks are printed and produced to the job specification and within SLA ready for onward fulfilment.

The Cut Sheet Laser Print Operative will work to and be measured against KPIs (key performance indicators) within key areas which support the attainment of our SLAs (service level agreements) with clients. This is critical to maintain the exacting standards and exceptional service.

In a way that: delivers a consistently high-quality service and leads to exemplary feedback from clients and internal stakeholders.

So that: We help charities raise more funds. We do that by helping them to attract and retain more supporters, who give more for a longer time.

Key priorities:

- **Client retention** – by offering initiative-taking, exemplary service standards to all clients and their supporters
- **Department efficiency** – support the development of new processes and process change to enable a collaborative approach to efficiency
- **Team wellbeing** – contribute to briefings, meetings, training, and any other development opportunities to ensure a well-trained, well briefed, and effective team dynamic
- **Client SLA's** – work within the guidelines of team/business KPIs to ensure the attainment of client SLA's and be proactive be escalating issues as appropriate
- **Organisation** – ensuring the departments are always clear, clean tidy, and impeccably always organised
- **Confidentiality** – is professional and confidential always, conducting yourself with integrity in all matters relating to the company its information, reputation and its employees and clients
- **Values**– to uphold and demonstrate our company values, we are one team, we take ownership, we believe in people, we show integrity and we strive for the highest standards

Important priorities:

- Ensure you understand and follow the company policies with regards to System, data and physical security at all times.
- Ensure you understand and follow the company policies with regards to Health and Safety at all times and you have read and signed the company Health & Safety policy.
- Ensure you understand and follow the company policies with regards compliance with PCI and GCRTS and other relevant standards

- Ensure you understand and follow the company Standard Operating Procedures where they exist.

Departmental Responsibilities:

- Fast and accurate use of machinery and system provided tools to process incoming and outgoing items
- Participate in the audit or feedback of peer work to enable consistent continuous improvement across all areas
- Complete cross-training programme as required to support a well-trained, efficient and multiskilled team
- Ensure all printing is completed daily, escalating any potential failings
- Be responsible for the quality of work produced within the department
- Be responsible for upkeep of machines and arrange service call outs when required
- Commitment to change and flexibility to change/adapt the role to follow the business need within operational departments
- Challenge the status quo of our business and as a process expert, highlight improvement opportunities to better serve our client targeting a Right First Time (RFT) approach
- Establish effective relationships at a day-to-day level with colleagues, existing clients, and prospects
- Contribute to the recording of and feedback on metrics which enable the efficient and effective analysis of operational performance

Skills & Experience

- Energy and enthusiasm, willingness to learn and to be adaptable to change
- A willingness to 'go the extra mile' with external and internal stakeholders and customers
- Able to work well under pressure and to internal KPI targets/SLA's
- Excellent attention to detail and ability to work accurately and determine priorities
- Able to work independently as well as an effective team member
- Ability to communicate with other team members and work well as part of a team
- Flexible and dependable in approach to work in all departments

Desirable

- 6 months experience in a similar printing environment

Key performance indicators:

- KPI's are recorded and shared for Clients SLA's and total records printed and fulfilled.