



**ALLPAY LIMITED**  
**JOB DESCRIPTION**

<b>Owner</b>	HR Manager	<b>Date Created</b>	22/02/2010
<b>Classification Level</b>	Restricted	<b>Template Version</b>	General Form v1.4

**1. JOB IDENTIFICATION**

**Job Title:** Production Operator – Standard level (Card Bureau)

**Responsible to:** Production Controller (Card Bureau)

**Department(s):** Card Bureau

**2. JOB PURPOSE**

The purpose of the job is to work within the card Bureau production team of allpay to deliver high quality goods on time.

This includes working as a team member carrying out functions including Card and stationery Picking, Card Personalisation, Match/ Attaching, Enclosing and Hand Matching operations.

The operator must follow all Bureau procedures relevant to the role including completion of all audit paperwork

Operating within departmental compliance to ISO 9001, 14001, 18001, Mastercard, CQM(Card Quality Management) and Visa standards and procedures is a further responsibility of the role.

**3. DIMENSIONS**

Stock picking of cards and stationery materials from computer generated lists, under instruction from the Production Controller

Operation of Production machinery including Personalisation equipment, Printing machines, Card Matching machines and enclosing machinery

Setting up of new job profiles for customer specific production on machinery under guidance from Production controller

**4. ROLE OF DEPARTMENT**

Provision of production services to meet the needs of clients internally and externally



## 5. KEY RESULT AREAS

- Responsible for recording and reporting of equipment issues to the Production Team Leader
- Responsible for reporting volume of products processed on production equipment and report details direct to Production Team Leader
- Maintain the quality of goods produced are in adherence to ISO, Card Quality Management (CQM- Mastercard) and Visa Branded standards
- To ensure accuracy of production at all stages, record and report to Production Team Leader using bureau audit trails
- To monitor the departmental housekeeping is under control at all times, utilising General housekeeping rules issued to all staff, including daily, weekly and monthly checks
- Adherence to allpay procedures, accreditations and standards in all areas, including procedures covering but not limited to Quality Control, Security, Auditing and processing of goods in the department.
- In the absence of Production Team Leader to report to a senior member of Bureau
- Capable of working as a team member carrying out functions including Card and stationery Picking, Card Personalisation, Match/Attaching, Enclosing, Hand Matching operations, cleaning machines to an acceptable standard, controlling data including encrypting and deleting. All with an element of supervision.
- Can run secure and non-secure work to an average standard.
- The operator must follow all Bureau procedures relevant to the role including completion of all audit paperwork.

*"The post-holder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post".*

## 6. KEY DUTIES

## 7. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

- Good Literacy and Numeracy skills
- GCSE or equivalent grade "D" or above in three subjects including Mathematics and English
- Computer skills to an intermediate standard or equivalent



- Team skills within a small team working environment
- Ability to communicate with other team members/managers to resolve issues
- Professional business attire and courteous manner
- Ability to work effectively under pressure and tight deadline with a positive attitude
- Flexibility to adapt to changing situations

## 8. JOB DESCRIPTION AGREEMENT

**We confirm that this conveys a full and accurate description of the job as at .**

Job Holder's Signature:

Date:

Manager of Department Signature:

Date:

Director of Department Signature:

Date: