university
of the arts
london

central
saint martins

ual:

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: Event Support Technician	**Accountable to**: Learning Technology Support Manager
Contract Length: Permanent	**Hours per week/FTE**: 35 hrs / 1.0 FTE **Weeks per year**: 52
Salary: £29,358 - £35,839 per annum	**Grade**: Grade 3
College/Service: Central Saint Martins	**Location**: King's Cross

Purpose of Role:

Central Saint Martins (CSM) is a world-famous arts and design college and part of University of the Arts London.

CSM offers courses across nine programme areas including Art, Product, Ceramic and Industrial Design, Culture and Enterprise, Drama and Performance, Fashion, Graphic Communication Design, Spatial Practices, Jewellery and Textiles, Foundation and Access to HE

CSM also offers an extensive event programme which allows the college sites within King's Cross and Archway open its door to the public seeing a footfall of approximately 100,000 visitors per year. During the college's foundation and degree show open days, CSM can see around 50,000 visitors making us one of the top destinations in London during those weeks.

This role will provide technical support and guidance and to contribute to the delivery of academic, commercial activities and research within AV/Digital support environment. You will contribute to the delivery of technical services within the College for the day to day operation of event and teaching & learning. You will ensure that the service user experience meets the University's defined professional and quality standards.

As the role is primarily assisting with events it will require some flexible working on evenings and weekends.

Duties: Responsibilities

- To technically support delivery of College exhibitions and events, including audio provisions, video and image content, lighting requirements and room layouts.
- To assist in the planning, preparation, mounting and dismantling of exhibitions and other public events.
- To assist on a day-to-day basis the delivery of facilities and equipment within the AV/Digital department for both academic delivery and commercial provision. This includes AV (projectors, displays, digital screens, audio installations and lecture capture) and digital inputs (computers, tablets, smartphones etc.).
- 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 Specialist Technician, with some scope for discretion to decide on the order and sequence of activities
- 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 during the course of the day and for the return and security of materials and equipment on completion of use.
- 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 contribute, as a member of the Learning Technology Support team, with the planning and development of this area.
- 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 contribute and collaborate with technical team members as required to ensure the key priorities and levels of service are met successfully, compliance with Health and Safety, maintenance and repairs of equipment, liaising with team members, Technical Coordinator.
- To carry out basic and routine maintenance procedures with guidance from more senior team members
- To assist team members with the selection and introduction of new processes and developments, in response to the changing needs of the curriculum and event spaces.
- To perform routine housekeeping activities to keep all work areas in a safe, orderly and hygienic condition.
- To assist in the development of CSM/UAL online support facilities in particular video support/ lecture capture.
- To assist with the diagnosis and resolution of problems and creative challenges encountered during the execution of a normal working day.
- To assist with frontline maintenance and repairs liaising with suppliers and contractors as necessary, ensuring statutory and recognised procedures and guidelines are met, as agreed with Technical Coordinator and Specialist Technician.
- To assist with the maintenance of inventories, carrying out risk assessments and appropriate records with regard to equipment, stock lists, ordering of stock, equipment and consumables; servicing and repair of equipment reporting to the Technical Coordinator
- To perform such duties consistent with the 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 through the 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:
- Internal
  - **Building Operations:** Infrastructure Manager, Specialist Technician Learning Technology Support, Event Services Manager and the wider team
  - **College Management:** Head of Building Operations and Events, Head of Technical Resource, Head of College, Director of College Administration

- o **College Academic and Technical:** Academic staff, External Liaison Coordinators, Technical Co-ordinators, Theatre technical team
  - o **College Administration:** Finance Manager and finance staff, Health and Safety Adviser, Timetabling Team
  - o **Estates:** Building management staff, facilities assistants
  - o **Students**
  - o **Other UAL Departments:** UAL Finance, Arts Temps, UAL Event Organisers
- External
  - o **Designated contractors:** security, catering etc
  - o **Clients**
  - o **External producers and event organisers**

Specific Management Responsibilities

Budgets: none
Staff: casual technical staff
Other. None

Signed _____ Date of last review _____
(Recruiting Manager)

Job Title: Event Support Technician   **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	
Specialist Knowledge/ Qualifications	Educated to degree level in Audio/Visual and/or Media Audio knowledge in live environments highly desirable Ability to remain calm under pressure and assist clients with hardware setups and advise on best practice Desirable knowledge/experience of current and emerging Audio-Visual systems and hardware (AMX, Extron, Kramer, Atlona, etc.) Familiarity with Mac and Windows operating systems Knowledge of PowerPoint, Keynote and Acrobat reader Basic IT skills, not afraid to learn new software Video production and editing skills particularly using Adobe Premiere, Audition and Photoshop. Basic understanding of cameras (Go Pros, DSLR's, DV cameras) Have an interest in technology and happy to learn functionality of new hardware as it is implemented Highly developed technical troubleshooting skills
Relevant Experience	Experience in a technical support role, assisting user with their setup requirements.

	Experience supporting live events and being the sole person responsible for any technical deliverables or issues that may arise.
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 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
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: July 2019