## Document Controller

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| **Generic title** | Assistant  |
| **General Description** | A technical or functional support role expected to support closely defined tasks within company procedures and industry standards. The person will receive instruction, tasks and guidance from a more senior manager. In operations they will assist project and construction managers. In commercial they will assist buyers, planners, estimators and surveyors  |

## Competencies

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| **Achieving Results** | Will set goals for self in own work environmentDemonstrates enthusiasm for the job  |
| **Analytical thinking and decision making**  | Using personal experience and systematic approach to arrive at decisions on straightforward issues |
| **Communication** | Communicates positively with clarity and understandingPresents information in a structured wayDemonstrates confidence when communicating in own subject |
| **Dealing with change** | Positive attitude to change when presentedContributes to change in own area of work  |
| **Teamwork** | Contribute to the overall team objectivesUnderstand how to be part of a teamRegularly cooperate with team members |
| **Leadership** | The capacity to assume some position of influence within a team  |
| **Managing resources**  | Works effectively within time and budget constraints set by othersLooks to complete on schedule and recover slippage  |
| **Negotiation**  | The ability to discuss and agree priorities |
| **People Development**  | Can respond within tested frameworks of development to identify own needsUses personal experience to build own skills  |

## Role definition

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| **Summary of role**  | Set up, manage and maintain project document control systems in line with company, customer and project. |
| **Responsibilities and accountabilities**  | Coordinate all activities related to the document control procedure, including technical documents, drawings, and commercial correspondenceInput document data into standard registers ensuring that the information is accurate and up to dateMake sure that controlled copies of latest approved documents and drawings are given to the appropriate staff, subcontractors and suppliers as applicable Maintain the documents and drawings in the document control office under safe custody without any damage or deterioration with easy traceabilityMaintain the files and control logs as required by the projectOrganise, manage and file document receipts and distribution lists, project documents and drawings in conjunction with project and corporate naming and numbering procedureIssue and receive controlled documentation, log issues and receivers, and create general electronic transmittals to the project, customer and suppliers Scan documentation and liaise with external reprographics companyArchive, retrieve and store documentation adhering to company standards and policies Check that all information complies with specified company formats, templates and standardsAssist the document control team with the issue, receipt and tracking of all engineering and supplier deliverables through to close out and handover stageAssist with quality checks and audits of document databases, identifying and correcting any anomaliesEndorse the corporate content management system ensuring business system continuity is met General document control activities such as photocopying, scanning, quality checking of metadata and documentsMaintain accurate registers and actions listsCarry out routine document management administrative tasks including document release and publishing, technical query handling, transmittals, filing, copying and local library managementEnsure team compliance with project document control and project document numbering proceduresAct as focal point for all team document management mattersEffectively communicate document management problem areas to the project team where necessaryProvide practical help and first line training support to team membersAssist with the coordination of document management across the whole project including policies, protocols and practiceMaintain and organise hard copy document masters in the satellite project library or archives |
| **Qualifications, training and technical knowledge**  | Educated to NVQ level or equivalentPrevious Document Control experience Knowledge in use of spreadsheets, database, word processing and selected job specific softwareExperience setting up and using electronic document management systemsAbility to keep clear and accurate records and reportsAbility to use computer and rapidly input data and retrieve records and information |
| **Attributes and skills**  | Some supervision skillsAbility to manage a given list of tasksAbility to work well either alone or as part of a teamSome knowledge of construction practices and standards within their subjectGood writing, analytical and problem solving skillsAbility to follow oral and written instructionsAbility to handle situations and problems Know when to ask for help and guidance  |