

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Technical Coordinator 3D Make	Salary: £38,010 - £45,603 per annum
Contract Length: Permanent	Hours/FTE: Full Time
Grade: 5	Location: Kings Cross
Accountable to: Technical Resources Manager (Technical Operations)	College/Service: Central Saint Martins

Purpose of Role:

To effectively and efficiently manage the technical cluster 3D Make within the College, including day to day line management of the technical team.

To liaise with and report to the Technical Manager and the Head of Technical Resources for operationally devolved responsibilities and to ensure that the service user experience meets the University's defined professional and quality standards.

Lead on specialist guidance within own area of specialism to students, staff and external users, on the use of technical equipment / facilities, to help them link their conceptual ambitions to practical realisation, including giving feedback to students and contributing to student formative assessments, with reference to appropriate learning outcomes of the course or project.

To have overall responsibility for the specialist equipment usage, maintenance, record keeping, consumables usage and supply within the technical cluster. This includes the administration of systems, orders, booking and timetabling. Ensuring compliance with health and safety legislation and University policy.

Duties and Responsibilities

- To ensure that key priorities are met on a day to day basis for the delivery of technical resources (people, facilities and equipment) within a specific area for both academic delivery and commercial provision.
- To line manage and support the technical clusters technical team, monitor and coordinate day to day service delivery and users' needs, to ensure that service standards are delivered successfully, and to ensure the safe and efficient use of technical resources, escalating key issues to the Technical Manager and/or Head of Technical Services.
- To contribute to the development of team members in agreement with the Technical Manager and/or Head of Technical Services. Providing coaching/mentoring and training to team members within areas of specialist expertise and regularly cascade information and updates from relevant groups and committees within the College/University.
- To liaise with Technical Manager and/or Head of Technical Services, and with regular and specialist suppliers, when sourcing materials and placing orders. Keep accurate records of transactions and monitor consumables budgets, dealing with suppliers and contractors with the management of projects to deliver development and change where necessary.
- To ensure that workshops and working practices are compliant with current Health and Safety requirements and procedures in accordance with best practice and the relevant legal requirements and responsibilities appropriate to the role, leading the development and implementation of policy in own area.

- To contribute expertise as part of the stakeholder Course teams and Technical Team, making recommendations and providing information to contribute to the delivery of the curriculum, course design, quality monitoring and enhancements to technical delivery.
- To supervise design and deliver learning activities in accordance with course objectives, providing specialist technical expertise, guidance and advice, teaching materials, training and support as required.
- To plan, communicate and coordinate own work schedule, and to coordinate and monitor those of the technical cluster team, ensuring key service levels and priorities are met successfully.
- To implement and coordinate professional and statutory diarised schedules of security and safety testing and maintenance for equipment, machinery, tools and facilities, liaising with technical team members.
- To ensure effective communications with students, academic teams, and university systems. This will include working with IT Services, Estates and Technical Management, supporting the implementation of service changes and advising on cluster-wide perspectives for technical integration, collaboration and student accessibility.
- To ensure compliance and safe working practice with current Health & Safety requirements and procedures in accordance with best practice and the relevant legal requirement and responsibilities appropriate to the role. Escalating key issues to the Technical Manager and/or Head of Technical Resources.
- Keep up to date with new developments within existing and emerging technologies, demonstrating and incorporating new techniques and procedures into working practice and cascading skills and knowledge to team members as appropriate.
- To contribute to the project planning and delivery of exhibitions and events within the College.

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 the UAL Sustainability Manifesto (2016 – 2022)
- 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.

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Key Working Relationships:

- Head of Technical Resources
- Technical Managers
- Health and Safety Advisor
- Technical Coordinators
- Technical Administrators
- Support Technicians and Technical Assistants
- Team members
- Course staff
- Suppliers
- University and College staff
- External suppliers and contractors

Specific Management Responsibilities

Budgets: specific consumables and capital expenditure budgets

Staff: specific technical team

Other (e.g. accommodation; equipment): all CSM Metal, Wood and Plastics workshops, workspace and technical areas that form the technical cluster of Make.

Signed Howard Taylor

Date of last review

8/3/19

(Recruiting Manager)

Person Specification

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Specialist Knowledge/
Qualifications

Educated to a degree level in a relevant subject or equivalent relevant experience in a similar role.

Postgraduate degree in Design or associated discipline (desirable)

Knowledge of current, relevant health and safety regulations and legislation guidelines.

IOSH Managing Safely or similar qualification.

NEBOSH general certificate or similar qualification (Desirable)

Subject matter expert in technical discipline relating to one or more of the following:

- All aspects of 3D workshop practice relating to woods, metals or plastics.
- 3D Scanning, Printing, Digital fabrication, Laser cutting and CNC.

The ability to develop and identify the needs of flexible, student-facing workshops that address traditional, new and emerging technologies in additive and subtractive fabrication.

Good working knowledge and craft ability in bridging analogue and digital processes in the complex assembly of 3d objects.

Advanced practical knowledge and proven digital or programming skills for fabrication and design processes relevant to technical subject.

The ability to identify emerging trends and technologies and communicate useful analysis of their future impact, relevant to the variety of technical environments within cluster.

Good understanding of learning technology and learning environments, with an understanding of student needs and satisfaction.

Relevant Experience

Experience of working in a technical service support role and line managing a technical team, particularly within a higher education institution.

Current knowledge and experience of operational tasks, including risk assessments and appropriate records management with regard to equipment, stock lists, procurement of equipment and consumables.

	<p>Experience of acting as key liaison with external contractors / suppliers to deliver projects within a specified budget and timeline.</p> <p>Experience of developing an annual programme of cyclical maintenance for interdisciplinary workshop environment facilities, equipment and services.</p> <p>Experience with programme and project management, including capital planning cycles, multi-year investment programmes and business case / justification process.</p> <p>Experience managing the technical delivery and operational services associated with public events, exhibitions and conferences, ensuring appropriate levels of skill and knowledge are applied.</p>
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.
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance.
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Research, Teaching and Learning	Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity.
Planning and managing resources	Effectively plans, prioritises and organises work to achieve objectives or projects on time.
Working with others	Ability to work collaboratively and constructively with other technical and university colleagues to enhance student experience and outcomes
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. Makes a significant contribution to improving the student or customer experience to promote an inclusive environment for students, colleagues or customers.