

## Job Description and Person Specification Job Title - Support Technician: Media (Stores and Studios)

Job Description	
<b>Job Title:</b> Support Technician: Media Store	<b>Accountable to:</b> Technical Coordinator
<b>Contract Length:</b> Permanent	<b>Hours/ per week / FTE:</b> 35 HPW / 37 WPY / .82 FTE
<b>Salary:</b> £30,777 - £36, 532 pro rata pa	<b>Grade</b> 3
<b>College/Service:</b> LCF	<b>Location:</b> 40 Lime Grove, London, W12 8EA and relocating to Stratford from 2023
<b>Purpose of Role</b> <ul style="list-style-type: none"> <li>To contribute to the delivery of technical services within technical teams in the College with the day to day operation of teaching and learning facilities.</li> <li>To provide assistance and advice to all users with the delivery of the technical services to support academic activities and meet course outcomes.</li> <li>To work as part of a technical team responsible for loans, maintenance, guidance and advice to students and staff working with digital and analog media resources.</li> </ul>	
<b>Duties and Responsibilities</b> <ul style="list-style-type: none"> <li>To contribute to the delivery of technical resources, collaborating with the 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.</li> <li>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.</li> <li>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.</li> </ul>	

- 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.

**Key Working Relationships:**

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

**Specific Management Responsibilities**

**Budgets** - None

**Staff** - None

**Other** - None

Signed M. Jennings\_\_\_\_\_ (Recruiting Manager)

Date of last review: 26/01/2023

**Job Title:**

**Grade: 3**

**Person Specification**

Specialist Knowledge/ Qualifications	Applicants should have some experience of media practice (photography or moving image) and some knowledge of associated digital and analogue equipment, such as cameras and lighting.
Relevant Experience	Practical media based experience. Experience demonstrating the use of kit and technical processes. Trouble shooting technical issues.
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance
Research, Teaching and Learning	Uses effective teaching, learning or professional practice to supports 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
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:**