

## **APPLICATION FOR EMPLOYMENT**

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Lead Account Co-ordinator**

**Vacancy ID: 008458**

Salary: £23,398 - £24,964 Annually

Closing Date: 25-02-18

### **Benefits & Grade**

Grade I

### **Contract Details**

Permanent

### **Contract Hours**

37 hours per week

### **Job Description**

Xentrall Shared Services is a ground breaking public/public partnership between Stockton-on-Tees and Darlington Borough Councils. A wide range of support services are delivered to Councils, Schools and Academies by the teams in Xentrall Design & Print, ICT, HR, Payroll, and Finance.

We pride ourselves on delivering high quality customer focused services and provide a great environment to work in.

Xentrall Design & Print are looking to recruit an enthusiastic and self-motivated Lead Account Co-ordinator.

This is a newly created post and would suit an individual who has experience of Client Liaison and Account Management along with New Sales Development.

You will be required to demonstrate a substantial knowledge of the graphic design and printing sector and would be joining the existing Xentrall Design & Print team currently producing graphic design alongside litho, digital, volume and wide format printing from our production hub based in Municipal Buildings, Stockton.

You will play a key role representing the Xentrall Design and Print department at client meetings advising new and existing contacts on cost effective initiative solutions whilst taking detailed briefs and leading on the project management from initial request, solution research to completion of order.

Good communication skills are essential to the role as you will be required to effectively communicate multiple project and requirements between customers, teams and suppliers. You will also be required to oversee the daily incoming request for work and co-ordinate the front of house administration team and morning overview meeting between lead officers within the department.

You will be required to work and attend meeting at locations throughout the Borough of both Stockton and Darlington on a regular basis (and on occasion outside of the local area).

For detailed information on this role, please refer to the Job Description and Person Specification.

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Chris Stansmore, Design & Print Manager, on 01642 524502

An online application form and further information is available from [www.stockton.gov.uk/job-vacancies/](http://www.stockton.gov.uk/job-vacancies/). Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

## JOB PROFILE

<b>Job Title:</b>	Lead Account Co-Ordinator
<b>Job Reference:</b>	34293
<b>Grade:</b>	I
<b>Business Unit:</b>	Design & Print
<b>Reports to:</b>	Design & Print Manager

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### Purpose of Job:

To assist the Design & Print Manager in acting as a key customer/service interface to ensure that customers are provided with a professional service by meeting their brief and being of a high standard, timely and value for money. In achieving this, to also assist in the planning, co-ordination and tracking of jobs through their lifecycle, both through the unit and with suppliers. In addition to existing custom, to research and develop new income opportunities.

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### Principal Responsibilities:

1. To Assist the D&P Manager to provide an Account Management Service for key projects, existing and new customers and to ensure the Design & Print services are promoted positively and professionally providing guidance on all aspects of design and print.
2. Assist the D&P Manager by ensuring that customers are provided with appropriate updates on timescales, production schedules and planned workflow.
3. To attend client meetings and record detailed Design and Print requests or briefs and (working with the D&P Manager and design & print team) process the request effectively into the production workflow.
4. Ensure that the customer is made aware of the most cost effective means of production when responding to briefs.
5. With support of management and colleagues, be responsible for the unit's points of customer interaction and lead the administration team ensuring smooth progression of job requests from receipt to delivery.
6. To address any administration staffing issues, key project or customer-related issues that may arise, escalating to the D&P Manager only if appropriate and necessary.
7. As an active part of the D&P leadership team, assist the D&P Manager by ensuring that effective liaison and a customer focussed approach takes place as work flows across the service and provide customers with products and services which are to the required levels of creativity, quality and cost and are delivered to agreed timescales.

