



## Reprographics Assistant

### Job Description

<b>Faculty / Department:</b> <b>Campus:</b>	IT and Digital, Caudon and Burslem		
<b>Responsible to:</b>	Director of IT and Digital		
<b>Responsible for:</b>	N/A		
<b>Grade:</b>	Salary: £23,555 per annum, pro rata (Grade 1, SCP 6)		<b>Hours:</b> Part Time, 30 hours per week (6 hours per weekday, 10:00am to 4:00pm as a guide) Permanent (0.81 FTE)

#### Role Summary:

To provide a high-quality, efficient, and customer-focused reprographics service across the College, supporting both academic and support staff with all aspects of document printing, finishing, and distribution. The post holder will be responsible for managing high-volume printing jobs, fulfilling requests via a ticket-based system, and maintaining reprographics equipment and supplies to ensure continuous service.

#### Main Duties and Responsibilities:

##### Work Processes and results

- Operate and maintain a range of printing and finishing equipment including high-speed digital printers, booklet makers, binding machines, laminators, and electronic guillotines, utilising digital skills for print job management, layout and print release on a variety of media and differing qualities.
- Manage and prioritise print jobs through a digital ticket-based system, ensuring service-level targets are met.
- Complete finishing work such as binding, laminating, booklet creation, hole punching, stapling, and trimming.
- Monitor and replenish paper stock and consumables, ensuring adequate supply is maintained at all times for both campuses.

- Log and escalate equipment faults with commercial print suppliers and liaise with engineers for repairs and maintenance.
- Maintain a clean and safe working environment in line with Health and Safety policies.
- Support colleagues with advice on print specifications, paper types, and optimal finishing options.
- Assist with stocktaking and ordering of print-related consumables in line with budget constraints.

### **Team Work**

- Work collaboratively with colleagues in the IT and Digital Team, academic staff and professional services teams.
- Support College events and marketing initiatives with print-related tasks and urgent requests.
- Work closely with the other Departments, as well as with partner agencies where required, by escorting contractors to places of work, including printer service engineers.
- Provide tailored services to support specific groups of customers (print types, coloured paper etc).
- Put the students at the heart of everything you do, to ensure the continued success of Stoke on Trent College.

### **Communication / Documentation**

- Communicate effectively with staff across the College to confirm requirements and advise on job progress.
- Keep accurate records of job requests, machine service history, and stock usage through the use of digital systems.
- Communicate effectively across a wide range of audiences.
- Capable of dealing sensitively and calmly with a range of difficult or challenging situations which students, customers and staff may present.

### **Personal Development / Performance**

- Engage in continuous professional development to stay current with developments in print technology and digital document production.
- Proactively identify opportunities for process improvement in the Reprographics service.
- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

### **Equality, Diversity & Inclusion, Health and Safety and Strategy**

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work, including but not limited to the safe use of power-operated paper-cutting guillotines.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

### **Safeguarding of Children and Vulnerable Adults**

- Comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges. To attend relevant and associated training, as required.

**General Data Protection Regulation and Data Protection Act 2018**

- Ensure print jobs containing personal data are processed securely in accordance with GDPR and College policy.
- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

*This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the postholder.*

*These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the postholder.*

*This Job Description and Person Specification is accurate as at June 2025. In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.*



