

## JOB AND TASK DESCRIPTION

---

**Job Title:** Design and Production Assistant

**Division:** Communications Division

**Grade:** N

---

**Reports To:** Manager, Design and Production

---

### General information

As the principal intergovernmental organisation of the Commonwealth, the Commonwealth Secretariat implements the collective decisions of its 53 member governments. The Communications Division is responsible for projecting the image of the Commonwealth and the Commonwealth Secretariat, its values and activities to member governments, the media, specialist groups, young people, and to the general public. It does this through press and media relations, publications, website management, outreach activities and audio/video productions. The Communications Division also undertakes content creation and management for the Commonwealth Secretariat's internal communications platform/intranet, ComShare. Printing Section is part of Publications, with the Communications Division

The Printing Section provides an in-house facility for use by all Commonwealth Secretariat programmes at their headquarters in London. The Section offers advice and practical help in preparing design and artwork for both print and electronic distribution. The section also produces high quality print items in-house using digital printers and various finishing and binding methods. When time or technical circumstances dictate, the Section makes use of external suppliers and co-ordinates their services to ensure brand guidelines are followed, delivery schedules and quality are maintained.

### Job summary

The postholder will be responsible for the design and production of both printed and electronically published materials ensuring that all output the corporate visual identity. This is a hands-on role where the post-holder will need to be confident in preparing and sending files to print, produced with Adobe Creative Suite software and Microsoft. The postholder will need to have knowledge/experience of print processes, and colour management.

The type of work produced includes but is not limited to reports, brochures, books, posters, newsletters, lapel badges, certificates, general meeting documents.

The post holder will also have responsibility for the binding and finishing of publications, including, but not restricted to, drilling, stitching, folding, trimming, laminating, perfect binding, comb binding and wire 'o' binding.

The post holder is also required to liaise with and advise customers on all aspects of corporate identity and identifying appropriate processes.

Responsibility for related administration, for example, placing orders, maintaining spread sheets and stock control.

### **Task Description**

Deliver the Secretariat printing programme by:

- Design and artwork, promotional material, invitations in-line with brand guidelines;
- Using templates preparing artwork for, and printing and finishing of invitations, name badges, nameplates and business cards;
- Printing all documents efficiently and economically;
- Artwork creation and modification, using imposition software where required;
- Liaising with and advising Secretariat customers on printing requirements and corporate identity;
- Keeping records of works completed to enable invoicing, recharging and payments to suppliers and sub-contractors
- Undertaking administrative work related to internal and external orders and other requests including estimating and internal cost recovery;
- Be responsible for paper stock control, ordering paper for the print section and for the multi-functional devices across the organisation;
- Accepting paper deliveries, ensuring the items are stored safely in the print room;
- To take passport photos on a digital camera and, using associated software and printer, provide printed copies when required;
- Take pictures and provide travel/ID passes for staff;
- Perform any other duties as may be required from time to time.

### **Person specification**

- Knowledge of current technical developments in the print industry; Highly skilled in using digital printers and finishing equipment;
- Attention to detail and a high standard of production;
- A good knowledge of printing terms and artwork requirements;
- Good grasp of English grammar and punctuation;
- Good knowledge of InDesign, Photoshop, Illustrator and MS Office;
- Confident in using Adobe Acrobat Pro and imposition software;
- A good eye for design and a high standard of production;
- Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.

### **Education & Experience**

At least 2 years' experience in a design and print production environment;  
A qualification in graphic or communication design at HND/NVQ 4 or above.

Or

if no higher education qualification in Design, at least four years' experience in a design and print production environment that thoroughly demonstrates good design, artworking and typesetting abilities.

### **Desirable Skills**

Experience of E-publishing and in particular expert typesetting skills would be useful. Imposition software (Command workstation). Expert typesetting experience.

Experience of coping well under pressure and difficult situations, able to identify and act on own development needs.

Ability to demonstrate a wide understanding of customer needs and being able to manage their expectations.

### **Competencies:**

#### **Working with Others**

Regularly shares information of value with colleagues  
Shows commitment to delivering on key agreements made to colleagues  
Makes an effort to view a situation from the other party's perspective as well  
Demonstrates awareness and sensitivity to colleagues' pressures  
Utilises networks to ensure similar goals are achieved collaboratively  
Develops long term relationships across cultures and/or geographical boundaries  
Uses relationships to identify the best people to help in the completion of tasks  
Tactfully deals with difficult people to gain buy-in and manage their expectations

#### **Communication**

Interacts and communicates effectively with internal/external contacts  
Ensures information is communicated to all the appropriate people  
Provides feedback to more senior colleagues effectively, providing justification where necessary  
Uses the correct method of communication, depending on the message and the audience  
Anticipates objections in dialogues and prepares convincing responses  
Delivers difficult messages with tact and sensitivity

#### **Planning and Analysis**

Schedules activities according to deadlines and importance  
Liaises with various parties in diverse locations to organise activities  
Agrees new timescales when faced with competing activities

Balances a focus on detail with a broader perspective

Effectively interprets inquiries and quickly identifies elements that do and do not fall within their remit, dealing with them appropriately

### Developing & Applying Expertise

Takes advantage of opportunities to develop an area of expertise

Takes learning from previous experience and applies them appropriately

Demonstrates willingness to learn new skills and/or approaches

### Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviors to avoid stereotypical responses and does not discriminate against any individual or group.

Identifies biases in systems & processes

### Accountability

Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.

### Adapting and Innovating

Recognises opportunities for improvement and proposes change with impact and effect

Helps others evaluate and strengthen ideas

Quickly grasps new concepts and how to apply them

Demonstrates flexibility e.g. by working beyond own remit in order to achieve an objective inter alia

Will effectively reorganise activities when faced with changing contexts and demands

Welcomes and adapts to new ideas and/or approaches

Adapts personal style to meet the needs of others