8. With the support of colleagues, be responsible for the co-ordination, planning, production scheduling, delivery and customer liaison of allocated Xentrall Design and Print related key project or client.
9. To organise and play a key role at daily production workflow meetings, assisting with the prioritisation and planning of the unit's workload or key projects, dealing effectively with any issues which may arise.
10. To support Lead Graphic Designer and Lead Print Production Operator by jointly deputising for the D&P Manager as required and to continue to fulfil the responsibilities of this lead role when the D&P Manager is absent.
11. To work with the Lead Graphic Designer and Lead Print Production Operator to ensure appropriate staffing cover is in place across the service to maintain an efficient production workflow and meet customer deadlines
12. To lead by example and be a part of a design and print team assisting with the effective and efficient delivery of a range of quality value for money design, print, wide format & copying services.
13. Actively generate new sales leads by identifying new customers and introducing Xentrall Design & Print Services to other organisations and with the support of Management identify and respond to tender opportunities for further work.
14. To take on additional responsibility within the service/customer interface to ensure that both the needs of the customer are met and that the capabilities of the service are promoted in a positive way as a means of identifying additional opportunities for the service.
15. Assist the D&P Manager with implementing the service's management information system(s), ensuring that information is added in a timely and accurate manner, to facilitate the smooth transition and tracking of jobs through the unit and the production of service performance and costing information.
16. To utilise the service's MIS as required to assist with the placement of external print jobs by creating purchase orders and sending to external suppliers with relevant artwork files and to place orders for goods and services as required.
17. To assist the D&P Manager by using the service's MIS to estimate for work, recharge and invoice agreed work produced by the unit.
18. On occasion during busy periods, to support the production process by operating the production equipment and undertaking finishing duties as required and when trained to do so.
19. To assist the D&P Manager on the development and evaluation of procurement frameworks as required.
20. To assist in the assessment and introduction of new equipment and technologies within Design & Print.
21. As part of the team, help to ensure that the overall service objectives are achieved in line with agreed standards, quality levels, budgetary constraints and timescales
22. To ensure efficiency and value for money principles are applied and that opportunities for savings and service improvements are identified, communicated and progressed as assigned.

23. To assist in ensuring that the Design & Print office and production areas are kept in a clean, tidy and safe state in accordance with any regulations which may apply, and provide a welcoming area for customers.
  24. To assist in the co-ordination of absences and working hours to ensure that appropriate levels of cover are available for the service.
  25. To actively participate in both service based and Xentrall development groups as assigned.
  26. To comply with appropriate design and print standards and procedures that reflects best practice.
  27. To take reasonable care of your own health and safety and co-operate with management, as far as is necessary, to enable compliance with the Council's health and safety policies.
  28. Adhere to, and pro-actively meet, the Council's policy on Equality and Diversity, No Smoking, etc
  29. Undertake any such personal development and training as may be deemed necessary to effectively the duties and responsibilities of the post.
  30. Undertake any other duties and responsibilities commensurate with the grading and nature of the post.
  31. Ad hoc duties as requested.
  32. To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.
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### **Key Competencies**

- Communication
  - Flexibility
  - Making things happen
  - Working together
  - Learning and developing
  - Putting customers first
  - Achieving improved outcomes
  - Innovating and delivering
  - Motivating Teams and Individuals
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### **Essential Skills:**

- A relevant related qualification to at least NVQ Level 3 or equivalent or demonstrable substantial relevant experience.
- Relevant knowledge and understanding of the provisions required of a Graphic Design & Print Production unit.
- Experience of Client Liaison and Account Management within the design/print sector.
- Ability to meet with clients and colleagues and communicate both orally and in writing to a wide range of audiences.
- Ability to negotiate and communicate with all levels of the Council.
- Attention to detail and ability to specify print requirements correctly.

- Experience of co-ordinating or planning projects.
- Demonstrable experience of generating new sales leads.
- An understanding and awareness of current equipment used in the provision of a design and print service, including ICT equipment.
- Ability to work in a busy, fast moving design and print environment and meet tight service delivery deadlines.
- An understanding of the need to work within projects budgets.
- Ability to work as part of a team as well as on own initiative.
- Ability to prioritise work, manage own workloads and co-ordinate key projects to meet with agreed deadlines.
- Have a 'can-do', flexible approach to working hours to meet the needs of the service.
- Ability to understand and act on management instructions effectively.
- Adopt a flexible approach to working hours to meet the needs of the service.
- Ability to access reliable transport to carry out the travel requirements of the post.

#### **Desired Skills:**

- Experience of print room production.
- Experience of graphics design based software.
- Experience of a Print Management Information System (MIS)
- An understanding of services provided by local government.

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#### **Limits of Authority:**

- Undertake tasks and duties in line with any specific criteria as agreed with the Design & Print Manager.
- To adhere to the agreed business unit and organisation culture, policies and objectives.

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#### **Attendance:**

To provide cover as required within the operational hours of the service, which are currently:

08:30 to 17:00 Monday to Thursday and 08:30 to 16:30 Friday.

To provide a degree of flexibility outside of these core service hours depending on events, meetings, customer deadlines and the workload of the service.

To be able to attend work at the sites where the service is based or has a presence.

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This role profile is subject to change.

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**Date:** Jan 2018

## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.



**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.