

JOB DESCRIPTION

JOB DETAILS	
Job Title	Graphics Co-ordinator
Reports to	Operations Manager
Band	Band 4 AfC
Department/Directorate	Graphics / Estates and Facilities Management (EFM)

JOB PURPOSE
<ul style="list-style-type: none"> • Providing full reprographics support to the Graphics Department, which includes a range of documents, for internal and external customers. • Providing a design service to support the Graphics Department, the post holder should have excellent design and creative skills, and be able to convey messages within their design work. • To act as a point of contact on current legislation and national standards that has an impact on design and using expert knowledge.

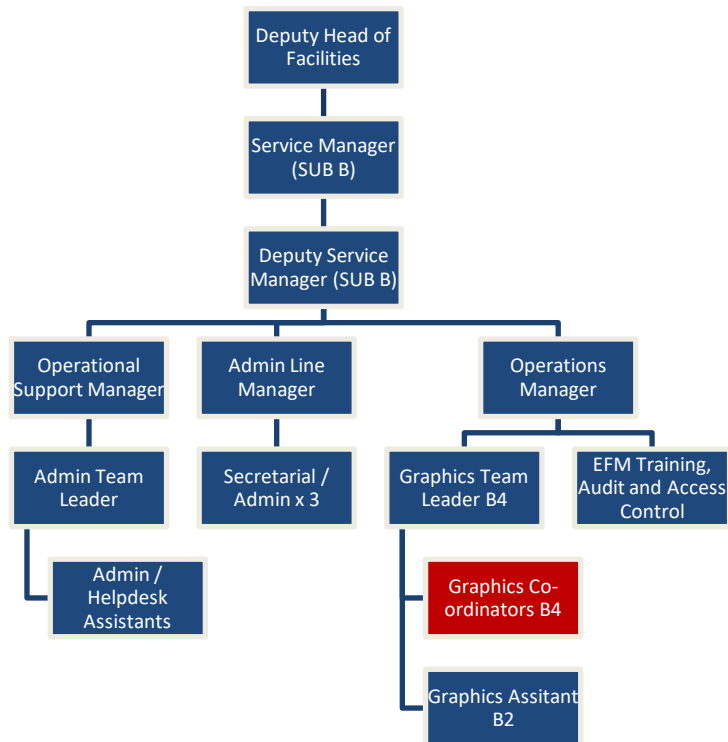
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • To provide a professional, efficient, high quality, customer-focussed service to Trust staff and private customers. • To provide full reprographics, administrative and design support for the Graphics and Reprographics Department in order to fulfil all design, print and lamination needs to service users. • To advise service users on current legislation and national standards that has impact on design and use expert knowledge to provide design solutions within a given timescale. • As a member of the Graphics Department, the post-holder will work as part of a team to ensure a flexible, cost-effective and timely service is provided at all times. • To assist in overseeing the workflow within the department. • Developing strong info-graphics for the Trust using several sources of information and presenting these in a clear and cohesive manner to clearly communicate the required messaging. • Preparing Posters, Leaflets, Screensavers, Animations, Letters, Social Media campaigns and various other communication packages to support the Trusts requirements. • Be able to communicate with the end user clearly about their requests, including attending meetings, face-to-face and via Microsoft Teams.

KEY WORKING RELATIONSHIPS				
<p>Areas of Responsibility:</p> <p>No. of Staff reporting to this role: (If applicable)</p> <p>The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.</p> <p>In addition, the post holder will deal with the wider healthcare community, external organisations and the public.</p> <p>This will include verbal, written and electronic media.</p> <p>Of particular importance are working relationships with:</p> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="width: 50%; text-align: left;">Internal to the Trust</th> <th style="width: 50%; text-align: left;">External to the Trust</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"> </td> <td style="height: 20px;"> </td> </tr> </tbody> </table>	Internal to the Trust	External to the Trust		
Internal to the Trust	External to the Trust			

- Estates and Facilities Management Team
- Service Manager – Sub Division B
- Deputy Service Manager
- Operations Manager
- Cash Management
- Trust Departments at All Levels
- Information Governance
- Trust Communications Departments

- Patients and Visitors
- External Organisations/
Customers
- Other NHS Organisations
- Suppliers and Providers

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works on own initiative using policies for guidance.
- Use of defined policies, protocols and procedures to guide daily decision making.
- Working independently and without supervision, referring issues to line manager, as necessary.

