| JOB DESCRIPTION AND PERSON SPECIFICATION | |
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| **Job Title**: Support Technician, Photography | **Accountable to**: Technical Coordinator 2D |
| **Contract Length**: Fixed contract to end of July 2018 | **Hours per week/FTE**: 28/ 0.8 FTE |
| **Salary**: **Salary**: £28,274 – £34,515 pro rata (£22,619 - £27,612) | **Grade**: 3 |
| **College/Service**: CSM/Technical and Teaching Resources | **Location**: King's Cross |

**Purpose of Role:**
As the post holder for this role within the Photography Team, you will contribute to the day-to-day digital operation and digital administration of the Photography Studios and Darkrooms ensuring an excellent level of service to Students and Staff.

**Duties and Responsibilities**

- To support and run the online booking system, processing requests from students and staff and supporting team communication and organisational systems.
- With guidance from more senior team members carry out routine maintenance of inventories and procedures; carry out risk assessments in line with existing Studio booking process; complete appropriate records with regard to bookings, orientations and workshop bookings; maintain equipment stock lists; ordering of equipment and consumables and to keep equipment, studio and workshop audits up to date.
- To deliver a consistently customer orientated and knowledgeable service that compliments and enhances the student experience
- To provide assistance to the TCO in the development of the service.
- To ensure kit is issued in a safe and appropriate condition and that kit is identified for maintenance as 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 assistance and advice to students within own levels of expertise, escalating queries and problems and higher-level requests to team members where relevant.
- 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 assist team members with the selection and introduction of new processes and developments, in response to the changing needs of the curriculum.
- 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 contribute to the delivery of technical resources, collaborating with technical team members and working to key priorities as identified with Technical Coordinator and/or

other Photography Specialist Technicians.

- 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 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 assist in the planning, preparation, mounting and dismantling of exhibitions and other public events.
- To provide technical assistance to students in accordance with service level standards, reporting student feedback and complaints to team members and Technical Coordinator.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- 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**:
Technical Coordinator 2D, Specialist Technicians, Programme Staff
External partners, suppliers etc. with whom regular contact is required.

**Specific Management Responsibilities**

**Budgets**: None

**Staff**: None

Signed _____ Date of last review _____
    (Recruiting Manager)

**Job Title: Support Technician, Photography**                    **Grade:    3**

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.

| Person Specification | |
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| Specialist Knowledge/ Qualifications | Has received formal training or education at post 16 level

Ability to apply skill, knowledge and experience, to area of work, sharing learning and experience with staff and or students

User knowledge of an online/intranet Content Management system or similar.

Knowledge to contribute to adaptation of services and systems to meet customers' needs and helps to identify ways of improving these services.

Specialist knowledge in creative digital media, digital and analogue Photography equipment and processes. |
| Relevant Experience | Ability to provide routine oral and written information clearly and concisely and is able to understand and explain technical terms commonly in use in own area of work.

Relevant experience of using an online booking system (ORB), CMS, or similar asset management system.

Ability to maintain up to date knowledge of services available in own and related areas of work, ensuring that the experience of each customer is positive and satisfactory.

Working knowledge of Adobe Creative Applications including Photoshop or equivalent professional software for basic image editing.

Familiarity of undertaking health and safety duties and responsibilities appropriate to the post.

Experience of running monthly usage/budget reports. |

| | Other Specialist support includes: cable interconnects, troubleshooting file formats. |
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| Communication Skills | Communicates effectively orally, in writing and/or using visual media<br><br>Uses appropriate levels of IT skills to enable best use of available information and communications as necessary for the post incl.<br>MS Office 365<br>Email<br>Intranet/ Web/ Internet<br>Online Learning Resources |
| Research, Teaching and Learning | Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity |
| 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. Motivates individuals or a team effectively, setting clear objectives to manage performance. |
| 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 problem |

**Last updated: Nov 2017**