



Job Description

Job Title	Team Leader – Support Publishing Services Department
Location	Based at the Norwich office. The company reserves the right at any time to require you to work at a different location either on a temporary or permanent basis on reasonable notice.
Reference No.	SSTL1
Reporting relationships	Reporting to the Support Manager. Direct reports: Advertisement support staff
Job Purpose	Organising the day to day work across several disciplines within the support section including publication planning, page finishing and transmission, the processing of digitally supplied advertising, publishing of web advertising and the uploading of publications to the web, copy control, direct proofing, basic lifts and formatting and amending display ads. Ensuring that deadlines and quality targets are met, with staff skills and technology used to maximum effect.
Job Dimensions	This role involves providing a support service to internal and external customers and good communication skills are essential. It will involve a hands on approach which will require good delegating and organisation skills
Organisational Chart	As the support team leader you will report to the Support Manager, who in turn reports to the Head of Publishing Services
Main Responsibilities	<p>Working with a team organising the functions for the section across a number of products and disciplines to ensure that internal and external customer requirements are met.</p> <p>To establish and maintain good internal and external customer relationships.</p> <p>To ensure all products are planned to the expected standard and that all deadlines are met.</p> <p>To ensure all pages sent to printers or uploaded to the web are correct and on time.</p> <p>To ensure that publishing deadlines are met and proofs are delivered on time to our customers</p>

	<p>To provide sales support to internal and external customer on proof and deadline related enquiries</p> <p>Working with the Support Manager manage, motivate and develop staff in a manner that reflects Archant values so that staff feel involved, valued and committed to achieving high performance standards by:</p> <ul style="list-style-type: none"> • Cascading objectives • Monitoring individual and team performance • Ensuring all staff have development opportunities • Actively contributing to the development of staff <p>Ensure staff are vigilant in reducing errors and producing accurate error free ads / copy by ensuring that performance indicators are communicated</p> <p>To establish excellent relationships and to provide high standards of service to external and internal customers, in accordance with department and Company expectations</p> <p>To keep own skills and knowledge up to date especially in new technology and maximising its benefit</p> <p>To always uphold the Archant values set when dealing with internal and external customers – openness, innovation, quality and commitment.</p>
Communication and working relationships	<p>The support staff have contacts with sales, editorial and print staff as well as external customers</p> <p>Relationships with his/her own staff are critical to the success of the department, therefore coaching and training are essential skills</p>
Hours of Work	<p>The business works a day and evening operation covering 5 days and 5 evenings a week. This position will require the applicant to work 37.5 hours a week with core hours being Monday to Friday 8.30am to 7pm</p> <p>The company reserves the right at any time to require you to work different hours either on a temporary or permanent basis on reasonable notice.</p>
Most Challenging part of job	<p>Working in publishing production can at times be pressurised, as the role requires you to work towards set deadlines with high volumes of work.</p> <p>To help balance these demands the production department offers a flexible, supportive and enjoyable environment.</p>
Health and Safety	<p>All employees must observe and comply with Archant’s policies and procedures for health and safety.</p>
Equal Opportunities	<p>All employees must observe and continually promote equal opportunities and customer care in compliance with Archant’s</p>

	aims and objectives.
Job Description Agreement	<p>To be signed within 6 weeks of employment after discussions with the line manager.</p> <p>Manager..... Date..... Post holder..... Date</p> <p>This is a description of the job as it is presently constructed. This will be reviewed periodically and updated to ensure that the description fully reflects the duties of the job.</p>