## PERSON SPECIFICATION

### Reprographics Assistant

Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Po	Portfolio

Criteria Headings	Essential	Evidence d by	Desirable	Evidenced by
<b>Qualifications/ Education/ Training</b>	<ul style="list-style-type: none"> <li>Minimum of 4 GCSEs at Grade C or above, or equivalent qualifications, including Maths &amp; English.</li> </ul>	A	<ul style="list-style-type: none"> <li>Level 2 or higher qualification in Print Operations or similar.</li> </ul>	A
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in a customer-facing environment, working to deadlines with multiple incoming requests.</li> </ul>	A, I	<ul style="list-style-type: none"> <li>Experience working in a reprographics or print environment.</li> <li>Experience using ticketing systems or workflow software.</li> </ul>	A, I  A, I
<b>Skills/ Aptitudes/ Competences/</b>	<ul style="list-style-type: none"> <li>Proficiency with high-volume digital print and finishing equipment (booklet makers, guillotine, laminators, binders) or a willingness to undertake training in College-specific equipment.</li> <li>Ability to manage multiple tasks and meet deadlines.</li> <li>Attention to detail and strong organisational skills.</li> </ul>	A, I  A, I  I	<ul style="list-style-type: none"> <li>Knowledge of colour management and digital print file formats (PDF, JPG, PNG etc.)</li> <li>Ability to carry out minor printer repairs.</li> <li>Ability to manage and monitor College-wide fleet of printing devices.</li> </ul>	A, I  I  I
<b>Other</b>	<ul style="list-style-type: none"> <li>Commitment to</li> </ul>	I		

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	<p>safeguarding, equality and sustainability.</p> <ul style="list-style-type: none"><li>• Commitment to maintaining and operating a safe working environment.</li></ul>	I		
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## **TERMS & CONDITIONS FOR EDUCATION BUSINESS SERVICES (STOKE) LTD.**

### **Conditions of Appointment**

All offers of employment are subject to a Probationary period of up to six months, during which time performance will be assessed. In addition, all appointments are subject to:

- *A satisfactory Enhanced Disclosure by the Disclosure and Barring Service (DBS).*
- *A satisfactory Children's Barred List check;*
- *A satisfactory overseas criminal record check (if applicable);*
- *Verification that candidate is legally eligible and permitted to work in the United Kingdom;*
- *Verification of all relevant and required essential qualifications for the relevant post, by original certificate;*
- *Receipt of two references considered suitable by the College;*
- *Successful completion of all elements of the Company and College Induction during the Probationary period, including training modules in Safeguarding, WRAP, Equality, Diversity and Inclusion, GDPR and Health and Safety.*

### **Pension Arrangements**

Eligible employees will be automatically enrolled into the stakeholder pension scheme provided by Scottish Widows.

### **Working Hours**

The standard full-time working week for all staff is 37 hours.

### **Maternity, Paternity & Adoption**

The College has a suite of Family Friendly policies, including Maternity, Paternity and Adoption schemes, some of which provide enhanced benefits, whilst others provide statutory benefits.

### **Sick Pay**

The Company has a scheme of enhanced sickness benefits.

### **Training and Development**

Education Business Services (Stoke) Ltd is committed to the professional and personal development of all our employees. Individual Training and Development plans are formulated via the Staff Check-in process.

### **Holidays**

Education Business Services (Stoke) Ltd staff are entitled to 32 days' annual leave, plus 8 bank holidays. There are a number of directed leave days each academic year and these are set out in the College Calendar. Typically, these directed leave days will be during Christmas, Easter and in the summer period where the College will close its sites in the interests of efficiency.

### **Staff Parking**

Free and ample parking space is available on both sites, subject to availability at peak times.

### **Salary Payments**

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Salary is paid by direct credit transfer to your bank or building society account in 12 equal instalments. Payment is made on the 27th day of each month or, if this lands on a weekend or bank holiday day, payment is made on the previous working day.

### **Notice Periods**

The amount of notice you are required to give and entitled to receive is 1 month. Fixed term employees are required to give and are entitled to notice as per their contract of employment.

### **Location of Work**

Your principal place of work will be at the site given in your Job Description, Contract of Employment and Conditional Offer Letter. However, you may be required to work on either campus temporarily or on an indefinite basis.

### **Equality of Opportunity**

Education Business Services (Stoke) Ltd is committed to the principle of equal opportunity. We will ensure that no employee, applicant for employment or student receives less favourable treatment on any grounds, which cannot be seen to be justified in relation to employment, education and training.