## 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 environment  Demonstrates 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 understanding  Presents information in a structured way  Demonstrates confidence when communicating in own subject |
| **Dealing with change** | Positive attitude to change when presented  Contributes to change in own area of work |
| **Teamwork** | Contribute to the overall team objectives  Understand how to be part of a team  Regularly 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 others  Looks 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 needs  Uses 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 correspondence  Input document data into standard registers ensuring that the information is accurate and up to date  Make 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 traceability  Maintain the files and control logs as required by the project  Organise, manage and file document receipts and distribution lists, project documents and drawings in conjunction with project and corporate naming and numbering procedure  Issue 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 company  Archive, retrieve and store documentation adhering to company standards and policies  Check that all information complies with specified company formats, templates and standards  Assist the document control team with the issue, receipt and tracking of all engineering and supplier deliverables through to close out and handover stage  Assist with quality checks and audits of document databases, identifying and correcting any anomalies  Endorse the corporate content management system ensuring business system continuity is met  General document control activities such as photocopying, scanning, quality checking of metadata and documents  Maintain accurate registers and actions lists  Carry out routine document management administrative tasks including document release and publishing, technical query handling, transmittals, filing, copying and local library management  Ensure team compliance with project document control and project document numbering procedures  Act as focal point for all team document management matters  Effectively communicate document management problem areas to the project team where necessary  Provide practical help and first line training support to team members  Assist with the coordination of document management across the whole project including policies, protocols and practice  Maintain and organise hard copy document masters in the satellite project library or archives |
| **Qualifications, training and technical knowledge** | Educated to NVQ level or equivalent  Previous Document Control experience  Knowledge in use of spreadsheets, database, word processing and selected job specific software  Experience setting up and using electronic document management systems  Ability to keep clear and accurate records and reports  Ability to use computer and rapidly input data and retrieve records and information |
| **Attributes and skills** | Some supervision skills  Ability to manage a given list of tasks  Ability to work well either alone or as part of a team  Some knowledge of construction practices and standards within their subject  Good writing, analytical and problem solving skills  Ability to follow oral and written instructions  Ability to handle situations and problems  Know when to ask for help and guidance |