



<b>Title</b> <b>Solutions4Data Team Supervisor</b>	<b>Department</b> <b>Document Services</b>	<b>Post Ref.</b>
<p><b>Job Purpose</b></p> <p>Support the Team Manager of Solutions4Data and Mail &amp; Despatch in strategic planning in order to establish key objectives and targets for delivery.</p> <p>Lead and assist in the operational delivery of the scanning service (Solutions4Data) a centralised scanning/capture and retrieval service; digitally capturing various document types, sizes and formats in a disciplined secure and confidential environment for the whole Council and other organisations.</p> <p>The post holder is responsible for the provision of supervising a supported business and retrieval of historical information service.</p>		
<p><b>Key Responsibilities</b></p> <ol style="list-style-type: none"><li>1. Lead in the production planning – manage and co-ordinate effectively the production and delivery of the County Councils scanning service (Solutions4Data) work-flow and resources in order to deliver work programme and plans to meet deadlines and budget targets.</li><li>2. To oversee the daily operation and services of the Kofax Capture scanning software and servers.</li><li>3. Develop and create Kofax Capture batch classes for new scanning projects</li><li>4. Lead in any other technical solution within Document Services.</li><li>5. Ensure projects involving highly sensitive files are prioritised, digitally captured and released to strict deadlines that are required for the Crown Prosecution Service.</li><li>6. Organise and liaise with ICT services the setting up of release folders with strict permissions for the release of sensitive data.</li><li>7. Supervise and assist with receipt of daily requests for highly sensitive historical information from several departments within the Council. Ensuring the requests are resolved each day with</li></ol>	<p><b>Key Accountabilities</b></p> <ol style="list-style-type: none"><li>1. Accountable to the Team Manager – Solutions4Data, Mail &amp; Despatch to;</li><li>2. Adhering to the Council's Policies &amp; Procedures including Financial, Health &amp; Safety and HR.</li><li>3. An efficient, effective, flexible and customer focused service.</li><li>4. High level of customer satisfaction levels.</li><li>5. Staff and resources deployed efficiently, effectively and flexibly to achieve high customer satisfaction levels and meet tight deadlines.</li><li>6. Data compliance of corporate procedures &amp; policies.</li><li>7. Delivery of a secure and confidential service and the protection of the Council's reputation.</li><li>8. Health &amp; safety, wellbeing of staff and the Council's reputation risks are minimised.</li></ol>	

<p>accurate information and distributed in a secure manner at all times</p> <ol style="list-style-type: none"> <li>8. Liaise with Social Care. Historical Abuse, HR, Legal Services, SARS, Risk &amp; Insurance and Information Disclosures to establish individual identities by using Mosaic and other databases.</li> <li>9. Supervise workflow, support staff and provide advice, guidance and support on the champion advancement and development of staff via motivation, coaching and mentoring.</li> <li>10. Liaise, negotiate and supervise staff, customers and suppliers and provide advice, guidance, solutions to achieve business and customer objectives, quality standards, formats and styles, best value and compliance etc.</li> <li>11. Support on the champion the advancement and development of Solutions4Data staff via motivational and provide coaching and mentoring.</li> <li>12. Organise their own workload and workload of staff to ensure the most effective use of available time and resources. the post holder is responsible for the provision of supervising and scheduling the production of microfilm, scanning and retrieval of information for the scanning team (Solutions4Data). There is an 8am daily start time to meet the business needs for this post.</li> <li>13. To provide a complete database service that contains a full and relevant analysis of volumes processed for the raising of journals and provide analysis and reports of management information.</li> <li>14. Responsibility for negotiating, procuring and purchasing consumables and services, ensuring that all financial transactions are undertaken on time and in accordance with existing financial and procurement policies and regulations.</li> <li>15. To ensure and manage the security and confidentiality of information in relation to the service and organisations policies and procedures and/or all external legislation within the department.</li> <li>16. Advise on the performance and suitability of current operating processes and procedures and recommend any changes as a</li> </ol>	
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<p>response to advances in technology, processes and/or health and safety requirements etc.</p> <p>17. Provide excellent service continually striving to improve efficiency, effectiveness and actively looks for ways of improving services and outcomes for the service and service users.</p> <p>19. Maintain a comprehensive and very high knowledge and understanding of the external operating environment and digital compliance requirements and make recommendations.</p> <p>20. Ensure that all equipment and machinery is maintained in a safe working order and in accordance H&amp;S legislation and manufactures guidelines.</p> <p>21. Highlight any issues that could affect service delivery, wellbeing of staff and the Council's reputation and take appropriate action on variances by exception.</p> <p>22. Other task/duties may be required but these will fall within the general area of responsibility and grade of post, this may require emergency/out of hours cover.</p> <p>23. Deputise for Solutions4data and Mail &amp; Despatch Team Manager as required.</p>	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

### ***Person Specification***

<b><i>Education and Knowledge</i></b>	<b><i>Personal skills and general competencies</i></b>
<ol style="list-style-type: none"> <li>1. Essential evidence of a practical and theoretical knowledge of scanning solutions and systems and database systems. Including Kofax Capture and KTM module</li> <li>2. A thorough understanding of digital management systems and scanning processes and compliance criteria's.</li> <li>3. Evidence of advanced knowledge of administrative procedures</li> <li>4. Good knowledge of IT applications including MS Word &amp; Excel and Adobe Acrobat Standard</li> <li>5. Good standard of written English &amp; Mathematics</li> </ol>	<ol style="list-style-type: none"> <li>1. Sets an excellent example of customer care for other staff.</li> <li>2. Effectively sets direction for a team providing motivation for all to deliver high performance.</li> <li>3. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness</li> <li>4. Sets challenging targets for performance for the team as well as delivering a high degree of personal effectiveness</li> </ol>

<p>6. Good and appropriate level of education to demonstrate learning and professional development. Qualification min level: City and Guilds or NVQ Level 2 or BTEC National Diploma, or equivalent.</p> <p>7. Understanding of Local Authority Policies &amp; Procedures</p> <p>8. Knowledge of Health &amp; Safety policies and procedures</p> <p>9. Knowledge of the principles of the Data Protection Act</p>	<p>5. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards</p> <p>6. Takes an active role in managing risk, health and safety and safeguarding issues.</p>
<p><b>Experience</b></p> <p>1, 4 years' experience of scanning and archiving solutions &amp; systems within a dynamic scanning/capture bureau environment.</p> <p>2, 2 years' experience of office administration procedures.</p> <p>3, 2 years' experience of management workflow and a production environment.</p> <p>4, 2 years' experience of using defined business processes and following guidance.</p> <p>5 Experience of using back office systems such as Framework.</p>	
<p><b>Role Dimensions</b></p> <p>a. Manage and co-ordinate the production and delivery of the County Council's Solutions4Data scanning team's work-flow and resources in order to deliver work programme and plans to meet deadlines and budget targets.</p> <p>b. Supervise and assist with the despatch of outgoing mail for the whole organisation; including identification and implementation of most cost effective and efficient modes available and postal compliance.</p> <p>c. Support on the mentoring and professional development and the work priorities of staff.</p> <p>d. Deputise for the Solutions4Data Mail &amp; Despatch Team Manager as required.</p> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date 23 February 2017