

FALMOUTH

UNIVERSITY

JOB DESCRIPTION

RESEARCH AND KNOWLEDGE EXCHANGE

Job title:	Senior Creative Technician, Centre for Blended Realities
Grade:	5
Responsible to:	Senior Head of Technology, Centre for Blended Realities
Responsible for:	N/A
Date:	October 2024

Job purpose:

The postholder will provide a professional level of technical support, demonstration and supervision for the technical facilities, equipment and/or processes in one or more of the subject areas of the centre. This includes the set-up, maintenance and supply of resources and equipment, and the provision of technical assistance and advice to all users, including students, teaching and research staff, and external customers.

Central to this role is effective teamwork to enable the effective operation and delivery of technical support and services, and also to actively promote the services and cross-disciplinary working.

This role will contribute critical input to the skills development of those working in the centre, including giving feedback and assessing competency on the safe use of equipment, facilities and/or processes.

Main duties and responsibilities

The main tasks and responsibilities of this role have been grouped in the following areas:

1. **Technical support and services.**
2. **Curriculum, research and business support.**
3. **Administration and management.**
4. **Health and safety.**
5. **General duties and responsibilities.**

1. Technical Support and Services

- Prepare, install, commission, monitor, maintain and operate technical facilities, equipment and/or processes for the Programme and technical areas of the centre, ensuring that the technical facilities, equipment and environment is in safe and good working order, troubleshooting when necessary.
- Induct, supervise and advise all stakeholders, including students, teaching and research staff, and external customers, on the operation and suitability of technical facilities, equipment and/or processes.
- Maintain and service equipment, complete maintenance and inventory documentation (including PAT), and be responsible for reporting all faults and repairs, ordering equipment and replacement spares as necessary within prescribed budget limits.
- Be responsible for the storage, distribution, maintenance and ordering of stock and materials, and ensuring the storage of hazardous substances and materials meet statutory requirements.
- Ensure the general tidiness and daily maintenance of the technical facilities.
- Assist and support the practical and technical arrangements of exhibitions, installations and performances (both internal and external) as required by the centre, including the advance preparation of space.
- Work collaboratively as part of a technical team, assisting and covering colleagues in other technical areas, including stores, during busy periods or absences.
- Offer detail and knowledge of emergent technologies and advocate for the use of technology in creative endeavours.
- Create digital assets and demo materials
- Complete technical and other relevant (e.g. Health & Safety) training as identified and agreed for appropriate maintenance and development of skills.

2. Curriculum, research and business support

- Provide technical advice, demonstration and support for all stakeholders, including students, teaching and research staff, and external customers, in general and specific workshop/studio practice, equipment, materials, processes, techniques, software, related issues and activities. Assist stakeholders in realising conceptual ideas practically.
- Evaluate and assess performance, provide feedback and record technical competences, in ways which will inform records of achievement.
- Prepare training manuals and other learning media in support of the learning process.
- Liaise with the appropriate academic and technical staff in the undertaking of work associated with the role.
- Contribute to the development and delivery of marketable income generating activities such as business support and research, and to Master Classes, Short Courses, and Summer Schools.

3. Administration and Management

- Contribute to relevant technical or other working groups/committees as determined by the Senior Head of Technology.

4. Health and Safety responsibilities

- Undertake Risk Assessments of all equipment, processes and procedures associated with the role and to ensure their correct implementation within the Health & Safety framework of the University on a continuous basis.
- Agree, recommend, document and adopt work practices within the programme and technical area(s) which are consistent with actions arising from Risk Assessments.
- Build Risk Assessments and associated Health & Safety standards and procedures into the training and practice of all users of the technical facilities, including the use of appropriate documentation.
- Organise, prepare and deliver Health & Safety training sessions for individuals and groups of users of the technical facilities, and to gauge comprehension, assess learning and record attainment.
- Ensure that students are trained or supervised in the use of equipment and related techniques, to ensure compliance with statutory Health & Safety and manufacturer guidelines.
- Be responsible for restricting the use, including closure, of facilities, equipment or processes to individuals or groups of users that have not demonstrated appropriate levels of Health & Safety and working practices, and advise on how and when further training and assessment of competences can be obtained.
- Complete and maintain an appropriate First Aid qualification to provide a first line response to accidents and incidents within the technical areas or areas being used for technical support and services.
- Be a registered Fire Warden to respond and enable an immediate and complete evacuation of facilities in a Fire Emergency.
- Ensuring that correct and timely communication of safety issues, is carried out as relevant to your areas of responsibility.

