

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Technical Resources Manager
(Technical Operations)

Salary: £44,708 - £53,865 per annum

Contract Length: Permanent

Hours/FTE: 35 / 1.0

Grade: 6

Location: Kings Cross / Archway

Accountable to: Head of Technical Resources

College/Service: Central Saint Martins /
Technical Resources

Purpose of Role:

To provide leadership to a team of Technical Coordinators' and technical staff across the areas of 3D 1st Floor, 3D Large, Archway technical resources, Weave, Print and Dye, Fashion / Knit and Loan Store By providing guidance and management to ensure effective performance and full compliance of agreed standards of work. Ensuring the safe and efficient use of technical resources and compliance with legislative guidance.

To take an overview of technical operations, develop clear strategies and implement policies that enhance the student / user experience of using the technical facilities at CSM.

To contribute as an active member of the Technical Management Group. To attend certain University and College Committees. To deputise for the Head of Technical Resources where necessary.

To be the main point of contact for students, staff and external users for complex technical advice in support of teaching programmes, external activities and research enabling delivery of intended outcomes.

Reporting directly to the Central Saint Martins 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 and emerging technologies.

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 lead senior technical member of staff in the absence of the Head of Technical Resources and to oversee effective technical service in all areas of the College.
- To work with the CSM Building User Group in identifying opportunities to utilise technology with our buildings.
- 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.
- 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
- 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):

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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

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

Specialist Knowledge/Qualifications	<p>Educated to a degree level in a relevant subject or significant experience in a similar role.</p> <p>Experience of strategic and operational management within the FE/HE sector or equivalent experience within relevant industry</p> <p>Knowledge of occupational Health and Safety environmental statutory requirements, specifically within technical environments and public exhibitions.</p> <p>NEBOSH National General Certificate in Occupational Health and Safety or similar qualification. (desirable)</p> <p>Subject matter expert in one or more of the technical discipline relating to 3D 1st Floor, 3D Large, Archway technical resources, Weave, Print and Dye, Fashion / Knit and Loan Store</p> <p>Management experience within digital and emerging technologies</p> <p>An understanding of project management</p> <p>Demonstrable understanding of the strategic aims and values of the University</p>
Relevant Experience	<p>Experience of working in an HE organisation and/or within relevant industry</p> <p>Knowledge and understanding of relevant Health and Safety legislation and their effective operational implementation.</p> <p>Operational Management</p> <p>Managing staff</p> <p>Finance/Budgetary Management</p> <p>Online booking systems</p>

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

Last Updated: May 2018