

# Job description

## Production and Distribution Officer

- Grade: Scale 6
- Reports to: Production and Distribution Deputy Manager
- Direct reports: None
- Your team: Production and Distribution Services Team
- Service area: Law and Governance
- Directorate: Resources

### Special requirements of the post

Workstyle: Frontline (Full presence, working in the borough full time)

- Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.

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This post requires a DBS check at the appropriate level (Basic)

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## Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

# Overview of the role

The Production and Distribution Officer is responsible for delivering professional and efficient print and document services within the council. This role requires operating a variety of print, production, and finishing equipment, managing the distribution of both digital and paper-based materials via workflow management, and ensuring all outputs adhere to the council's brand and quality standards. A strong focus on service excellence, resource efficiency, and adherence to health and safety and data protection standards is essential.

## Key responsibilities

- To support the role of Deputy Production and Distribution Manager and act as a point of contact for queries relative to the administrative functions from service users
- To operate production and finishing machinery, with support from the wider team
- To complete all work relating to computerised costing system (Panacea) as required.
- The responsibility of accurately processing and distributing of all incoming/outgoing documents (electronic and paper) using the database systems and scanning / indexing technology.
- To act as a brand guardian, ensuring all corporate print meets the council's brand guidelines, making minor amendments themselves through photoshop or Adobe, but referring to the communications team as necessary.
- To work in accordance with safeguarding and security procedures relative to the service area and promote the procedures to those you encounter (GDPR, document handling and confidentiality).
- To maintain good working relationships and collaboratively with the team members, other council departments and partner agencies to ensure all elements of the customer journey is managed and seamless.
- Receive and respond to queries received by a range of contact points logging information accurately and alerting staff and managers accordingly.
- To ensure service delivery is met and the services covered between the hours of 8am-5pm.
- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To undertake training and constructively take part in meetings, Check In's and other events designed to improve communication and assist with the effective deployment of the post and post holder.

- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

## Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

# Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

## Essential and desirable criteria

**Essential:** the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

**Desirable:** the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

## Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	GCSE's maths and English of grade C equivalent and above or print qualification would be an advantage	Desirable
2	Experience of using a range of document management, printing and finishing systems.	Essential
3	Experience of working in a team, supporting colleagues and building strong relationships to ensure a productive and supportive work environment.	Essential
4	Experience of working under pressure and to tight deadlines, always maintaining a calm and professional manner.	Essential
5	Good understanding of data protection legislation and how it relates to the service	Essential
6	Good understanding of the role of the print team in a large and complex organisation	Essential
7	Ability to create, maintain, extract electronic records, update databases and excel spreadsheets, including graphs etc to a high level of accuracy.	Desirable
8	Good time management skills, ability to work under pressure and meet deadlines.	Essential
9	Good organisation skills with a problem-solving attitude, working on your own initiative.	Essential
10	Good knowledge of Health and Safety regulations in relation to Production and Distribution Services.	Essential

Point	Criteria description	Essential/desirable
11	Excellent customer care skills with good grounding in dealing with managing, expectations, building relations and handling complaints as necessary.	Essential
12	Experience and understanding of print specification, including format, paper type and the value and importance of branding.	Desirable

## Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.