

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Support Technician Media	Salary: £29,358 - £35,839 pa
Contract Length: Permanent	Hours/FTE: 0.75
Grade: 3	Location: 40 Lime Grove, London, W12 8EA and relocating to Stratford from 2022
Accountable to: Technical Coordinator	College/Service: London College of Fashion

Purpose of Role:

To contribute to the delivery of technical services as part of the technical team in the College with the day to day operation of teaching and learning facilities.

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

Duties and Responsibilities

- To contribute to the delivery of technical resources, collaborating with technical team members and working to key priorities as identified with Technical Coordinator and/or Specialist Technician, 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.
- 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 assistance 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 available to deal 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 assistance to students in accordance with service level standards, reporting student feedback and complaints to team members and Technical Coordinator.
- 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.
- 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.
- 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 Equal Opportunities Policy and the Staff Charter, promoting equality and diversity 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
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)

Key Working Relationships:

- Managers and other staff, and external partners, suppliers with whom regular contact is required.

Specific Management Responsibilities

Budgets: None

Staff: None

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

Signed _____ Date of last review _____
(Recruiting Manager)

Job Title: Support Technician Media

Grade: 3

Person Specification	
Specialist Knowledge/ Qualifications	Relevant qualification or significant experience in Photography, Video and Digital Media
Relevant Experience	Relevant administrative or store experience Experience in Photography, Video and Digital Media
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Planning and Managing resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

Last updated: 17/05/2018