

**Job Description for the Post of
Technical Skills Specialist (Student Support) (Ref: CET09/3a,b,c)**

1. **General Details**

Job Title:	Technical Skills Specialist
Location:	Faculty of Computing, Engineering and Technology
Normal workbase:	Stafford Campus (<i>see special conditions</i>)
Tenure:	Fixed term for 6 months
Salary:	Grade 6 currently £25,623 - £29,705 per annum

2. **Job Purpose**

To provide high level specialist technical support for learning within subject area, including the development and delivery of associated technical skills instruction to students.

3. **Relationships**

Responsible to:	Faculty Technical Manager via Technical Team Leader
Responsible for:	Technical Support Staff as allocated

4. **Main Activities**

- § To provide effective technical support and advice to staff and students within the Faculty as recognised expert in a designated technical field(s).
- § To be responsible for a designated specialist technical area(s), including student supervision and guidance.
- § To deliver formal technical skills instruction sessions to students in the use of equipment and software, including instruction in any relevant health and safety procedures.
- § To develop and deliver appropriate schemes of instruction which are relevant to the skills area, through close liaison with academic staff on content required.
- § To undertake ongoing informal assessment of student competence and effectiveness of skills instruction delivery techniques, including verification of student understanding and attendance.
- § To develop and maintain handouts or guides on the correct use of software and equipment.
- § To provide individual support to students in the use of software and hardware systems, equipment, materials and the supervision of students in technical areas.
- § To supervise and mentor other members of technical support staff as allocated.
- § To identify new technological developments and distribute knowledge within the team.
- § To provide formal support for research students and staff as required.
- § To assist with Enterprise work by providing technical knowledge and skills when required, and promote University facilities for 'Enterprise Activities'.
- § To assist in the delivery of technical cover when dealing with external consultancy.
- § To provide technical assistance to staff including setting up equipment for lectures and tutorials, experimental sessions, practical/workshop sessions, maintenance of office systems and support in the application of new software and hardware systems.
- § To assist in the management of resources including recommendations for improvements, the preparation of orders, ordering/issue of materials and associated storekeeping tasks, administration of inventories, and implementation of maintenance programmes.
- § To ensure that Health and Safety legislation and regulations are adhered to, and that technical areas are kept in a safe and orderly manner, including managing the implementation of a Health and Safety policy and providing advice on Health and Safety issues including safe working practices.
- § To be available on a rota basis to supervise the use of laboratories for evening sessions subject to the appropriate conditions of service.
- § To undertake continuous development in order to ensure a current awareness of developments in related computing and technology areas.
- § Required to support other technical areas as and when required, according to individual technical expertise.
- § Collaborate with other technical members of staff to ensure shared objectives are achieved.
- § To support when required on Faculty Open Days and Recruitment events.
- § To undertake any other duties as may reasonably be required by the Dean or Technical Manager.

5. **Person Sought**

The successful applicant will have/be –

- Possession of a relevant degree or equivalent industry experience
- Proven technical support experience and working knowledge of specialist subject area
- Up to date working knowledge of new technical developments in subject area
- An ability to undertake specialist technical skills instruction to students
- Ability to create comprehensible technical handouts and maintain as necessary
- Self-motivated and a positive attitude to supporting students
- Excellent team player
- High level customer care skills
- High degree of initiative
- Planning and organising and resource management skills
- Flexible approach
- Excellent and proven verbal communication skills and able to communicate effectively to a wide ranging age group of students and staff
- Commitment to the University's mission and delivery of the University Plan
- A willingness to engage in a structured induction programme as a start to Continuing Professional Development (CPD) at the University

6. **Special Conditions**

Three posts are available in the following areas:

CET09/3a - Film/Television

CET09/3b - Music Studios/Laboratories

CET09/3c - Computing/Games Programming

Each of these posts is available on a fixed term basis for 6 months.

The specialist area for this post has been assigned based on the current needs of the Faculty and will be reviewed on an annual basis. The role holder should be aware of the requirement to undertake continuous skills and learning development, as specialist requirements of the role may change in the future in line with the strategic needs of the Faculty.

Some evening and weekend work will be required as appropriate.

The post holder will be required to work at alternative Stafford or Stoke campuses from time to time, for which appropriate travelling allowances will be reimbursed.

The University operates a Job Share Scheme. Applications from anyone interested in working part-time on a job share basis will be considered.

