ual: central saint martins

JOB DESCRIPTION AND PERSON SPECIFICATION		
Job Title: Support Technician Publications	**Salary:** £31,777 - £38,468 per annum	

Contract Length: Permanent	**FTE/Hours:** 1.0 FTE / 35 hours per week	**Weeks per year:** 52

Grade: 3	**Location:** Kings Cross

Accountable to: Technical Coordinator	**College/Service:** Central Saint Martins

Purpose of Role

- As a member of the College's technical team, to contribute to the delivery of Print technical services and the day-to-day operation of technical teaching and learning facilities. To provide professional technical expertise, guidance and knowledge relating to print publication work.

- To provide assistance and advice to all users with the delivery of the technical services to support academic activities and meet course outcomes.

Duties and Responsibilities

- To provide student facing technical support for publications production work within Print technical resources, demonstrating a high level of support technical responsibility for the day-to-day operation and the resolution of problems and creative/artistic challenges students and staff encounter with the execution of this work.

- To contribute to the delivery of Publications technical provision with knowledge of Inkjet, Laser, Risograph Print Production, publications cut, finishing and binding. Working knowledge of computer software and carbon literacy relevant to technical area.

- 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 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 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.

In addition to the above, the post-holder will:

- Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.

- Undertake health and safety duties and responsibilities appropriate to the role.

- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.

- Personally contribute towards reducing the university's impact on the environment and support actions associated with UAL Sustainability initiatives.

- 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.

- 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.

- 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 Resource Managers, Technical Coordinator, Technicians, Course Leaders, Lecturers, Facilities, Suppliers Finance office, Estates.

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): immediate working environment /technical facility / area and related equipment

Signed: (Recruiting Manager) Date of last review: November 2021

Job Title: Support Technician Publications

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.

All criteria listed is essential unless marked as desirable

Person Specification	
Specialist Knowledge / Qualifications	Undergraduate degree in a relevant Art and Design subject, or relevant professional experience in a similar technical role. Post-graduate degree in publication print production or associated discipline. **(desirable)**
Relevant Experience	Practical knowledge and hands-on experience in the use of a variety of printers (Laser, Inkjet, Separation, Risograph) for publication; knowledge for learning, support, resourcing, maintenance and installation. Support publication production skills, such as using Adobe CS and print RIP server software (eg Fiery). Experience of teaching and/or demonstrating techniques related to Publications such as Inkjet, Laser, Risograph printing, finishing and binding. **(desirable)** Experience of creating online and material learning guides. **(desirable)**
Communication Skills	Communicates effectively orally, in writing and/or using visual media. Able to explain complex technical concepts to a diverse audience in an inclusive and accessible way.
Health and Safety	An understanding of relevant policies, processes and legislation, including detailed knowledge of health and safety legislation.
Research, Teaching and Learning	Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity.

Working with others	Ability to work collaboratively and constructively with other technical and university colleagues to enhance student experience and outcomes.
Planning and Managing Resources	Effectively plans, prioritises and organises work to achieve objectives or projects on time.
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 and creative solutions to resolve problems.

Last updated: November 2021