Print Shop Assistant
Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and 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.

We wish you well with your application.

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:

**Trust** - We will place trust in you to do your job and do it well

**Respect** - We will respect you and expect you to respect your colleagues and customers

**Unique** - We are all unique and diverse and we embrace this

**Enjoy** - We strive to make work an enjoyable place, you should too!

Design and Print Solutions

Design and Print Solutions is a commercial design and print business based at, and wholly owned by, the University of York. We offer everything from branding and web design, to high volume photocopying and colour commercial printed products from business cards to banners. The core of our customer base is University of York departments, and with recent investment, the business is growing its portfolio of external customers. 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.

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

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

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

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students. The University is one of the world’s leading universities and a member of the prestigious Russell Group.

An 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, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 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 growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
Salary: £9.96 per hour
Grade: A2
Hours of work: Part time
Contract type: Open
Reporting to: Print Shop Supervisor
Location: University of York, Heslington, York, YO10 5DD

Main purpose of this role

- Based at the Campus Print Shop and reporting to the Print Shop Supervisor, the role-holder is responsible for providing customer focussed digital printing / copying support and related finishing and binding services to students, staff and external customers. To provide general reception duties and handle general telephone and email enquiries.

Key responsibilities and duties:

- Maintain the shop and equipment in a clean, safe condition
- Undertake monthly stock counts of paper and consumables for stock taking purposes

- Provide general advice and assistance to customers to enable them to print from self-service PCs to digital printers / copiers

- Process small print jobs e.g. dissertations received from customers using the online print store

- Print finishing services which includes the use of small scale equipment e.g. rotary trimmer / small guillotine / laminator

- Bind documents using small scale binding equipment e.g. soft /comb / wire binding machine and automatic stapler

- Calculate charges using a price list and process cash and debit card payment transactions in line with standard operating procedures

- Discuss print needs with customers by email / telephone / face to face and pass information to other members of the team to provide a quotation
# CANDIDATE SPECIFICATION

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<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<td><strong>QUALIFICATIONS</strong></td>
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<tr>
<td>• Good general level of education with English and Maths at GCSE level C or above or equivalent</td>
<td>• Good IT qualification e.g. GCSE at level C or above or equivalent</td>
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| KNOWLEDGE | | 
|-----------| | 
| • Knowledge of how to use a colour printer / photocopier | • Knowledge of a range of design / print ready file formatting software packages |
| • Knowledge of how to resolve basic IT queries in relation to sending documents from a PC / USB stick to a printer / photocopier | |

| SKILLS / ABILITIES / COMPETENCIES | | 
|-----------------| | 
| • Excellent customer service skills | | 
| • Excellent communication skills with the ability to clearly explain instructions | | 
| • Ability to work effectively under pressure in a busy retail environment and deal professionally with queues of customers | | 
| • Computer literate with proven skills in Microsoft Office applications | | 
| • Well organised with the ability to prioritise tasks | | 
| • Numerate, with the ability to accurately calculate basic charges | |
## Candidate Specification

<table>
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<tr>
<td></td>
<td>• Previous retail experience / dealing with customers face to face</td>
<td>• Previous similar print shop experience</td>
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<td>• Previous experience of print finishing and / or binding</td>
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<td>• Cash handling experience</td>
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| PERSONAL ATTRIBUTES | • ‘Can do’ attitude                                                       |                                                                         |
|                     | • Good time keeper                                                        |                                                                         |
|                     | • Ability to work additional hours in response to business demands        |                                                                         |
How to Apply

Online

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

You will need to submit your application by midnight (GMT) of the closing date.

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 show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

YCL 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 18 and under will only be offered a maximum of 20 hours of work a week, and 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