

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Loan Store Technical Assistant

Accountable to: Technical Coordinator

Contract Length: Permanent

Hours per week: 35 hours per week,
35 weeks per year (0.77 FTE)

Weeks per year: 35

Salary: £24,034 - £28,274 pro rata
(approx. £18,506 - £21,770)

Grade: 2

College/Service: Central Saint Martins (CSM)
Learning Technology and Resources Team

Location: King's Cross

Purpose of Role:

To support the teaching and student environment within CSM and assist in the planning, preparation and distribution of related teaching and learning equipment. This role is primarily supporting the central loans service counter, issuing and supporting equipment loans to students and staff as well as providing general support to the wider College Teaching Resources team.

Duties and Responsibilities

- To provide assistance and advice to students with routine activities, working as directed with teaching resources team members to key priorities identified by the Technical Coordinator/Loan Store Supervisor
- To support the running of the College Teaching Resources (CTR) central loans counter service environment.
- To work as part of the CTR team and support staff members within the team covering all areas of CTR support.
- To assist team members with the preparation of learning materials and equipment for student and staff use at the start of each day and return and clearing away at the end of each day, including room layout.
- To report any problems and obstacles with the delivery of resources and services to team members and the Technical Coordinator/Loan Store Supervisor
- To report user and student complaints to team members and Technical Coordinator/Manager
- To systematically record data and other information as directed by team members to support the monitoring and maintenance of equipment and facilities.
- To conduct the delivery of support to meet recognised expectations of service, standards of tidiness, cleanliness and security in all technical facilities.
- To become familiar with new equipment and practices where necessary by learning from team members and attending training courses internally or externally as deemed relevant to the curriculum or course needs.
- To perform routine housekeeping activities as directed to keep all work areas in a safe, orderly and hygienic condition.
- To assist team members with the mounting and dismantling of exhibitions and other public events.
- 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, academic, technical and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Loan Store Supervisor, CTR Technical Co-ordinator, Staff and Students

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): As delegated by Line Manager

Signed Brian Whiting Date of last review September 2016
(Recruiting Manager)

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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 the following criteria

Person Specification	
Specialist Knowledge/Qualifications	<p>Relevant qualification and or experience in relevant area: HE contextual background/experience or BA in Art/Design/Media</p> <p>Knowledge and experience in set up and use of stills and video capture equipment, general audio visual and presentation systems and general art/design loans equipment</p>
Relevant Experience	<p>Appropriate experience in the operations of loans store facility within a HE/FE environment</p> <p>Skills and knowledge of working in a counter service environment</p> <p>Experience of online equipment and services booking systems</p> <p>Knowledge and experience of support events and preparation for college level shows</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p>
Research, Teaching and Learning	<p>Effectively delivers basic training or briefings to support understanding or learning</p>
Planning and Managing Resources	<p>Plans, prioritises and organises work to achieve objectives on time</p>
Teamwork	<p>Works collaboratively in a team or with different professional groups</p>
Student Experience or Customer Service	<p>Provides a positive and responsive student or customer service.</p>
Creativity, Innovation and Problem Solving	<p>Uses initiative or creativity to resolve day-to-day-</p>

	problems
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Last updated: September 2017