

| JOB DESCRIPTION AND PERSON SPECIFICATION       |   |  |                                    |
|--|---|--|------------------------------------|
| <b>Job Title:</b> Support Technician (3D:Make) |   | <b>Salary:</b> £30,777 - £37,468pa pro rata (£23,698 - £28,850 pa) |                                    |
| <b>Contract Length:</b> Permanent              | <b>FTE/Hours:</b> 0.77 FTE /35hrs<br>Term time only |  | <b>Weeks per year:</b><br>35 weeks |
| <b>Grade:</b> 3                                |   | <b>Location:</b> Kings Cross                                       |                                    |
| <b>Accountable to:</b> Technical Coordinator   |   | <b>College/Service:</b> Central Saint Martins                      |                                    |

### Purpose of Role

As a member of the College's technical team, contribute to the delivery of professional technical expertise, guidance and knowledge relating to 3D:Make supporting teaching, research and commercial activities.

To contribute to the support for student learning, informal and formal training and instruction, and the development of proficiency of relevant platforms, tools and methods, following guidelines from Specialist Technicians and Technical Coordinators.

### Duties and Responsibilities

- To provide student facing technical support for the 3D:Make technical area, 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 contribute to the delivery of technical provision and knowledge of 3D:Make.
- Supervision of learning activities within the technical environment ensuring safe use and compliance with local rules and Health and Safety regulations. Providing guidance and advice to students, helping students to identify and supply appropriate techniques, processes, materials, resources and equipment to meet learning outcomes. Escalating queries and problems and higher level requests to team members where relevant.
- To undertake planned maintenance and repairs, with guidance from more senior team members, perform routine housekeeping activities to keep all work areas in a safe, orderly and clean condition. Keep maintenance logs and records up-to-date.
- To assist in the planning, preparation, mounting and dismantling of exhibitions and other public events.
- To assist in the inductions of new users into the facilities, providing training on all aspects of use including health and safety, following guidelines from Specialist Technicians and Technical Coordinators.
- Contribute, as a member of the technical team, with the planning and development of the area including the identification of learning needs, implementation of learning outcomes, research and commercial activities.

- Though continuous personal and professional development maintain a keen interest in technical developments that are relevant to the technical support of the academic programmes.

**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.
- 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 Recourse 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: August 2022

**Job Title: Support Technician (3D:Make) 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                              |   |
|---|---|
| <b>Specialist Knowledge / Qualifications</b>      | Undergraduate degree in a relevant subject, or considerable relevant experience in a technical role demonstrating graduate equivalent skills.   |
| <b>Relevant Experience</b>                        | Experience of teaching and/or demonstrating techniques related to workshop based activities including wood, metal, plastics and preferably some knowledge of digital fabrication.   |
| <b>Communication Skills</b>                       | 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.   |
| <b>Health and Safety</b>                          | An understanding of relevant policies, processes and legislation, including detailed knowledge of health and safety legislation.  |
| <b>Research, Teaching and Learning</b>            | Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity.   |
| <b>Working with others</b>                        | Ability to work collaboratively and constructively with other technical and university colleagues to enhance student experience and outcomes.   |
| <b>Planning and Managing Resources</b>            | Effectively plans, prioritises and organises work to achieve objectives or projects on time.  |
| <b>Student Experience or Customer Service</b>     | Makes a significant contribution to improving the student or customer experience to promote an inclusive environment for students, colleagues or customers.   |
| <b>Creativity, Innovation and Problem Solving</b> | 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. |