

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Print & Logistics Supervisor

## **College/Department**

Estates

## **Location**

Kedleston Road, Derby, DE22 1GB

## **Job Reference Number**

0514-21

## **Salary**

£28,120 to £30,914 per annum

## **Reports To**

Print and Logistics Manager

## **Line Management Responsibility**

Yes

# **Job Description and Person Specification**

## **Role Summary**

The Print & Logistics Supervisor role will manage and coordinate the Print, Post and Porterage teams to ensure the effective delivery of all areas of service. They will supervise these teams, their production and manage the operational outputs in accordance with the demands of the services.

This position will support the Print & Logistics Manager and Service Delivery Manager (Travel, Print & Logistics) in developing and delivering the print and logistics services. They will support the health & safety, development and performance and KPI reporting aspects of the department through immediate line management of these aspects within the Print & Logistics teams.

## **Principal Accountabilities**

1. Immediate day-to-day line management of Print, Post and Porterage teams, supporting them with scheduling and training and development.
2. Responsible for the day to day management of key suppliers ensuring the external print framework of up to 15 suppliers meet the University print specifications on quality, efficiency and deadline. You will also be a key lead in the supplier performance review process in conjunction with the Procurement Department and aligned with our KPIs.
3. Determine and control production routes, identifying most appropriate work schedules for both in-house services and external suppliers. Ensuring production processes are efficient, represent value for money to the organisation and scheduled to support business critical deadlines.
4. Supporting the development and tender process for the external print framework
5. Training and development of staff in all aspects of service delivery, ensuring equipment is maintained to high levels of health and safety compliance.
6. Supporting staff development and performance review process, conducting monthly 1:1 review meetings and supporting the calibration process within Travel, Print & Logistics.
7. Supervision of the post and goods inwards function ensuring efficient receipt, despatch and processing of all inbound and outbound mail and parcels for the organisation, aligned with Estate Management Key Performance Indicators.
8. To audit and maintain health and safety records for Print & Logistics, undertaking necessary H&S training as and when required to ensure all services remain compliant at all times.
9. Maintain departmental MIS data to support Operational, Key and Compliance Performance Indicators and assist departments and colleges across the organisation with accurate and appropriate reporting.
10. Ensure all stock levels are maintained to facilitate all print services and consignment stocks are maintained to support essential maintenance works across the organisation.
11. Liaise with key suppliers to ensure services are maintained and performance levels are kept within agreed SLAs (e.g. Kyocera to maintain MFD uptime).
12. Develop operational processes to support strategic direction of the department, identifying efficiencies in processes, materials used, supplier and industry benchmarking and keeping informed of potential equipment developments.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Health & Safety – IOSH Managing Safety or equivalent
* Educated to degree standard or equivalent

#### **Experience**

* Experience of working in a print environment (e.g. small format productions, large format, digital, litho)
* Experience of leading, supervising or managing teams, ideally within a print environment
* Experience of managing, scheduling and prioritising operational outputs

#### **Skills, knowledge and abilities**

* Scheduling and planning skills with strong ability to prioritise multiple workloads
* Strong communication and inter-personal skills, ability to talk varied issues through across all levels of the organisation
* Print production skills with technical knowledge of printing process
* Print estimating and procurement, understanding appropriate print production methods and application to achieve maximum efficiencies
* Innovative approach to problem-solving, with ability to seek assistance where required
* IT skills with proficient knowledge of general office applications and emails

#### **Business requirements**

* Evening and weekend work as required for supporting business critical events ensuring business continuity

### **Desirable Criteria**

#### **Qualifications**

* Project Management - Prince2 Practitioner or equivalent
* Appropriate print industry qualifications
* Customer service, supervisory and/or line management

#### **Experience**

* Working in a Post, Logistics, Goods Inwards or University sector
* Demonstrable project management and delivery

#### **Skills, knowledge and abilities**

* Developing teams and conducting development and performance reviews
* Health and Safety training, risk assessment creation
* IT skills with use of print and/or post related software
* Ability to produce reports on production and service levels for customers and KPI reporting
* Able to produce simple business cases for the updating and replacement of equipment

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)