COMMUNICATION/RELATIONSHIP SKILLS

- To be able to communicate using various means, such as oral, writing and electronic, providing and receiving complex and sensitive information, having the ability to use persuasive, motivational and negotiating skills while showing empathy and reassurance.
- Proactively manage e-mail communication in line with the Royal Devon E-mail Best Practice guidance.
- Supporting the Graphics Team Leader with the day to day running of the Graphics Department, and advising on queries arising from service users and initiating corrective actions if required.
- Able to communicate with people from all levels and backgrounds within and outside of the Trust at their level.
- To be able to handle day to day correspondence within the department, providing a friendly and professional service.
- Communicate with external organisations in a courteous, professional and timely manner at all times, using persuasive, tactful and empathetic skills.
- Developing strong info-graphics for the Trust using several sources of information and presenting these in a clear and cohesive manner to clearly communicate the required messaging.
- Preparing Posters, Leaflets, Screensavers, Animations, Letters, Social Media campaigns and various other communication packages to support the Trusts requirements.
- Be able to communicate with the end user clearly about their requests, including attending meetings, face-to-face and via Microsoft Teams.
- Be able to communicate with the end user about the Trust and National design guidelines.

- Use effective verbal/written communication at all times, incorporating tact, empathy, consideration, courtesy and confidentiality. Adapt style of communication to respond to others user communication difficulties.
- Communicate internally with a range of departments.
- Develop and maintain good working relationships by being, flexible, adaptable, polite, positive and empathetic, communicating effectively and informatively.
- Dealing with sensitive information, including personal information
- Build and sustain effective communications to ensure good team working and collaborative working practices. Disseminate knowledge, and information to those who need to know.
- As applicable, ensure the service experience is positive and service user confidentiality is maintained at all times. Treat users of the service, colleagues etc, with respect, dignity, courtesy and in accordance with the Trust's Values.
- Work with external suppliers to ensure that the maintenance and repairs of the equipment and software in the department is correctly installed.
- To participate in weekly 1:1's as required.
- Build and sustain effective communications to ensure good team working and collaborative working practices. Disseminate knowledge, and information to those who need to know.

ANALYTICAL/JUDGEMENTAL SKILLS

- Strong design skills.
- Prioritise own tasks, exercising a degree of independence, initiative and judgement.
- Assess situations, identify and resolve potential problems within own skill set. Refer and seek guidance on issues outside of post holder's level of competency or authority to the Line Manager.
- Working with a large range of information, case studies, and databases. Undertaking analytical work to decide to how present this information as well as various items for internal and external consumption.
- Working with both clinical and non-clinical facts and situations.
- Tailoring the presentation of ideas and understanding the implications of each of these decisions.

PLANNING/ORGANISATIONAL SKILLS

- Work with end users, in suggesting appropriate delivery dates and making sure all work is carried out to meet the agreed dates.
- Able to work to tight deadlines.
- Oversee the whole workflow within the department.
- Specifically, this post will work with colleagues and team leaders to ensure that they provide a professional, efficient, accurate and timely administration service.
- Undertake general administration duties appropriate to the role, e.g. dealing with post, reporting faults, holiday rota.
- To plan own workload and help to organise and plan duties for the Department.
- To work as an effective and responsible team member, prioritising and organising work in a manner that maintains and promotes quality.
- Arranging and co-ordinating meetings and events with service users to understand their design and graphics requirements.
- Ensure that the Patient Information Leaflet Database is correct and up to date.

PATIENT/CLIENT CARE

- Incidental patient contact.
- To manage complaints received, referring to Line Manager if they cannot be satisfactorily resolved at a local level.

POLICY/SERVICE DEVELOPMENT

- Provide services within well-established policies, procedures, protocols, guidelines, whilst acting within the required sphere of competences for the role at all times.
- To implement work policies/SOPs within own work area and undertake work to develop policies as required.
- To propose new policies/SOP's, as required for own work area.

FINANCIAL/PHYSICAL RESOURCES

- Monitor and maintain department stationery supplies.

- Handling cash and cheques for commercial work undertaken by the department and issue receipts and change as required.
- Pay any cash payments into the General Office.
- Order and receipt supplies on the Trust's procurement system, including liaising with third party stock holders.
- Delegated responsibility for the effective maintenance of the department's budget.
- Ensuring the stock levels within the department are maintained.

