

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Technical Resources Manager

Salary: £44,708 - £53,865

Contract Length: Permanent

Hours/FTE: 35

Grade: 6

Location: Elephant and Castle

Accountable to: Head of Technical Resources

College/Service: London College of
Communication / Technical Resources

Purpose of Role:

To provide local team leadership to the technical resource staff at The London College of Communication by providing guidance to and management of a team of Technical Coordinators' and technical strand staff to ensure effective performance and full compliance of agreed standards of work and legislative guidance for the safe and efficient use of technical resources.

To contribute as an active member of the Technical Management Group in developing its service provision and sense of community and to act as an advocate of effective deployment of Technical Resources across the College. To attend certain University and College Committees. To deputise for the Head of Technical Resources where necessary.

Reporting directly to the LCC Head of Technical Resources for operationally devolved responsibilities including:

- Management of specialist technical areas and associated staffing, resource development, facilities, resources and budget requirements. Delegating defined areas of responsibility where necessary.
- Planning individual and group staff development.
- Monitoring and advising on expenditure of allocated consumables budgets and procurement. Liaison with suppliers.
- Contributing to future developments, defining technical resource requirements and specifications. Implementing new digital technologies – physical and online.

Duties and Responsibilities:

- Support the Head of Technical Resources in the day to day running and strategic development of College technical teams, evaluating performance and providing support and feedback to team members.
- Provide direction for the College in the planning, development and implementation of technical projects designed to enhance the student learning experience. To significantly contribute to the coordination of an effective technical infrastructure that supports staff and students across the College.
- Liaise with senior academic staff to identify and implement new technical resources in line with course requirements. Participate in course validations and identify through this process where changes or improvements to existing resources should be made.

- Act as the senior technical member of staff in absence of the Head of Technical Resources and to oversee effective technical service in all areas of the College.
- To work with the LCC Building Project Group in identifying opportunities to utilise technology as well as integration of developing technology into the fabric of the current buildings and new LCC building.
- Work closely with IT Services and College IT teams to review existing services and scope future requirements of course-aligned and College-wide resources.
- Participate in and attend meetings of appropriate College Committees as required e.g. senior management teams, Health and Safety Committee, College Academic Committee and others relevant to the role.
- Carry out reviews and discussions on an annual and ongoing basis with individual technical teams and team members to identify performance and development needs. Keep accurate records and report to the Head of Technical Resources.
- Initiate, gather and evaluate feedback from service users i.e. students, technical staff and academics and generate reports and provide information and key findings to the Head of Technical Resources, identifying necessary service adaptations to ensure service standards are met successfully.
- Coordinate the implementation and purchase of new equipment and resources, working with the College finance team and the Head of Technical Resources to ensure College financial regulations are adhered to.
- Generate reports concerning use of space/facilities/equipment and allocated consumable budgets, identifying patterns of usage to feed into the planning and allocation of future resources.
- Assist with the capital bid investment programme to ensure the process works to identify key strategic investments in new technologies or equipment that will benefit the College's technical provision and enhance the student experience.
- As a College Local Information Manager, promote best practice and compliance in all areas of information management and security.
- Supervise Technical Coordinators to ensure compliance with current Health and Safety requirements and procedures in accordance with good practice and the relevant legal requirements. Ensure relevant and up to date records are kept and liaise with Estates and contractors in this regard. Regular liaison with the Health and Safety Advisor to review best practice and compliance in all technical areas.
- Develop the College's relationships with key suppliers and industry partners, promoting industry links across the College's technical spaces.
- To undertake all health and safety duties, responsibilities and training appropriate to a managerial role.
- To keep up to date with new developments within existing and emerging technologies and areas of professional practice.

General

- 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:

- Head of Technical Resources
- Director of College Administration
- Technical and Academic Managers
- Technical Coordinators
- College and University IT Team
- Facilities Managers
- Health and Safety Advisors
- External Partners and Agencies

Specific Management Responsibilities

Budgets: Specific technical budgets

Staff: Allocated technical staff

Other: (e.g. accommodation; equipment):

Signed: Christopher Purday Date of last review: October 2017 _____
(Recruiting Manager)

Job Title: Technical Resources Manager**Grade: 6**

All shortlisted applicants will be required to undertake the CREDO on-line personality assessment. This assessment provides us with a valuable insight into your preferred working style, temperament, interests and values. We will use your assessment to focus our interview discussion with you, in order to assess the fit between your profile and the role. At the end of the selection process each candidate will be offered the opportunity to receive a copy of the CREDO candidate development report. Staff selection decisions will never be made solely on the basis of a psychometric assessment

Person Specification	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none">• Relevant qualification and/or significant industry experience within one or more of the fields of film, TV, sound arts, photography, digital arts or IT support• Experience of strategic and operational management within the FE/HE sector or equivalent experience within relevant industry• Management experience within digital and new technologies• Knowledge of current learning environments (preferable)• An understanding of project management• Demonstrable understanding of the strategic aims and values of the University• Knowledge of occupational Health and Safety environmental statutory requirements, specifically within technical environments
Relevant Experience	<ul style="list-style-type: none">• Preferable experience of working in an HE organisation and/or within relevant industry• Knowledge and understanding of relevant Health and Safety legislation and their effective operational implementation.• Operational Management• Managing staff• Finance/Budgetary Management
Communication Skills	Communicates technical or specialist ideas or information persuasively adapting the style and message to a diverse audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively setting clear objectives to manage performance

Research, Teaching and Learning	Applies innovative approaches to course leadership, teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity
	Applies own research to develop learning and assessment practice
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and managing resources	Effectively plans and manages operational activities or large projects to achieve long term objectives
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience or customer service	Makes a significant contribution to improving the student or customer experience to promote an inclusive environment for students, colleagues or customers
Creativity, Innovation and Problem Solving	Identifies innovative solutions to problems to bring a wider benefit to the organisation

The application form sets out a number of competence questions related to some of the above 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: October 2017 – HERA Ref SICOM Tech 4