Job description and person specification

# Support Technician 3D

# Job description

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| **Job title** | Support Technician 3D |
| **College/Service** | Central Saint Martins |
| **Department/Team** | 3D Make |
| **Accountable to** | Technical Coordinator 3D Make |
| **Contract** | Temporary |
| **Term** | Fixed as advertised. |
| **Grade** | Grade 3 |
| **Salary** | £33,961 - £40,627 pro rata per annum (October 2024 pay scale) |
| **Location** | CSM- Kings Cross, London UK |

**Purpose of the 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.

**Key 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.

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- 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.

**Key working relationships**

- Technical Coordinator
- Specialist Technician
- Students
- Academics

**General duties**

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning and Review Conversations (PRC) scheme and staff development opportunities.
- Make full use of all information and communication technologies 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.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

# Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate as part of the recruitment process.

## Experience, knowledge and qualifications

- Undergraduate degree in a relevant subject, or considerable relevant experience in a technical role demonstrating graduate equivalent skills (essential).

## 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 (Essential).

## Professional practice

- Ability to uses a range of methods, tools and equipment to achieve a safe and acceptable standard of work, developing abilities and finding ways of improving working practices safely (essential).
- Experience of teaching and/or demonstrating techniques related to workshop-based activities including wood, metal, plastics and preferably some knowledge of digital fabrication (desirable).

## Planning and managing resources

- Ability to work to agreed standards, organising own work in ways that saves time and meet deadlines (essential).
- Effectively plans, prioritises and organises work to achieve objectives or projects on time (essential).

## Health and Safety

- Basic knowledge of workshop Health and Safety (essential).
- An understanding of relevant policies, processes and legislation, including detailed knowledge of health and safety legislation (desirable).

## Research, teaching and learning or Professional practice.

- Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity (essential).

## 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 (essential).

**Teamwork**

- Ability to work collaboratively and constructively with other technical and university colleagues to enhance student experience and outcomes (essential).

**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 (essential).