



Project Worker (Enterprise Print & Design Technician)

**Job Specification & Job Description
Including Eligibility Criteria and Appointment Notes**

Job Ref: PW EPDT

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JOB SPECIFICATION – Project Worker (Enterprise Print & Design Technician) - Job Ref: PW 05.19

Location – Richhill

1.0 INTRODUCTION

- 1.1** Completed application forms must clearly demonstrate the qualifications, experience and skills sought, and must be returned to incredABLE before **4pm on 29th May 2019**
- 1.2** CV's or other supplementary material will not be accepted in place of, or in addition to, completed application forms.
- 1.3 It is anticipated that interviews will be held w/c 3/6/19**

2.0 BACKGROUND

- 2.1** incredABLE is a voluntary organisation creating meaningful social, recreational, and educational opportunities for people with a learning/intellectual disability and/or autism.

Our mission-

Our mission is to deliver quality projects and services by inspiring, empowering and including the people we work with.

Our Vision-

Our vision is a society where individuals with a learning/intellectual disability and/or autism are supported, valued and included.

Our Approach-

We believe that everyone is an individual and has the right to feel incredABLE!

Our Values-

We are about **Quality** projects and services

We are about **Inclusion** through integration and equality

We are about **Trust** through maintaining positive working relationships

We are about **Respect** and the dignity of every person

We are about **Sustainability** and stewardship of all our resources

We are about **Creativity** and making things happen

We are about **Responsiveness** through listening to all those who work with us

3.0 LOCATION

The successful candidate should expect to be based at incredABLE's head office at 162 Portadown road, Richhill.

4.0 DUTIES AND RESPONSIBILITIES

4.1 SUMMARY OF JOB:

The ideal candidate will have print and design experience and be able to demonstrate the combination of skills required to work closely with young adults with disabilities and at the same time deliver a new line of 'incredABLE' branded merchandise. Reporting to the Project Co-ordinator who has overall responsibility for project or service, you will manage the print focused day opportunity ensuring a learning environment for 18 – 25 years olds which reflects their needs and rights to choose through safe, reliable and meaningful activity.

Experience of using design software and a selection of digital printers and vinyl plotter cutters to create and apply transfers is essential.

4.2 KEY RESPONSIBILITIES

The Project Worker will:

- 4.3** Operate and maintain the printing and finishing equipment and software to produce branded merchandise/customer products to specific standards. This will include use of heat press, vinyl cutters, monochrome and colour printing, copying, collating, binding, laminating and the production of branded goods.

Example duties:

- 4.3.1** To operate and maintain the colour and black and white digital printing equipment and software.
 - 4.3.2** To operate and maintain branded goods equipment and software.
 - 4.3.3** To operate and maintain the finishing equipment including carrying out hand finishing when required.
 - 4.3.4** Work with necessary software such as Microsoft Office, Acrobat to undertake duties.
- 4.4** Plan, facilitate and supervise the print day opportunity. This will include weekly work schedule, engaging young people in co-design of branded products, product development activities (research, marketing, sales) reporting on progress and individual baselines, managing any additional staff and volunteers who are assisting.

Example duties:

- 4.4.1** 2.1 Communicate effectively and develop a rapport with trainees and their carers.
 - 4.4.2** 2.2 Assist trainees to express and realise their goals, ensuring that the whole team including volunteers are involved in decision making.
 - 4.4.3** 2.3 Be responsible for the safe keeping of all personal profile information about the project trainees
 - 4.4.4** 2.4 Provide reports and updates on all activity as required by the Project coordinator (in line with National Lottery Outcomes and indicators) that can be used to aid the evaluation and monitoring of the overall We are incredABLE project.
 - 4.4.5** 2.5 Report any changes in a trainee's circumstances or condition, as well as all untoward incidents/accidents to an appropriate senior member of staff in accordance with incredABLE's procedures.
- 4.5** To ensure excellent customer service is given acting as first point of contact for external customers to the Print Enterprise, administer and resolve queries to satisfaction, including referring or escalating requests where necessary.

Example duties:

- 4.5.1** Remain professional and tackle problems quickly and methodically when dealing with customer complaints.
- 4.5.2** Maintain awareness of the service options available and pricing to ensure customer enquiries are dealt with efficiently.

- 4.5.3** Actively listen to the customers to understand their specific requirements and explain the service options available.
- 4.5.4** Continually look for ways to improve the level of service and quality and report these back to line manager.
- 4.6** Maintain awareness to, and undertake duties, in line with incredABLE's policies and procedures laid out within the Employee handbook and health and safety procedures and regulations.

Example duties:

- 4.6.1** 4.1 Record time and materials and production details, for job tracking and charging (invoicing) purposes and ensure all errors are logged using the designated process.
- 4.6.2** 4.2 Monitor customers' orders for compliance with Branding and House Style.
- 4.6.3** 4.3 Operate till, accept payments by cash, credit and debit card in the Design and Print Centre shop (when established)
- 4.6.4** 4.4 Adhere to all health and safety requirements including personal protective equipment (PPE), manual handling, operation and maintenance of equipment, reporting hazards.

