

JOB DESCRIPTION		
<b>Job Title:</b> Technical Assistant Central Loan Store		<b>Accountable to:</b> Technical Coordinator CLS CCW
<b>Contract Length:</b> Full Time	<b>Hours per week:</b> 35	<b>Weeks per year:</b> 52
<b>Salary:</b> £23,579 – £27,801 (potential for contribution pay up to £29,203)		<b>Grade:</b> 2
<b>College:</b> Camberwell		<b>Location:</b> Peckham Road
<b>Purpose of Role:</b> To support the operation of the Central Loan Store (CLS) facility at either Camberwell, Chelsea or Wimbledon College of Arts. You will be initially based at Camberwell College, but may be asked to work at our Chelsea or Wimbledon Colleges, subject to operational need.		
<b>Duties and Responsibilities:</b> <ul style="list-style-type: none"><li>• To help manage the smooth operation of the Central Loan Store at our Camberwell, Chelsea or Wimbledon Colleges by efficiently staffing the equipment Issues/ Returns desk during CLS Opening Hours.</li><li>• To maintain the department databases using bespoke software.</li><li>• To ensure that equipment is returned in its entirety, check for omissions/ damage and conduct regular audits of the equipment inventory.</li><li>• To administer predetermined CLS Policy consistently.</li><li>• To help maintain CLS communication channels and foster positive engagement with the service.</li><li>• To track overdue equipment, encourage its prompt return (phone/ e-mail reminders) and the subsequent fine payment.</li><li>• To arrange for preventative maintenance of equipment when required and to conduct regular first line maintenance of equipment, ensuring prompt reporting of more complex issues to the Technical Coordinator for further action.</li><li>• To ensure CLS security measures are adhered to at all times, including opening/ closing grilles, shutters and gates, setting alarm and preventing unauthorised access.</li><li>• This role will require some lifting of heavy items such as TVs/ Monitors, Lighting Kits and Photo/ Video equipment.</li><li>• To provide a basic overview of how equipment is used safely and properly to those accessing the CLS. Experience with and technical knowledge of specialist photographic/ video equipment and accessories is required. To provide occasional equipment set-up assistance.</li><li>• To provide ad hoc reporting on utilisation, overdue equipment, repair schedules etc to the Technical Coordinator.</li><li>• To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.</li><li>• To undertake health and safety duties and responsibilities appropriate to the role.</li><li>• To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.</li><li>• To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.</li><li>• To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.</li><li>• To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.</li></ul>		

**Key Working Relationships:**

- Technical Coordinator CLS CCW
- College Technical Manager
- Academic Staff
- Students

**Specific Management Responsibilities**

**Budgets:** N/A

**Staff:** N/A

**Other** (e.g. accommodation; equipment): CLS Equipment.

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**Grade:** 2

Person Specification	
Specialist Knowledge/ Qualifications	Technical knowledge of and practical experience with specialist photographic/ video and IT equipment and accessories. Knowledge of how to troubleshoot equipment issues. Confident in the use of MS Office – particularly Word and Excel. An understanding of how social media is used as a marketing communications tool.
Relevant Experience	Working in a busy customer service orientated environment. Experience assisting demanding customers and dealing with complaints in a professional manner to achieve a mutually beneficial resolution. Working with bespoke database software. Maintaining accurate records and carrying out reporting.
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Research, Teaching and Learning	Effectively delivers basic training or briefings to support understanding or learning where required.
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time.
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive, responsive, proactive and friendly student or customer service
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria

**Last updated: May 2017**