Date Job Description Revised

October 2009

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Applying for this post

Should you now decide to submit an application for this position you are asked to kindly complete and return an application form. This is available either in electronic format (downloadable from our website) or as a hard copy.

Please note that CVs will only be accepted in support of a fully completed application form.

Completed application forms and any accompanying information should be returned via e-mail to jobs@staffs.ac.uk or posted to Personnel Services, Staffordshire University, PO Box 662, College Road, Stoke-on-Trent, ST4 2XP.

If you wish to deliver the form by hand Personnel Services is located on the ground floor of the Cadman Building, College Road, Stoke-on-Trent. Office opening hours are 9.00am – 5.00pm Monday to Thursday, and 9.00am - 4.30pm on Friday.

PLEASE NOTE THAT THE CLOSING DATE FOR COMPLETED APPLICATIONS IS 5 NOVEMBER 2009

Procedure following Receipt of Applications

Applicants are asked to provide us with an e-mail address where possible, as this is our preferred method of communication. All correspondence relating to this job application will be marked 'Private and Confidential'.

Where an e-mail address is provided, we will send applicants an acknowledgement of the application form as soon as possible following receipt; employees of Staffordshire University should note that this will be the internal e-mail address.

All applicants are asked to note that unless otherwise indicated, interviews will normally be held within one month of the closing date. Short listed candidates will be contacted to attend for interview as appropriate. Candidates who are not shortlisted for interview will be informed via e-mail. In the absence of an e-mail address, we regret that in the interest of economy we are unable to write to applicants. If you have not received an invitation for interview or any further communication within two months of the closing date specified, you are asked to assume your application is unsuccessful on this occasion.

The University wishes to thank all applicants for their interest in the Institution and the post advertised and for the time and trouble taken to complete the information for their application.

If you require a copy of the vacancy information in large print please contact us

Appointment to the University

The University is an independent Statutory Higher Education Corporation. As such the Board of Governors of the University is the employer, and is responsible for determining the employment policy, pay and conditions of service of all its employees.

The agreed terms and conditions for all staff are set out in the University's terms and conditions of service. In addition your attention is drawn to the following general points:

Medical Clearance

The appointment is subject to satisfactory medical screening, which normally consists of completion of a confidential questionnaire.

Eligibility to Live or Work in the UK

In line with the Asylum and Immigration Act 1996, documentation is required to confirm that employees are eligible to live or work in the UK. Any offer of employment is subject to this documentation being provided.

CRB Clearance

Where indicated in the job description an offer of employment will be subject to a satisfactory response to a check of criminal records.

Pension Contributions

All members of staff are eligible to contribute to the relevant occupational Pension Scheme which is either the Local Government Pension Scheme or Teachers Pension Scheme, both of which are final salary schemes. Staffordshire University as the employer also contributes to each scheme.

Sickness Pay

An employee absent from duty due to illness will be entitled to receive paid sickness leave, as set out in the University's terms and conditions of service.

Payment of Salary

Salary is payable monthly in arrears, normally on the last Wednesday of each month. Payment is made by direct credit to a recognised bank/building society account. All new employees should ensure that the relevant details for credit transfer are completed on the standard form issued on appointment.

Annual Leave

Individuals are entitled to the following leave entitlements based on the grade of the post with effect from 1st August 2007 onwards:-

Grade	Number of Days Worked per Week*		
	4	5	6
One	24	29	35
Two	24	29	35
Three	24	29	35
Four	26	32	41
Five	26	32	41
Six	26	32	41
Seven	30	37	45
Eight	30	37	45
Nine	30	37	45
Ten	30	37	45
Eleven	30	37	45
Twelve	30	37	45
Thirteen	30	37	45
Fourteen	30	37	45

* This refers to those members of staff who work full time hours but on a standard 5 day working cycle or those operating a shift pattern over 4 or 6 working days. This does not refer to staff on fractional contracts.

In addition there are 11 Bank, Extra Statutory and Discretionary Holidays as follows:

Good Friday
Easter Monday
May Day
Spring Bank Holiday Monday
Late Summer Bank Holiday Monday
Christmas Day to New Year's Day (inclusive)

Trade Union Membership

The University believes that the interests of both the employer and employee are best served by individuals joining a recognised Trade Union. The Board of Governors of the University has recognised the following Trade Unions to operate within the university - UCU and UNISON.