JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Specialist Technician (L&T) Digital Design (Graphics)	**Salary**: £33,653 - £41,329 pa (potential to £43,550 within Contribution Range)
Contract Length: 1 Year **Grade**: 4	**Hours/FTE**: 35 / Full Time **Location**: Chelsea College of Art - Millbank
Accountable to: Chelsea Technical Manager (through Technical Coordinator Photography, Digital and Print)	**College/Service**: CCW Technical Resources

Purpose of Role:

To provide professional technical expertise, guidance and advice in the Digital Design Facilities and contribute to the delivery of academic learning activities within Chelsea College.

To provide support for student learning, informal and formal training and instruction, and the development of proficiency with highly specialist techniques, production methods and technology related to use of digital media within design practice

To contribute technical input into student concept and expressive/creative intention, including giving feedback to students and contributing to student informal formative assessments, with reference to appropriate learning outcomes of the course or project.

Duties and Responsibilities

- To take co-responsibility for effective day to day running of the digital design technical resource areas within the College, including managing day-to-day student access and the booking of specialist facilities and use of equipment within timetabled teaching sessions and for individual student access.
- To contribute, as a member of the Digital Design team, and within agreed academic teams with the planning and development of the course/programme area, the identification of learning outcomes, including curriculum development, research and commercial activities.
- To contribute and collaborate with technical team members as required to ensure the key priorities, levels of service and good practice are met successfully; including compliance with Health and Safety regulations, updating skills and expertise, liaising with team members, Technical Coordinator and/or Technical Manager.
- To provide feedback to Course Leaders, Technical Coordinators and/or Technical Managers regarding service levels and student requirements to ensure appropriate adaptations are made and contribute to the revision of standards of digital media delivery.
- To work at an agreed level within the terms of the glossary of key terms (describing T & L relationships between Technicians and students) to contribute to the delivery of Orientation sessions, Inductions, Technical Workshops, supervised Negotiated /Open access by supporting student, and course needs/timetables so that technical support is targeted effectively.
- To instruct and assist Students and Staff with a wide range of software products that are available within the college.
- To contribute to planning, development and delivery of learning activities supporting student learning and research, liaising with Course Leaders and academic staff informally and formally within Course meetings.
- To supervise learning activities, providing expert guidance and advice to students, helping students to identify and supply appropriate techniques, processes, resources and access to equipment to meet learning outcomes.
- To provide formal or informal sessions to students that may include one of more, demonstration, instruction with digital design and media software and equipment, coaching with the development and proficiency of a particular skill, technique or process – including preparing, developing and delivering a wide and varied programme of software demonstrations to run over the Academic year for application support related to a range of software i.e. Adobe CS/Creative Cloud, with specific reference to Graphic Design and Moving image processes.
- To provide detailed feedback to students and contribute technical input to student concept and expressive/creative intention in relation to agreed Course Learning Outcomes.

- To contribute technical expertise as appropriate to the project planning and delivery of exhibitions and events within Chelsea College.
- To demonstrate a high level of independent responsibility for the diagnosis and resolution of problems and creative/artistic challenges encountered with the execution of duties and responsibilities.
- To carry out detailed and extensive research to support the ability to diagnose and resolve problems of a highly technical, complicated nature, that involves testing and re-testing scenarios and processes to lead to the successful design and achievement of intended learning outcome/execution of work.
- To liaise internally and externally with professionals and recognised practitioners and artists, attend conferences and exhibitions to share and develop ideas, knowledge and expertise that can be translated to support academic learning and research activities.
- To take co-responsibility for the maintenance of digital related equipment, keeping stock lists, ordering of stock and consumables reporting to the Technical Coordinator and/or Technical Manager.
- To provide professional technical guidance and advice to Technical Coordinator and/or Technical Manager, and assist with the commissioning of new equipment including the delivery and installations of equipment.
- To be involved with the design, production and development of appropriate teaching and learning materials to suit own specific areas of specialist activity and service delivery.
- 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

Key Working Relationships:

- Chelsea College of Arts Technical Manager, Chelsea College of Arts Technical Coordinator Photography, Digital and Print, Specialist Technicians (L&T) in Digital Media Facilities
- Course Leaders /Academic Staff
- Suppliers and Contractors

Specific Management Responsibilities

Budgets: consumables budget designated under guidance of Chelsea College of Art Technical Coordinator

Staff: Day to day co-supervision of Grade 3 Support Technician/s where applicable.

Other: Co- responsibility for the safety and security of equipment in Digital Media facilities

Signed _____ Date of last review _____
(Recruiting Manager)

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Person Specification	

Specialist Knowledge/ Qualifications, and Relevant Experience	Ability to apply skill, knowledge and experience to area of work and seeks opportunities to improve; is used as a point of specialist reference by others.
	
	BA or First degree in art and design, digital technologies
	
	Experience in working with and teaching a wide range of software applications and multiple platforms relevant to Graphic Design Practice:
	    Photoshop
	    Indesign
	    Illustrator
	    After Effects
	    Premier Pro
	Editing or motion graphics experience and camera use.
	
	A knowledge of the following is desirable: CSS, HTML 5 or similar web design experience, colour grading, studio lighting, Cinema 4D, UX/U, FontLab/Glyphs.

Communication Skills	Ability to understand and explain technical/specialist terms commonly in use in own area of work, conveying information of a complex, conceptual and specialist nature adapting communication and media to suit the audience.
	
	Uses appropriate levels of IT skills to enable best use of available information and communications as necessary for the post.
	    MS Office
	    Email
	    Intranet
	    Blogs
	    Social Media
	    Emerging Technologies
	
	Ability to ensure that accurate information is passed onto the most appropriate people in a timely fashion to improve working practices.
	
	Experience of participating in an internal or external network to pursue a shared interest
	
	Ability to maintain up to date knowledge of services available in own and related areas of work, adapting services and systems to meet customers' needs and identify ways of improving standards
	
	Ability to meet Service Level Agreements by collating feedback and views from customers and keeping up to date with market trends and service developments.

Research, Teaching and Learning	Ability to explore content and approach, adapting style and method of delivery to suit learners' needs, taking into account feedback and learners' progress, to assist their learning and to deal with any misunderstandings. Ability to provide guidance and support to groups of learners and individuals to aid their progress.

Planning and Managing Resources	Proven ability as an operational task leader, assessing and ensuring appropriate resources and support are available to enable the team and individual members to achieve their roles. Experience of producing and providing induction/training material to help both new colleagues learn their job, aiding a speedy integration into the team and existing colleagues to improve performance and efficiency
Creativity, Innovation and Problem Solving	Ability to contribute to the decision making of others by providing relevant information and opinions. Experience of solving standard predictable problems in accordance with procedures, and recognises precedent issues that need to be referred elsewhere. Ability to analyse problems to identify their cause, considering all possible solutions to identify those which offer wider benefits. Ability to establish basic facts by carrying out appropriate enquiries, identifying and using a range of sources and types of data to produce full and accurate reports and or accounts of situations
Teaching and Learning Related Support	Ability to explore content and approach, adapting style and method of delivery to suit learners' needs, taking into account feedback and learners' progress, to assist their learning and to deal with any misunderstandings. Ability to provide guidance and support to groups of learners and individuals to aid their progress

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: July 2018