Job Role & Candidate Profile

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| **Job Title** | Production Operative  |
| **Department.** | Operations |
| **Location** | Manchester Site |
| **Reports to (direct)** | Team Leader  |
| **Working Pattern** |  |

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| **Objectives of the Role** |
| * Responsible for booking in, preparing, scanning or quality checking client files/customer documents accurately and efficiently in accordance with any work instruction, to produce high quality images as expected by the customer and meet all Service Level Agreements (SLA’s)
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| **Main Duties and Responsibilities** |
| * Ensure that you work safely at all times; including keeping your working area clean and tidy with no boxes or hazards in walkways, lifting boxes and items following the correct manual handling technique as trained, storing items safely, wiping any spills up immediately, etc.
* Ensure that the quality of work produced is to the highest standard, with less than a 5% error rate recorded.
* Take due care and attention of all customer documents – ensuring they are not lost, ripped, or damaged in any way.
* Report any concerns, defects, problems, ideas, etc. to your Team Leader
* Support a continuous improvement culture by suggesting improvements to the process, with quality, productivity and customer satisfaction in mind.
* Attend any daily team performance huddles, briefings, team meetings, one to ones, etc. as requested and fully engage in these.
* Provide support with the training and development of new members to the team, by sharing knowledge, offering guidance and providing feedback to the Team Leader.
* Ensure that you are cross-trained within at least one other production area to expand knowledge and maximise production scale and coverage.
* Demonstrate a positive attitude to work, ensuring that you work collaboratively with team members, behave professionally, show respect to others, follow reasonable management instructions, and work effectively with due care and attention to provide the best service to our customers.
* Attend any training as requested and fully engage with this.
* Adhere to the Restore Digital Quality, Occupational Health & Safety, Environmental and Information Security Management system requirements which supports compliance with the requirements of ISO 9001, IS0 45001, ISO 45001 and ISO 27001.
* Complete the Restore Digital induction training, ISO 9001, ISO 45001, ISO 14001 and ISO 27001 awareness training and all applicable Safety training.

**Booking in*** Track/Book-in client files/customer documents in line with daily, weekly and monthly production productivity targets and quality measures, ensuring that customer SLA’s are achieved.
* Ensure that any work instructions are correctly understood and followed.
* Ensure that you are accurate in booking in all documents and double check your work
* Ensure that any record of documents booked in is accurate and up to date and in line with how you are instructed.

**Preparing documents*** Prepare client files/customer documents for scanning in line with daily, weekly and monthly production productivity targets and quality measures, ensuring customer SLA’s are achieved.
* Prepare the image to scan as directed in the work instruction, ensuring that paper documents stay in the order as taken from the box and are returned to the same box the same way
* Remove staples, paperclips, tags, etc., smooth crumpled paper and ensure correct divider cards are inserted

**Scanning*** Scan client files/customer documents in line with daily, weekly and monthly production productivity targets and quality measures, ensuring customer SLA’s are achieved.
* Scan documents, ensuring that quality images are retrieved; re-scanning any poor quality images, removing jams in the scanner, resetting the machine as required, making sure no damage to documents is incurred, and keeping images in the correct order
* Maintain the cleanliness of the scanner and working area
* Calibrate the scanner as required
* Report any concerns about documents or the scanning process to the Team Leader
* Adhere to all Company Policies and Procedures contained in the Information Security, Environmental, Health and Safety and Quality Management Systems
* Report any Information Security, Environmental, Health and Safety or Quality incidents to the Team Leader
* Understand the key principles and requirements of ISO 27001 and GDPR and be able to effectively demonstrate compliance with all applicable information security requirements

**Quality Assurance*** Quality check client files/customer documents in line with daily, weekly and monthly production productivity targets and quality measures, ensuring customer SLA’s are achieved
* Record and document 100% of errors found during the QC process, highlighting any instances of concern to your Team Leader for escalation
* Ensure that you understand how much of a customers work requires quality checking and the work instruction for carrying out the quality checks.
* Index any scanned images accurately and as trained and advised in the work instruction.
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This is not an exhaustive list of duties and you may be asked to do other tasks which you should not reasonably refuse.

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| **Skills** | **Knowledge** |
| **Essential*** Ability to and understand and follow both verbal and written instructions
* Attention to detail
* Accuracy
* Pride in work
* Confidentiality – understands the need to keep information confidential and your responsibilities
* Ability to learn quickly
* Dexterity
* Ability to work successfully in a team
* Effective verbal communication skills
* For scanning operatives – able to stand for long periods of time
* Ability to work in a busy environment
* Can do attitude
* Behaves professionally
* Able to work quickly with no loss of quality

**Desirable*** Initiative
 | **Essential*** Basic computer knowledge
* Good understanding of English language
* Basic health and safety at work
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| **Experience** | **Qualifications** |
| **Desirable*** Experience of working in a busy office environment
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| **Targets:*** Meet customers SLA’s
* Less than 5% error rate
* Be trained and competent in at least two areas of the production process
* Be able to follow instructions provided by the Team Leaders and on work instructions
* Support the achievement of the Restore Digital Quality, Occupational Health & Safety, Information Security and Environmental Management Objectives.
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| **APPROVALS:**Approved by: Name: Signature: Date: | Agreed: (Post Holder)Name: Signature:Date: |