

---

## JOB DESCRIPTION – ISC DOCUMENT PRODUCTION SHIFT LEADER

---

### Reports to

Team Leader

### Based at

Alloa, Bristol or Glasgow

### Summary of role

The shift leader will be the person in charge in the absence of a team leader being on shift. They will be responsible for ensuring all client SLAs are met and the team are appropriately utilised.

In addition to supervisory duties it is the shift leader's role to provide fee earners with a seamless, professional, accurate and efficient document production service. The shift leader will be wholly familiar with all software packages required to produce the client's documents, including Word, PowerPoint, Excel and Outlook. They will be required to advise on document layout and reformatting options and will also manage the client's precedent bank to ensure all documents are maintained in the client's house style and are consistently updated upon instruction from the legal departments. The document production centre team will take an active interest in the workload and requirements of each area of the business and will provide flexible services to ensure deadlines are consistently met.

### Key responsibilities

In line with the client's policies and procedures, key responsibilities include:

#### Shift supervision

1. Appointed first aid person as per HSE website guidelines.
2. Directly supervise all staff on shift.
3. Monitor service and ensure that agreed service levels are maintained and exceeded where possible, continually looking for ways in which service can be improved.
4. Give regular feedback to the team leaders and Business Services Manager.
5. Ensure software is efficiently operated, requesting support from IT as appropriate.
6. Achieve productivity targets as set by the Business Services Manager – the target for the shift leader is 60%

## Document production

7. Producing and amending correspondence, documents, reports, deeds and attachments etc from a variety of sources, in house style and in line with the client's specific systems/procedures.
8. Producing and amending PowerPoint presentations, organisational charts, mail merges, Excel spreadsheets and graphs/diagrams.
9. Effectively using systems to prioritise and complete incoming work.
10. Quality checking documents to ensure they are correct, in line with house style, not likely to corrupt and, where applicable, attachments have been highlighted to personal assistants.
11. Liaising with fee earners, team leaders and secretaries/TAs as appropriate in relation to document production.
12. Keeping service users updated on the progress of their work.
13. Ensuring documents are produced within the required timescales.
14. Notifying the team leader, if on shift, as soon as it becomes apparent that a deadline will not be met and renegotiating as quickly as possible.
15. Supporting and helping other team members by sharing system knowledge and ensuring own and others' skills are developed.
16. Assisting fellow document production specialists with workload as required.

## Other duties and responsibilities

17. Where required, managing and amending the client's model form, house style and precedent library.
18. Where required, advising fee earners on the appropriate formatting and styles for their documents.
19. Providing an expert Word support function to all areas of the client.
20. Where required, creating and updating standard operation procedures on the key package functions used within the client.
21. Troubleshooting, in conjunction with IT, any documents which are proving problematic
22. Working effectively with other legal and support departments as required.
23. Assisting other members of the department at the request of the team leader or manager.
24. Participate in workshops to design and develop all areas of service in line with the business needs.
25. Any other duties as reasonably requested by their line manager.

## Person specification

A shift leader has a responsibility to ensure their skillset remains up to date and that they are familiar with the client's departments, key personnel, internal systems and procedures. This will ensure that the shift leader is able to carry out their role effectively and, where appropriate, discuss

any training requirements with the team leader. The basic skillset to be achieved by the shift leader is as follows:

1. Effective supervision of staff on a shift, ensuring the highest level of customer service is achieved along with all SLAs
2. Accurate typing speed of at least 70 words per minute for new starts, at least 13MPH once trained
3. Advanced knowledge of Microsoft Word, Outlook, Excel, PowerPoint and any other core systems implemented by the client
4. Ability to strip document formatting and reformat in the client's house style
5. Ability to repair problem documents either on own or with support from IT
6. Has MOS Expert Word qualification or is studying in preparation for it
7. Excellent telephone manner
8. Excellent communication and team skills
9. Excellent attention to detail
10. Ability to lead by example
11. Strong customer focus
12. Experience of client service/ professional services environment
13. Flexible and proactive approach with 'can do' attitude
14. Organised and able to prioritise
15. Able to problem solve and deliver under pressure
16. Capable of taking initiative and developing solutions
17. Able to take initiative
18. Able to remain calm under pressure and work to tight deadlines
19. Conscientious, approachable and enthusiastic
20. Able to quickly build confidence, respect and trust with others

## Customer service

Customer service is the key differentiator between a good company and a great company and is critical to the success of any organisation that deals with customers. Every contact with a customer whether it be face to face, over the phone or in writing, is a 'moment of truth'. A period of time where you have the opportunity to meet and exceed that customer's needs, provide value, gain trust, respect and ultimately, loyalty to your company.

All employees of Intelligent Office, regardless of which role they carry out, must ultimately demonstrate exceptional customer service at the heart of everything they do and must proactively demonstrate the company values of **teamwork, integrity, passion and success**.

## An Intelligent Office employee:

1. Wants to delight customers, above and beyond the call of duty
2. Understands their customers' needs
3. Able to communicate clearly, both written and orally
4. Able to handle complaints and ensure the appropriate course of action is taken to resolve them
5. Works with accuracy and an eye for detail
6. Always considers the best interests of the company and the customer
7. Able to suggest improvements and best practice
8. Is proactive in identifying opportunities for service and process improvements and cost savings
9. Has a pleasant, warm and friendly demeanour
10. Is willing to build long term relationships with the customer and the company
11. Takes personal pride in their work and appearance
12. Is flexible and committed to providing excellent customer service
13. Works to adhere to all policies and procedures as set out in the Company Handbook
14. Display Intelligent Office behaviors (commitment, energy, recognition, respect, accountability, able to prioritise, drives performance, collaborative, inspiring, sharing) at all times