



The Architectural Association

ROLE	Print Centre Assistant
Salary:	£28,559.52
Location:	London – Bedford Square
Department:	Print Centre
Reporting to:	Head of IT infrastructure and support & Print Centre Manager
Starting Date:	As soon as possible
Contract Type:	Permanent
Hours of work:	Full-time; 35 hours Monday to Friday; 9am – 5pm, 10am – 6pm, 11am – 7pm, 12pm – 8pm.

Role Overview

The Print Centre Assistant plays a key role in delivering a high-quality, customer-focused print and reprographics service for the Architectural Association community. Working within a busy, deadline-driven environment, you will support students and staff with their day-to-day printing needs, ensuring all work is completed to a professional standard.

You'll assist with a wide range of digital print production tasks including file checks, print preparation, operating print and finishing equipment, and monitoring the condition of printers and plotters. The role also supports the day-to-day running of the AA Stationery Shop, ensuring stock is well maintained and providing guidance to customers on suitable materials for their work.

This position requires a practical, hands-on approach, strong attention to detail, excellent communication skills, and the ability to work calmly and efficiently during busy periods. You will work closely with the Print Centre Manager and collaborate with students, academic staff, and administrative departments across the school to ensure an efficient and responsive service.

Main Responsibilities

Print & Reprographics Services

- Produce high-quality digital print work for students and staff, including A4/A3 printing, large-format plotting, and specialist outputs.
- Assist students with preparing files correctly, troubleshooting issues, and advising on best printing methods.
- Prioritise and schedule print jobs according to deadlines and workload demands.

- Operate and maintain print and finishing equipment, including guillotines, binders, laminators, and large-format plotters.
- Monitor equipment status, report faults, and coordinate repairs or servicing where required.
- Manage printing supplies and consumables, ensuring adequate stock is available.
- Package, label, and distribute completed print work accurately and efficiently.
- Ensure the Print Centre workspace remains organised, safe, and customer friendly.

Stationery Shop Operations

- Support the daily running of the AA Stationery Shop, serving customers and maintaining a professional and welcoming environment.
- Restock shelves, manage inventory, and proactively identify items that need replenishment.
- Assist with ordering stationery and materials based on demand patterns and student needs.
- Provide product advice and guidance to students and staff.

Customer Service & Administration

- Deliver excellent front-line customer service with a calm and approachable manner.
- Communicate effectively with students, academic staff, and administrative teams.
- Maintain accurate records of print jobs, stock levels, and daily shop transactions.
- Support the Print Centre Manager with any additional operational tasks as required.

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

All staff must:

- Comply with all legislative and regulatory requirements (e.g. Finance, HR, Health & Safety)
- Adhere to the requirements set out in the AA Code of Behavioural Expectations and other institutional policies.

Person Specification

Essential

- Experience in digital print production, including use of printers, plotters, and finishing equipment.
- Strong attention to detail with a commitment to producing high-quality work.
- Ability to work under pressure and manage competing deadlines.
- Excellent customer service and communication skills.
- Confident using both Mac and PC platforms.
- Good organisational skills and a proactive approach to problem-solving.
- Ability to work independently as well as part of a small team.
- Reliable, punctual, and professional manner.

Desirable

- Experience working in an educational, creative, or design-focused environment.
- Knowledge of common design and print-related software (e.g., Adobe Acrobat, InDesign, Photoshop).
- Familiarity with large-format printing and finishing techniques.
- Understanding of health and safety requirements relating to print equipment

Creative thinking and problem-solving are essential skills for AA employees. Ideal candidates will be high-energy individuals and team players.