



Role Specification

Technician - Support Services

1. Job Purpose

This role will be responsible for a variety of areas around the College to provide technical advice and support to the Academic Staff and Curriculum areas and fully contribute to the learner experience and their success.

This will involve advising staff and students on the use of relevant technical equipment required for teaching delivery and ensuring that the maintenance of such equipment meets health and safety standards. The preparation and setting up of equipment required for classes and overseeing safe storage is also a key aspect as is maintaining stock controls.

The role of Technician is also key to ensuring the smooth and efficient operation of teaching areas.

2. Duties and Responsibilities

The main duties of the post are to:

- a) Provide advice and guidance on the use of relevant technical equipment, apparatus and materials to staff and students to facilitate teaching and learning.
- b) Ensure that equipment and the environment are maintained and used in a safe and proper manner in accordance with College policy, guidelines and legislative requirements, and in line with responsibilities of the jobholder as outlined in the College Health & Safety Policy.
- c) Test, maintain and undertake minor repairs and sourcing of replacement parts to ensure the equipment is maintained in accordance with Health and Safety standards.
- d) Give demonstrations to students and staff as required as part of the learning programme and to support teaching and learning.
- e) Provide an excellent customer service to staff and students.
- f) Switch off equipment and ensure rooms are locked and secure in accordance with the room scheduling requirements.
- g) Prepare and clear away equipment and materials required and used for classes in accordance with the curriculum requirements and as may be instructed by the Lecturer or other appropriate member of staff.
- h) Advise and support the Academic Management team to maintain the appropriate levels of consumables and general stock management.
- i) Effectively communicate with other Technicians, and Academic Staff and Managements to enable the smooth and efficient operation of teaching areas and in reporting any issues arising.
- j) Work collaboratively with Technicians across College and provide support as may be required.
- k) Actively carry out Fire Marshall duties.
- l) Be a qualified First Aider and actively support the College in delivery of first Aid duties.
- m) Carry out any other duties as may reasonably be required and as directed by any member of the Academic Management Team, or Senior Leadership and Management Team.

NB: The job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person Specification

It is expected that the successful candidate will be able to demonstrate the following competencies and qualities. These will be tested and assessed by application, selection test and a panel interview:

Qualifications

The successful candidate should:	Essential / Desirable	Tested by*
1. Hold a minimum Level 3 qualification (where possible relevant to the curriculum area.	E	A/I
2. Hold a First Aid qualification or agree to undertake First Aid training.	E	A/I

Background & Experience

The successful candidate should have:		
3. Experience of operating and maintaining equipment	E	A/I
4. Knowledge and experience of complying with and advising on health and safety legislation, policy and procedures.	E	A/I
5. Experience of stock control	E	A/I

Skills & Competencies

The successful candidate should be able to offer evidence of appropriate skills and competencies aligned to the College values:		
6. Excellent verbal communication and presentation skills and ability to work across all areas of the College	E	A/I/P
7. Good IT Skills	E	A/I
8. Excellent organisational, and prioritisation skills.	E	A/I
9. Able to cope with a demanding and diverse workload and meet deadlines	E	A/I
10. Highly self-motivated, adaptable and flexible with genuine interest and enthusiasm to actively support learners to achieve their outcomes and ultimately success.	E	A/I
11. Strong commitment to safeguarding and promoting the welfare of learners.	E	A/I
12. Customer/user focussed and genuine desire to embrace equality and diversity in all aspects of work	E	A/I
13. PARTNERSHIPS: Being pro-active and customer focussed with the ability to motivate and support colleagues in a team environment.	E	A/I
14. RESPECT: Being a considerate team worker, highly self-motivated, adaptable, flexible and a fast learner.	E	A/I
15. OUTSTANDING: Ability to think creatively when faced with operational challenges	E	A/I
16. UNIQUE: Ability to instil an appreciation for ethical and professional behaviour	E	A/I
17. DYNAMIC: Ability to enhance and deliver new learning opportunities and initiatives	E	A/I

Key to test Methods: A = Application I = interview P = Practical test