Design and Print Solutions Co-Ordinator

DESIGN AND PRINT SOLUTIONS

Closing date: 1 February 2019
Directors Introduction

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in people and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services

Design and Print Solutions

Design and Print Solutions is a commercial design and print business based at the University of York. We offer everything from branding and web design to high volume photocopying. The core of our customer base is University of York departments. However, due to recent success with some external customers the business is growing through word of mouth. We offer excellent service and quality whilst providing the University and local businesses with value for money. We pride ourselves on our hard working friendly team and are part of the larger YCL portfolio of businesses. All our profits are reinvested in the University of York.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded iiP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates
- Uniform provided

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—its also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
Salary: £15,627.26 per annum
Grade: A3
Hours of work: 37 hours per week
Contract type: Open
Reporting to: Design Studio Manager and Production and Print Shop Manager
Location: 5A Main Street, Heslington, York, YO10 5EA

Main purpose of this role

The main purpose of the role is to take away administrative tasks from the Design & Print Solutions’ team to ensure the smooth delivery of print, design and web projects. This will include liaison with customers, colleagues and external printers to prepare design, print and web estimates. It will also involve scheduling the design work to ensure a smooth transition into the printed or final product, meeting the customer deadlines.

Key responsibilities and duties:

- To provide administrative support to Design and Print Solutions.
- To contribute towards the smooth delivery of design, print and web projects through organisation, attention to detail and scheduling.
- To be the first point of contact for Design & Print Solutions’ customers and liaise with them to ensure accurate understanding of their requirements.
- To provide general information and guidance to enquiries regarding design, print and web development.
- To produce estimates where appropriate in liaison with the Print Estimator, Design Studio Manager and Production and Print Shop Manager. Also, to liaise with external printers on the print framework to obtain price quotations and offer the best quote and solution to the customer for their needs, whilst considering profit optimisation.
- To undertake the necessary paperwork to transfer artwork to the print team following design work.
- To schedule the workflow for the design team.
- To accurately use Tharsterns (print management system) in terms of customer information and quoting.
- To provide general administrative support, including assistance in generating reports for the Head of Marketing, Design and Print, Design Studio Manager and Production and Print Shop Manager.
- To provide financial administration for the team and assist in creating financial reports.
- To provide web administration in terms of minor amendments to websites, backing up and other necessary maintenance for client websites.
- To gather and report on Design & Print Solutions feedback.
- To sit in on design consultations and other meetings and take notes.
- To provide exceptional customer service.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>QUALIFICATIONS</strong></td>
<td>Design/Print qualification at diploma level or higher.</td>
</tr>
<tr>
<td>• NVQ, BTEC or two A levels.</td>
<td></td>
</tr>
<tr>
<td>• 5 GCSE passes at Grade C or above (including maths and English) or an equivalent educational qualification or relevant experience.</td>
<td></td>
</tr>
<tr>
<td><strong>KNOWLEDGE</strong></td>
<td>Knowledge of print and/or design processes</td>
</tr>
<tr>
<td>• Knowledge and understanding of administrative procedures.</td>
<td>Web-based skills (particularly WordPress)</td>
</tr>
<tr>
<td>• Knowledge of Microsoft systems.</td>
<td>Knowledge of HTML and CSS</td>
</tr>
<tr>
<td>• Knowledge of Google Drive.</td>
<td>Knowledge of Tharsterns or similar print production system.</td>
</tr>
<tr>
<td><strong>SKILLS / ABILITIES / COMPETENCIES</strong></td>
<td>Experience in website CMS systems.</td>
</tr>
<tr>
<td>• Highly competent in using Microsoft Office applications (including Word, Excel, PowerPoint, Publisher, Access) Google web applications/Google Drive.</td>
<td>Experience in WordPress.</td>
</tr>
<tr>
<td>• Effective oral and written communication skills.</td>
<td>Experience in Adobe CC.</td>
</tr>
<tr>
<td>• Effective interpersonal skills at all levels.</td>
<td>Familiar with both PCs and Macs.</td>
</tr>
<tr>
<td>• Good organisational skills.</td>
<td></td>
</tr>
<tr>
<td>• Good attention to detail.</td>
<td></td>
</tr>
<tr>
<td><strong>EXPERIENCE</strong></td>
<td></td>
</tr>
<tr>
<td>• Working in a customer focused administrative role.</td>
<td>Experience in print estimating.</td>
</tr>
<tr>
<td>• Working in a role that shows a good track record in communication.</td>
<td>Experience in web based administration.</td>
</tr>
<tr>
<td>• Experience in a print or design environment.</td>
<td></td>
</tr>
<tr>
<td><strong>PERSONAL ATTRIBUTES</strong></td>
<td></td>
</tr>
<tr>
<td>• Good time management skills.</td>
<td>Ability to keep in step with new design, print and web development and progress one’s skills.</td>
</tr>
<tr>
<td>• Ability to prioritise tasks.</td>
<td></td>
</tr>
</tbody>
</table>
How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 7324
- Complete the online application form

You will need to submit your application by midnight (GMT) 1 February 2019.

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to be ready to show us how you meet the requirement of the job, either in a written statement and/or by answering questions.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website

Applicants aged under 18 year of age will only be offered 20 hours a week or less and they must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413/01904 328424