General

- To ensure all duties and responsibilities are carried out in a manner consistent with incredABLE's policies and procedures and in a way that will enhance the organisation's reputation.
- To carry out all duties and responsibilities in compliance with Health and Safety policies, quality and statutory regulations
- To work flexibly to meet the needs of the project participants including evening and weekend working, and as directed by the Project Director.
- Any other relevant duties where required.

The above duties and responsibilities cannot totally encompass all tasks, which may be required of the post-holder. They may therefore vary from time to time without changing the post or level of responsibility; this is reflected in the salary level.

5.0 PERSONNEL SPECIFICATION

5.1 Eligibility Criteria

Criteria	E or D *	S or I **
Experience/Qualifications/Knowledge		
Demonstrable and relevant experience in delivering in-house printing and finishing services.	E	S & I
1 years' experience in working with marginalised groups in a health and social care environment or community and voluntary sector organisation.	E	S & I
Relevant 3rd Level qualification	D	S & I
Good Standard of Education i.e. minimum 5 GCSE/O levels at grades A-C (to include maths and English)	E	S & I
Ability to and experience in organising activities and events	E	S & I

Skills and Abilities		
Good IT skills particularly in Microsoft packages	E	S&I
Good verbal and written communication skills	E	S&I
Ability to develop and maintain sound relationships with colleagues, clients and key individuals in external agencies	E	S&I
High degree of accuracy and attention to detail, ability to apply/learn a critical eye for print work	E	S&I
Well-developed interpersonal skills with a strong customer focus	E	S&I
Proven customer services experience preferably while using a cash till	D	
Understanding of health and safety matters relevant to printing and finishing	D	
Knowledge and experience of working in a higher education or similar environment	D	
Requirements: Personal Qualities/Circumstances		
Committed to promoting equality of opportunity, particularly sensitive to the needs of people with disabilities.	E	I
Good organisational skills including able to prioritise efficiently & meet competing demands	E	S&I
Problem-solving and flexible approach to duties including in resolving customer service issues	E	S&I
Be self-motivated, reliable and committed	E	S&I
***Clean full car driving licence that you have held for at least two years on aggregate and you are aged over 21 years (for insurance purposes)	E	S&I
***Access to a car or access to an alternative form of transport to meet the travel requirements of the job.	E	S&I
The successful candidate will be required to undergo an enhanced check via the Access (NI) Service before commencement of employment.	E	I
Experience driving a minibus	D	I
<p>*E = essential criteria D = desirable criteria</p> <p>**S = shortlisting criteria I = interview criteria</p> <p>*** = Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence.</p>		

5.2 Short listing Criteria

Short listing will be carried out in respect of the Essential Criteria but in the case of many applicants we reserve the right to enhance the short-listing criteria to include the Desirable attributes.

Please Note:

Only those applicants, who appear, from the available information as provided in a returned application form, to be most suitable, in terms of relevant skills, experience and ability will be invited to interview. It is therefore essential that you fully describe in the application form how you meet the experience and qualities sought. It is not appropriate simply to list the various posts that you have held. Assumptions will not be made from the title of posting(s) as to the skills and experience you may or may not have gained. Applications that do not provide the necessary detailed information in relation to each of the stated criteria will be rejected.

6.0 APPOINTMENT NOTES

- 6.1 The above post is available on a part time 15hrs per week**, with the potential of additional hours as the project grows. The appointment will be to incredABLE. All appointments are subject to the satisfactory completion of a 6-month probationary period.
- 6.2 The successful candidate will start at the hourly rate of (£9.11 - £10.49) per hour** (dependent on experience/qualifications)
- 6.3 Annual leave entitlement is 28 days per annum**, inclusive of statutory holidays.
- 6.4 The working hours will be specified in advance** and appointees may be required to work variable hours, which will mean working into late evenings, at weekends or on Public Holidays.
- 6.5 This is no pension provision with this post.**
- 6.6 The successful candidate will be given suitable training**, including on-the-job training and formal specialised courses as necessary.

7.0 GENERAL INFORMATION

- 7.1 incredABLE is committed to equality of opportunity in employment** and welcomes applications from all suitably qualified candidates irrespective of religious belief, gender, disability, race, political opinion, age, marital status, sexual orientation or whether they have dependents. All applications for employment will be considered based on merit. To demonstrate our commitment to equality in employment we need to monitor the community background of all employees and job applicants as required by The Fair Employment and Treatment (NI) Order 1998. Therefore, we require all job applicants to complete and return a Monitoring Questionnaire in a sealed envelope, (provided for this purpose). Personnel involved in either the short-listing or interview selection processes will not see its contents. If you do not complete this questionnaire and return it with your completed and signed Application Form, we will not be able to process your application to the next stage of selection.
- 7.2 A detailed Contract of Employment will be issued to the successful candidate within 8 weeks** from the date of commencing work.

THIS CORRESPONDENCE SHOULD NOT BE TAKEN AS CONSTITUTING THE PROPER TERMS AND CONDITIONS OF EMPLOYMENT FOR THIS POST.