

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Loan Store Support Technician

Accountable to: Loan Store Supervisor

Contract Length: Permanent

Hours per week: 1.0 FTE / 35
hours per week

Weeks per year: 52

Salary: £31,777 - £38,468 per annum

Grade: 3

College/Service: Central Saint Martins (CSM)
Technical Team

Location: King's Cross

Purpose of Role:

To support and assist students and staff in the running of the Central Loan Store by issuing and administering a wide range of photographic, video, sound capture and display equipment to support users in their teaching and learning practices.

To support online learning material and give training and inductions into the use of a wide range of equipment.

To support and assist in the student environment within CSM and with the planning, preparation and distribution of related teaching and learning equipment. This role is primarily supporting the central loans department service counter, issuing and supporting equipment loans to students and staff.

Duties and Responsibilities

- To provide support and advice to students with routine activities, working with teaching resources team members to key priorities identified by the Loan Store Supervisor/Technical Manager.
- To be a highly visible and a consistent presence representing the service and provide supervision to the Central Loan Store.
- To support the running of the Central Loan Store (CLS) counter service environment.
- To be able to demonstrate effective communication skills and use of booking systems and IT activities.
- To be responsible for ensuring kit is issued in a safe and good working order and that kit is maintained to a high standard.
- To be able to identify and report any problems and obstacles with the delivery of resources and services to the Loan Store Supervisor, team members and Technical Manager.
- To escalate and report if necessary, student complaints to Loan Store Supervisor and Technical Manager.
- To systematically record data and other information to support the monitoring and maintenance of equipment and facilities.
- To support, meet and recognise service delivery expectations, standards of health

and safety and security in all technical facilities.

- To keep up to date with new equipment and practices by self-learning or from team members and attending training courses internally or externally as deemed relevant to the curriculum or course needs.
- To support and order items of equipment as directed by the Loan store supervisor.
- To perform routine housekeeping activities to keep all work areas in a safe, orderly and hygienic condition.
- To assist team members with the mounting and dismantling of exhibitions and other public events.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work.
- 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.
- 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.
- 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.

Key Working Relationships:

- Loan Store Manager, Technical Recourse Managers, Technical Coordinator, Technicians, Course Leaders, Lecturers, Facilities, Suppliers Finance office, Estates.

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): As delegated by Line Manager

Signed _____ Date of last review March 2021
(Recruiting Manager)

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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 the following criteria

Person Specification	
Specialist Knowledge/ Qualifications	<p>Relevant qualification and or experience in relevant area: HE contextual background/experience or BA/BSc in Art/Design/Media.</p> <p>Knowledge and experience in set up and use of stills and video capture equipment, general audio visual and presentation systems and general art/design loan equipment.</p> <p>Knowledge and experience in the use of Adobe (or similar) software for the production of learning material.</p>
Relevant Experience	<p>Appropriate experience in the operations of loans store facility within a HE/FE environment.</p> <p>Skills and knowledge of working in a counter service environment.</p> <p>Experience of online equipment and services booking systems.</p> <p>Knowledge and experience of support events and preparation for college level shows.</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p>
Research, Teaching and Learning	<p>Effectively delivers basic training or briefings to support understanding or learning.</p>
Planning and Managing Resources	<p>Plans, prioritises and organises work to achieve objectives on time.</p>
Teamwork	<p>Works collaboratively in a team or with different professional groups.</p>
Student Experience or Customer Service	<p>Provides a positive and responsive student or customer service.</p>
Creativity, Innovation and Problem Solving	<p>Uses initiative or creativity to resolve day-to-day-problems.</p>