

Job Details

Job Title	Production Assistant
Team	Production
Job Type	Full Time
Reports To	Production Manager
Responsible For	You will not be responsible for managing any other employees
Working Hours	Due to the nature of its business, the Production team operates 24 hours per day under a shift work system, which includes UK Public Holidays (apart from Christmas Day, Boxing Day and New Year's Day). You will be required to work 37.5 hours per week in accordance with a shift rota which will be provided to you at least 1 week in advance of any change to your shift pattern, unless otherwise agreed with the Company. The shift rota is drawn up in line with the operational requirements of the business. From time to time there may be a requirement to change the shift pattern and times due to operational need.

Overall Purpose of the Role

To support the Production Manager and fellow team members in the on-demand production of training materials and other appropriate materials. A major focus of the role is to ensure these materials are produced accurately and efficiently to customer specification and following Company quality control processes.

Key Personal Responsibilities

- To operate the following equipment strictly within Company quality and health & safety standards and procedures
 - Guillotines, Binders (Wiro and Comb), Paper punches (Auto and Manual), Shrink-wrappers
 - Paper drills, Booklet makers, Saddle staplers
 - Other print finishing equipment
- To strictly follow Company procedure with regard to quality control
- To print training materials, strictly following Company procedure
- Fulfilment and collation of kit components, strictly following Company procedure
- To pack and despatch orders, strictly following Company procedure
- To provide full support to your work colleagues, Supervisors and Managers by undertaking any reasonable tasks requested
- To assist the Supervisors and Managers in ensuring a high standard of housekeeping is maintained in all work areas
- To work closely with the other shifts, teams and departments to improve processes and ensure our customers' needs are met.
- To ensure a professional level of customer contact is maintained at all times with our internal and external customers.
- To use own initiative and creativity to promote improvement within the team
- To ensure all Production and Company procedures are followed and maintained effectively
- To ensure that Production and personal SLAs and targets are met.
- To help train, motivate and develop other Team members, and uphold a positive attitude to your personal development and training.
- To help to ensure that all ActionPoints assigned to the Production team are investigated and completed within the agreed timescales, ensuring investigations are thorough and preventative measures are relevant and achievable.
- To ensure that our customers' needs are met on time to the required standards, while striving to exceed their expectations.

Key Company Responsibilities

- To promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly, and contributing to developing equality of opportunity in working practices
- To ensure all work undertaken is in line with Data Protection requirements and a high degree of confidentiality is maintained at all times
- To ensure your behaviour complies with organisational values and you work effectively to meet the demands of your role. Identify, implement and monitor development activities to enhance your own performance
- To make best use of technology in support of your role, ensuring correct operation and compliance with organisational and legal requirements
- To ensure welfare, health & safety standards and procedures are upheld and maintained at all times with regard to yourself and colleagues in line with organisational and legal requirements
- To understand and maintain ISO and IIP accreditations by ensuring compliance to relevant processes, standards and operating procedures
- To provide a reliable and consistent training materials service ensuring customer's requirements are met at all times and to the highest standards