

Business Support Print Officer

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Business Support Print Officer

Position in the organisation

Reports to a Business Support Team Lead.

Member of our Business Support Team within the Service Enablement and Improvement function.

Part of our Dementia Support and Partnerships Directorate.

Officed Based role: Tricorn House, Birmingham, B16 8TP

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

Working as a key part of the wider Business Support Team, this role is responsible for the efficient and effective delivery of printing and posting services across the Directorate. The post holder will co-manage the daily operation of a fast-paced and reliable Print Room, ensuring that all outgoing documents and items are produced to a high standard and in full accordance with Alzheimer's Society brand guidelines.

This role plays an important part in ensuring that people affected by dementia and those who support them receive timely, accurate and professional communications from the services they access. It also supports the successful delivery of Alzheimer's Society events and groups by providing the publications and printed materials needed to promote, inform and conduct their activities.

In addition, the post holder will occasionally oversee the timely digitisation of paper records. This includes preparing, scanning and indexing documents so that information can be archived effectively and accessed when required. All digitisation activities must be carried out in line with information governance standards and data protection legislation to ensure that Society data is handled securely and responsibly.

We are looking for someone who exemplifies our values, someone who is: **Determined to make a difference** when and where it matters most. **A trusted expert** who believes in working **Better together** and demonstrates true **Compassion**.

Key accountabilities and responsibilities

- Provide high quality scanning, printing and photocopying services for the Directorate, along with broader document management tasks such as booklet making. All work must follow agreed processes and procedures and be delivered to the highest standards.
- Manage all incoming print requests via the dedicated Print Room channels. This includes prioritising work appropriately, acknowledging receipt where helpful and maintaining an organised workflow.
- Arrange for mail and packages to be sent using the most effective and cost-efficient method.
- Help monitor and report print demand and associated costs to the Business Support Manager, supporting effective planning and budget management.

- Carry out routine checking and maintenance of Print and Post Hub equipment and printers. This includes identifying faults, completing basic fixes where appropriate and escalating issues promptly to IT or suppliers when required.
- Monitor and maintain stock levels of paper and consumables. Place and receive orders in a timely manner to ensure continuity of service.
- Work effectively with IT colleagues and external suppliers who support Alzheimer's Society printers, ensuring that service issues are resolved efficiently and that equipment remains reliable.
- Identify opportunities to improve efficiency within the Print and Post Hub and across document workflows. Contribute ideas that help reduce delays, enhance reliability and strengthen service quality for colleagues and people affected by dementia.
- Support contingency planning and service continuity during busy periods, system issues or planned absences. Work collaboratively as part of the wider Business Support Team to maintain a smooth and uninterrupted service.
- Maintain existing electronic filing and information systems, ensuring that files remain accurate, up to date and compliant with the Data Protection Act and internal information management requirements.
- Follow all Information Governance guidance, including Alzheimer's Society's Retention and Disposal Schedule, to ensure responsible handling of records and documents.
- Carry out any other reasonable duties that support the smooth running of the Print and Post Hub and contribute to the broader work of the Business Support Team.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
GCSE level qualification, appropriate administrative qualification, or equivalent business experience.	A
GCSE Level qualification or demonstrable equivalent experience of using IT systems	A
Excellent professional service skills including the ability to build credibility and trust with others by acting openly, professionally and respectfully at all times	I
An understanding of good practice in customer care	A/I
Ability to prioritise work and meet tight deadlines that are imposed by end users	A/I
Good IT skills, with a working knowledge of M365 packages and apps and comfortable learning new systems as required	A/I
Experience of working from electronic filing systems	A
Experience of working independently and in a team	A
Proactive problem -solving capability	I
Open to new ways of working, learning new tasks and skills as required	I
Knowledge of relevant legislation including Health & Safety regulations and Data Protection.	A
An understanding of the needs of people with dementia and their carers	A/I

Competencies & personal attributes	Application (A) or interview (I)
Trustworthy, reliable, patient, flexible and a good relationship builder	I
Excellent communication skills, both verbal and written	A/I
Ability to work collaboratively whilst being able to prioritise your workload effectively and remain solution-focussed throughout your areas of work and responsibility	I
Strong interpersonal and interpretation skills will allow you to have open jargon-free conversations with the business	I

A team player, supporting colleagues when there are deadlines, and knowing when to ask for help themselves	A/I
A motivated self-starter	A/I
Excellent organisational and timekeeping skills	A/I
Excellent attention to detail	A/I
Non-judgemental communication	A/I
Commitment to and understanding of equal opportunities	A
Understanding of the inclusion agenda and its relevance within a diverse society	A

Delete if not required This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: careers@alzheimers.org.uk ***Delete if not required***

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Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave