![University of the Arts London logo]

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: Support Technician - Live Performance	Salary: £31,777 - £38,468 pa Hours/FTE: 35/1FTE
Contract Length: Permanent	Location: Merton Hall Road/Wimbledon
Grade: 3	College/Service: Technical Resources Camberwell Chelsea Wimbledon
Accountable to Programme Studio Manager- Acting and Performance	

Purpose of Role:

To contribute to the delivery of technical theatre services within the technical theatre team at Wimbledon College of Arts, contributing to the day-to-day operation of teaching and learning facilities, relating to sound, lighting, AV, show control interfacing and multimedia performance workflows for the Acting and Performance Programme at Wimbledon College of Art, as a multi-skilled theatre technician.

To provide assistance and advice to all users with the delivery of the technical theatre services to support academic activities and meet course outcomes.

To deliver such assistance for performance, research, and commercial activities throughout the Acting and Performance Programme spaces, which include the Theatre, the Enhanced Performance Spaces and the Teaching Studios.

Although this role will be student facing, this will primarily be a supporting role.

Duties and Responsibilities

- To contribute to teaching and learning production activities by utilising working knowledge of theatre lighting, sound and audio-visual equipment, including the use of analogue and digital equipment and theatre-related software (e.g. Qlab). Stage technology and stage management techniques, including the use of a counterweight flying system and the rigging of set and staging equipment, will be employed
- To contribute to the delivery of technical resources, collaborating with technical team members and working to key priorities as identified with Lead and Specialist Technicians, with some scope for discretion to decide on the order and sequence of activities
- To undertake the daily preparation of facilities and resources to ensure that they are supplied and maintained in safe and effective working order and that Health and Safety requirements, and risk assessments are complied with. Working at height will be required
- To assist with the preparation of learning materials, equipment and consumables for students and staff use at the start of each day and for the return and security of materials and equipment at the end of each day.
- To provide support and advice to students within own levels of expertise, escalating queries and problems and higher-level requests to team members where relevant
- To provide support to students in self-directed and open access sessions where a more senior member of technical staff is engaged in dealing with more demanding issues
- To assist in the planning, preparation, mounting and dismantling of exhibitions and other public events. To assist team members with the resolution of problems and obstacles with the delivery of resources and services where appropriate, employing systematic and methodical approaches to problem solving. To provide

- technical support to students in accordance with service level standards, reporting student feedback and complaints to technical theatre team members
- To develop expertise with the use of standard equipment and practices, updating skills and knowledge with new equipment and practices, by learning from team members or attending training courses internally or externally, where deemed relevant to the curriculum
- To keep up to date with new and developing technologies and practice by carrying out simple investigations, sourcing information, reading electronic and hardcopy texts, and attending industry events
- To assist team members with the selection and introduction of new processes and developments, in response to the changing needs of the curriculum
- To carry out basic and routine maintenance procedures with guidance from more senior team members
- To perform routine housekeeping activities to keep all work areas in a safe, orderly and hygienic condition

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- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- 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
- Personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto
- Undertake continuous personal and professional development through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- 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
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

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Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

Lead Specialist and Specialist Technicians, Programmes Studio Managers, Academic and Technical Staff

Specific Management Responsibilities

Budgets: none

Staff: none

Other (e.g. accommodation; equipment): equipment and immediate learning environment/ facility / area etc

(FL/ST FEB2023)

Person Specification Technical, Grade 3

Qualifications/Knowledge and Experience

- Undergraduate degree in a relevant subject, or considerable relevant experience in a similar professional technical role
- Working knowledge of technical theatre processes, including working knowledge of theatre lighting, sound AV, Rigging and stage craft
- A good working knowledge of Health & Safety and Risk Assessment Method Statement and its implementation
- Ability to apply knowledge and experience, sharing learning and experience with staff and or students.
- Commits to own development through effective use of the University's appraisal scheme and staff development process

Communication and Service Delivery

- Uses appropriate levels of IT skills to enable best use of availableinformation and communications as necessary for the post, such as AutoCad, Vektorworks, Sketchup, MS Office, Email, Intranet, Collaborate, Panopto

- Ability to communicate effectively orally, in writing and/or using visual media. Able to explain complex technical concepts to a diverse audience in an inclusive and accessible way
- Ability to pass on accurate information promptly to the most appropriatepeople to keep them up to date and improve working practices
- Ability to co-ordinate own effort with that of others so the work iscompleted effectively in line with team objectives
- Ability to maintain accurate and up to date knowledge of services available in own and related areas of work, ensuring that the experienceof each customer is positive and satisfactory.
- Ability to contribute to the adaptation of services and systems to meetcustomers' needs and helps to identify ways of improving standards

Managing Resources

- Experience of working as a member of a team, providing support,assistance and cover where needed
- Ability to create realistic plans to help effectively manage own workloadand prioritisation of work to meet deadlines and achieve personal and team objectives
- Experience of inducting new staff, acting as a "buddy"/coach

Person Specification Technical, Grade 3

Problem Solving

- Experience of solving standard, predictable problems in accordance withprocedures and precedent.
- Experience of answering standard, predictable questions/queries fromstaff/students in accordance with procedures and precedent
- Ability to establish basic facts by carrying out appropriate enquiries, identifying and using a range of sources and types of data to produce fulland accurate reports and or accounts of situations

Work Environment and Care

- Ability to carry out routines which require mastery of a range of skills orphysical techniques, which require considerable concentration
- Ability to undertake health and safety duties and responsibilitiesappropriate to the post.
- Commits to the University's Equal Opportunities Policy together with anunderstanding of how it operates within the responsibilities of the post

Teaching and Learning Related Support

- Ability to provide basic and introductory information to those who are newto the area (e.g. as part of a student induction programme)