

Print Services Apprentice

JE Code: MKLA2013

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service** | Print Services Apprentice |
| **Reports to:** | Print Services Manager |
| **Job Family** | Operational |
| **Grade:** | Apprentice |
| **Political restricted** | N |
| **Date:** | March 2024 |

**Key Deliverables**

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| **1.** | To support the Print Team to deliver top-quality printing services to the council and external customers. The Apprentice works under the guidance of the Print Services Manager to deliver tasks related to design formatting, printing, copying, mailing, and finishing of various projects on time. |
| **2.** | To assist in understanding client needs to accurately formatted design assets using a variety of common software applications and file types. |
| **3.** | To support the team operate professional photocopiers, manage and optimize work imposition; and minimise waste to ensure high-quality output and efficiency. |
| **4.** | To assist the team with work scheduling, managing the logistics including stock control and ordering of supplies, and providing necessary client support when required. |
| **5.** | Assist with clerical duties, maintaining records to facilitate internal proceedings such as recharging, order raising, stock level checking, and end of the month figures. |
| **6.** | Assisting the team to coordinate with suppliers for timely servicing visits during machine breakdowns or routine maintenance needs. |
| **7.** | Liaise with the post room for efficient dispatch of daily letters and delivery of finished products. |
| **8.** | Ensure a clean and organised workspace facilitating efficient workflow and movement. |
| **9.** | To work towards and successfully complete the appropriate level Apprenticeship as determined on entry in 18 months and gain the knowledge, skills and behaviours required to pass the End Point Assessment of the Apprenticeship Standard. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Level 2 English and Maths or equivalent  |
| **2.** | Competent skills in all Microsoft applications; Excel, Word and Powerpoint  |
| **3.** | A genuine interest to work in print and design work |
| **4.** | Be committed to provide excellent customer service |
| **5.** | Possess good written and communication skills with attention to detail |
| **6.** | Be confident to build strong working relationships with a variety of colleagues within the whole council |
| **7.** | Inquisitive and challenging with the ability to apply innovative and creative thinking to service challenges within a fast-paced environment. |
| **8.** | Successful achievement of the Knowledge, Skills and Behaviours required of the Apprenticeship Standard and passing of the End Point Assessment. |