

# Digital Print Advisor

## Horopaki | Context

Kaunihera Taiao ki Waitaha | Canterbury Regional Council, also known as Environment Canterbury, is the Regional Council for the largest region in Aotearoa/New Zealand, covering an area of 44,500 square kilometres, with a population of approximately 700,000.

As a regional council, we are responsible for managing natural resources including air, soil, water and land. We work in partnership with mana whenua Ngāi Tahu to protect the health of our environment to ensure a sustainable and prosperous future for our region.

The region's evolving environmental and political context means we will continue to be agile and adaptive, as we respond to regulatory and environmental changes.

Our mahi (work) is organised around the delivery of our three core services:

- Environmental Regulation and Protection
- Community Preparedness and Response to Hazards
- Public Transport

We are guided by our strategic drivers (pou):

- Putting the community and our customers at the heart of everything we do
- Growing our relationship with mana whenua into a true partnership
- Maturing our governance model and understanding of our political environment
- Removing pain for our people (and customers) by improving our systems and processes.

Our mahi is also underpinned by our values:

- Kaitiakitanga (stewardship)
- Pononga (integrity)
- Manaakitanga (people first)
- Whanaungatanga (collaboration)
- Māiatanga (can do).

## Aronga | Purpose

The Brand and Digital Channels Section operates as an in-house production agency for all digital and traditional communications and engagement campaigns, collateral, and advice. It consists of two teams – Reporting, Publications & Digital Channels, and Brand & Design.

The purpose of this role is to provide digital print services to ensure high quality, cost effective and timely delivery of print and prepress services and related digital asset management to Environment Canterbury and external customers.

## Ngā Haepapa | Accountabilities

- Operate a front-of-house customer service desk, planning and coordinating work received through walk-in and online requests to meet customer expectations; communicating available services to the organisation and making recommendations for changes and improvements based on customer feedback.
- Provide expert advice on the most appropriate, cost effective and environmentally sustainable ways to produce material, e.g. print/copy/scan/reproduce publications, along with advice on materials, binding etc to achieve the desired product result.
- Ensure professional delivery standards and a positive customer service experience through clearly identifying needs and making informed recommendations, and provide fit-for-purpose quotes to customers.
- Undertake routine maintenance of Digital Print Services equipment and arrange regular service calls when required, troubleshoot and liaise with technical suppliers with regards to software and hardware updates and operation.
- Maintain a constant business improvement focus. Be proactive in maintaining awareness of industry best practice, and opportunities for system and process improvement, and where agreed, implement process improvements.
- Prepare, compile or oversee the production of print and electronic documents including but not limited to Council agendas, briefing papers, mail merges, large and small format scanning/printing and staff ID cards using the most appropriate method.
- Coordinate the print management and distribution of both digital and offset files with printers and distributors/mail houses.
- Monitor and maintain sufficient stock levels through completion of regular stocktakes, re-ordering and appropriate record keeping. Identify new stock options and make recommendations appropriate to Environment Canterbury needs.
- Follow established procedures and processes for file archiving and the ongoing 'housekeeping' associated with print related electronic files and hardcopies.
- Responsibility for the day-to-day use of the PaperCut job ticketing software used by our in-house teams.
- Assist the Brand and Design team with finished artwork and design requirements.
- Assist the Brand and Design Team with the appropriate management of electronic files as required.
- Support the administrative management of the organisation's image library.
- Provide administrative support to the wider Communications and Engagement Group as required.

## Toitū Te Tiriti | Treaty Partner Excellence

- Deliver outcomes that underpin and give effect to achieving Ngāi Tahu cultural and environmental aspirations, including but not limited to, mahinga kai and revitalisation programmes.
- Connect with our Ngāi Tahu partner to ensure understanding of Ngāi Tahu aspirations and priorities so that there is genuine input and contribution, which can be considered in mahi programme development and prioritisation.
- Demonstrate openness and courageousness in approaching issues and in co-design of processes and systems, supporting thought leadership that can give effect to the progression of the partnership.
- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha/Canterbury and Te Rūnanga o Ngāi Tahu, to demonstrate our commitment to recognise and provide for the kaitiaki/responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision-making processes, effective engagement and development of existing working relationships.
- Support the organisation's cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual capability; planning and aligning work to support organisational cultural capability across all aspects of delivery.