You also have a personal responsibility for ensuring that:

- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for Health and Safety Requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant Health and Safety Training Grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

5. General duties and responsibilities

- Support the wider technical team in the delivery of support and training to the academic community
- Maintain equipment including charging and data management.
- Maintain day to day running of the facilities, reporting any issues.
- Organising the purchasing of minor items required for day to day running.
- Advise on new technologies and practices.
- Preparation of equipment for internal loans to research staff.
- Assist researchers with applying the technical skillset required for project realisation.
- Induct, supervise and advise all parties, including research staff, and external customers, on the operation and suitability of technical facilities, equipment and/or processes.

- To liaise with external bodies where appropriate
- To participate in the University's Annual Performance Development Review Process.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety.

Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Health & safety requirements

- In relation to health and safety you must comply with all relevant legal requirements. You are specifically responsible for ensuring that:
- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

Measures and Indicators of Success

Measures and indicators of success in this role will be agreed at regular intervals and as part of the annual PDR (Performance Development Review) process, and will include, but are not limited to:

- Contribution to delivery against annual targets articulated in the RKE strategy
- Contribution to the progressive achievement of CBR's financial income and research outputs
- An increased level of externally funded research and knowledge exchange activity at the University - both in terms of income generated and the proportion of staff involved.

PERSON SPECIFICATION

Person Specification: Senior Creative Technician, Grade 5

Attributes	Essential requirements	Desirable requirements
<p>Education and qualifications</p>	<p>Relevant degree or equivalent qualification or industrial experience.</p> <p>Substantial demonstrable recent experience in one or more identified technical specialisms.</p> <p>Possession of the IOSH qualification or a willingness to complete (training will be provided).</p>	<p>Postgraduate degree in a relevant subject.</p> <p>Achievement of, or willingness to study for, a PGCHE.</p> <p>Relevant Health and Safety qualification or a willingness to complete. (Training will be provided.) E.g. NEBOSH /CIEH or other relevant recognised industry standard.</p> <p>Relevant first aid qualification.</p>
<p>Experience and knowledge</p>	<p>Recent experience of curriculum support and assessment of technical aspects in a relevant subject.</p> <p>An up to date knowledge of related technical practice and a commitment to continual specialist development.</p> <p>Ability to service and maintain technical facilities, equipment and processes.</p> <p>Experience of working closely with academic colleagues.</p> <p>Recent experience of current Health & Safety practice (eg.COSHH and LOLER) and guidelines.</p> <p>Knowledge of all appropriate health and safety requirements for relevant technical facilities.</p>	<p>Ability and experience in using relevant specialist software.</p>

	<p>Experience of writing, using and carrying out risk assessments in an appropriate technical environment.</p> <p>To undertake research and CPD, by agreement with their line manager, to maintain the currency of their expertise.</p> <p>IT literate.</p> <p>Demonstrate an understanding of customer service.</p>	
<p>Skills and personal requirements</p>	<p>The ability to engage with students in the realisation of concepts through practical application and taught sessions.</p> <p>Ability to work outside normal office hours.</p> <p>Ability to create and nurture relationships with key contacts and partners in related industries.</p> <p>Well-developed communication skills including tact, diplomacy and sensitivity in working with inexperienced persons.</p> <p>Ability to work under own initiative and be resourceful in approach to problem solving.</p> <p>Ability to develop and maintain good working relationships across departments.</p> <p>Flexibility to work in different locations.</p>	