HUMAN RESOURCES

- To demonstrate duties to new or less experienced staff.
- Day to day supervision including work allocation and checking.
- To deputise for the Team Leader as and when required.
- Engendering a learning organisation; sharing expertise across the trust and ensuring team members complete required and essential (mandatory) learning as required.
- To support recruitment campaigns by undertaking or assisting the Line Manager in shortlisting and interviewing of candidates.

INFORMATION RESOURCES

- Regular requirement to use computer software to create and maintain various databases and spreadsheets. Making sure that they are up to date and accurate.
- Ensure that accurate recording and maintenance of computerised filing records and systems is maintained.
- Create reports as directed by the Operational Support Manager.
- Responsible for computer systems that fall under the responsibility of the role.
- Process financial and administration information.
- Developing multi-media communications, and publications using publishing software.
- Maintaining a photo and graphics asset library.
- Maintaining departmental databases, as well as the Patient Information Leaflet database.
- Make sure that all design work complies with the National and Trust design guidelines.
- Provide advice and instruction on design and communication issues (consent, copyright, discrimination).
- To receive raw information from clients which requires diplomacy and persuasion to come to an agreed effective conclusion within the constraints of time and budget.

RESEARCH AND DEVELOPMENT

- Actively support and contribute to the development of key performance indicators for the successful assessment of performance.
- Actively participate in department audits, and Trust surveys as required.
- Test and review new concepts, models and practices.
- Contribute to ensuring there are processes in place for spreading and sharing learning outcomes.

PHYSICAL SKILLS

- Monitor and maintain department stationery supplies.
- Pay any cash payments into the General Office.
- Handling cash and cheques for commercial work undertaken by the department and issue receipts and change as required.

PHYSICAL EFFORT

- Frequent requirement for light physical effort, including printing, handling of print consumables, such as paper deliveries.
- Long periods of time sitting at a Visual Display Unit.

MENTAL EFFORT

- Frequent periods of concentration required for the creation, and review of publications.
- Frequent interruptions via telephone calls, which require actions and change from usual day to day duties
- Frequent periods of concentration required for proof reading documents, such as the Annual Quality Report, and Annual Accounts Report.

EMOTIONAL EFFORT

- Exposure to distressing or emotional circumstances is rare and limited.

WORKING CONDITIONS

- Requirement to use Visual Display Unit equipment more or less continuously on most days.
- Some exposure to hazards, such as print toner consumables, and other print chemicals.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Graphics Co-ordinator
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Each element of the person specification must relate to the work set out in the job description. The person specification should make very clear the minimum level of knowledge, skills and experience required.

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING NVQ Level 4 or equivalent experience Relevant advanced computer skills/experience and proficient in the use of Microsoft programmes and specialised IT systems.	E E	
KNOWLEDGE/SKILLS Experience of holding delegated budgetary responsibility. Experience of working within a Graphics and Reprographics environment. Ability to be able to carry out design work using a client briefs, and using own initiative to generate ideas. Experience of working in an hospital environment. Able to work quickly, methodically and with a high degree of accuracy and attention to detail. Advanced keyboard skills, high level of sensory skills and have an eye for detail. Ability to remain calm and professional in a business environment, and prioritise workload to respond to changing demands. Excellent communication skills including face to face, over the telephone and written.	E E E E E E	D
EXPERIENCE Previous experience in a customer service focused role. Strong analytical skills and ability to problem solve. Ability to prioritise work and manage deadlines. Proven excellent organisational skills. Thorough understanding of NHS organisations, and the complex Graphics requirements. Strong IT skills, extensive experience using Microsoft Programmes, Adobe Design Software and other bespoke software packages. Experience of managing and supporting change management projects.	E E E E E E	D
PERSONAL ATTRIBUTES Excellent interpersonal and communication skills. Ability to prioritise work and manage deadlines. Ability to work using own initiative and as part of a team. Reliability and flexibility. Enthusiastic, highly motivated and committed to developing a service. Able to communicate in a courteous, professional and timely manner at all times. Commitment to continual development.	E E E E E E E	
OTHER REQUIREMENTS Able to remain flexible to the day to day needs of the service. Ability to work under pressure.	E E	

Complete the table below as appropriate

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening		R	O	M	F
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance		R	O	M	F
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance		R	O	M	F
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks		R	O	M	F
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	Y			✓	
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		✓		
Mental Effort	Y				✓
Emotional Effort	N				
Working in isolation	Y		✓		
Challenging behaviour	Y		✓		