## Hauora me te Marutau | Health and Safety

The health, safety and wellbeing of our kaimahi and community is a priority for the Council, and we proactively implement robust health and safety practices. To meet our legal obligations you must:

- Understand the health and safety and risk obligations that rest with this position, and care for your own health, safety and wellbeing and that of others you may interact with.
- Ensure awareness of, and compliance with, legislative and operational standards, policies and guidelines, including the Council's code of conduct.
- Maintain an enquiring mind, undertake your own due diligence, and apply your knowledge of best practice to ensure a detailed understanding of any risks associated with this position.
- Ensure that relevant certifications are maintained, if applicable.

## Hononga ā-Mahi | Working Relationships

### Kai rō Kaunihera | Within the organisation

- Accountable to Lead Advisor Brand and Design.
- Assist with supervision, training and co-ordination of any temporary Digital Print Services staff.

- Regular contact with others in the Brand and Design team in relation to production of collateral commissioned within the Communications and Engagement Group.
- Regular contact with Environment Canterbury staff to provide high quality Digital Print Service solutions and procurement of stock/resources.
- Regular contact with the Office of the Chief Executive and Chair to ensure timely and accurate production of Council agendas and other Council required documents.
- Liaise and work with the Knowledge Management Team on projects as required.

## Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha /Canterbury and Te Rūnanga o Ngāi Tahu.
- Demonstrate Council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.
- Liaison with external suppliers of digital and offset print, stock, equipment, services and products including merchandise, distribution and mail houses to facilitate outsourcing when necessary.
- If and when required, work with other councils to achieve desired print/supply outcomes.

## Ngā Herenga Motuhake | Special Conditions

As a regional council, we have a specific requirement to provide a civil defence function for Waitaha. Kaimahi are required to be available to assist, support or be associated, as reasonably required, with any Civil Defence emergency or any exercise organised in relation to this function.

Additionally, all kaimahi are expected to assist, support and respond, as reasonably required, to any event where the Business Continuity Plan is activated.

Some travel may be required from time-to-time.

Some work outside of normal working hours maybe required.

Support during Civil Defence emergencies may involve weekends/after-hours work at short notice.

## Māngai Whakahaere | Delegations and Authorities

Where specified, this role has delegated authority to make decisions in accordance with Council-approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media-related activities.

Additional specific delegations may be given by the Chief Executive to the Chief People Officer on people and safety matters from time to time.

## Ngā Āheitanga | Capabilities

### Tohu Mātauranga | Qualifications

- A Level 4 NZQA Qualification in a relevant field
- Clean and current Drivers Licence.

### Mātau ā-wheako | Experience

- A minimum of three years' recent experience in a digital print room.
- Experience producing documents using imposition software/RIPs and digital store front software, in a digital pre-press, on demand printing environment.
- Experience working with digital store front/ invoicing software.
- Proven ability working in a MS Windows-based environment, and handling files and documents across a network, and comprehensive understanding of digital file management, content systems and processes.
- Experience using Adobe Creative Suite.
- Attention to detail, including proofreading and brand oversight.
- Experience working in a customer-facing, high-paced environment.
- Workplace Health and Safety and Hazard Identification experience within a digital print environment.

### Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the Team Member level sit beneath each of the following organisational competencies.

Customer Focus	Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.
Business Acumen	Using an understanding of the organisation's position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers' perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.

Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation's vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time the incumbent will be required to accept and carry out other duties.

Band / Grade  
3 / 10

Position Code  
CRELCRC.002

Last Updated  
June 2025

I agree to undertake the responsibilities detailed in this job description:

Ingoa | Name:

Waitohu | Signature:

Rā | Date Signed: