

Role Summary

This role requires the post holder to work within either of the print rooms at Foster + Partners ("F+P). As a client facing position, customer service skills should be well developed to ensure users experience of F+P Printroom is of the highest order. The post holder will need to have good time management and communication skills. Primarily this role is to support the Groups with their print requirements, which will range from basic photocopying to high end presentation work, compiling contractual issues in hardcopy for tenders and detail design submissions. Attention to detail is essential in the creation of presentation material and an understanding of colour management along with a working knowledge of Adobe software packages is essential.

Role Definition

Job Title: Reprographics Operator

Reporting to: Reprographics Manager and Document Services Manager and ultimately to the Chief Financial Officer

Responsibilities

- Accurate scanning of project related documentation encompassing correspondence, drawings, project information files
- Downloading drawings and specifications from various extranet sites into EDM and follow internal procedures for their distribution
- Provide project teams with a full reprographic service covering both presentation and contractual material
- Compile contractual issues in hardcopy for tenders and detail design submissions
- Operate fiery workstations and colour rips
- Process accurately and timely all print order forms both paper based and electronically into the Uniflow system
- Demonstrate excellent customer service skills at all times
- Maintain all Printroom equipment and office copiers
- Report all required service calls to the Document Services Administrator
- Maintain and order stock levels in accordance with projected work flow
- Make high quality hard back books, combining paper over board, stitching, laminating and trimming
- Gain full knowledge and understanding of printing direct to substrate using the Oce Arizona, you'll need to demonstrate and understand, layouts, calculations and using white ink options to setup files
- Inform Manager of any out of line situation and provide possible resolution
- Work in other areas of Document Services Group as and when cover is required
- Thorough knowledge of and compliance with Foster and Partners procedures and standards
- Undertake other ad hoc duties as may be required from time to time
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.

Qualities and Skills required

- Able to demonstrate ability to undertake the above responsibilities

- Legally to work in the country in which the position is based
- Excellent organisational skills
- Able to manage sensitive and sometimes confidential information
- Self motivated and able to take responsibility
- Able to demonstrate initiative and a proactive approach to daily tasks
- Good interpersonal skills and able to work independently and as part of an effective team
- Flexible attitude
- Able to build good relationships at all levels, internally and externally
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure [while always remaining calm and professional]
- Able to work as part of an effective team assisting and supporting team member
- HP Indigo certified operator experience is essential
- Demonstrate proficiency in Microsoft Outlook, Word and Excel
- Working knowledge of Adobe software packages
- Experience of mounting large format drawings
- Basic understanding of the principles behind colour management
- Experience of working in a large organisation either directly or as part of a FM facility
- Excellent written and verbal communication skills – articulate and diplomatic manner
- Able to file in alphabetical and numerical order is essential
- Able to set and achieve deadlines and communicate the progress towards these deadlines
- Methodical, accurate and consistent attention to detail
- Appreciation of, and commitment to the business of the practice
- Empathy with the creative environment
- Due to the nature of the position there will be a requirement to work additional hours as necessary, this may include weekends occasionally

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.