



## 1 Advertisement

**Post Title:** Technician (Stores Assistant)

**School/department:** School of Media, Arts & Humanities / Technical Services

**Hours:** Full-time hours up to a maximum of 1.0 FTE / 36.5 hours per week

Requests for flexible working options will be considered (subject to business need).

Core working hours are 9am – 5.30pm, Monday to Friday.

**Contract:** Permanent

**Reference:** 21280

**Salary:** starting at £ 24,533 to £ 27,979 per annum, pro rata if part time

**Placed on:** 18 August 2023.

**Closing date:** 4 September 2023. Applications must be received by midnight of the closing date.

**Expected Interview date:** To be confirmed

**Expected start date:** 02 October 2023

The School seeks to appoint a Technician (Stores Assistant) to provide an effective and efficient technical service for staff and students. You will work as part of a team in a busy and energetic department. With a background in, or knowledge of, media/music equipment, you will be expected to-

- Check proper functioning of equipment and correct minor fault and carry out maintenance, testing, adjusting, and repair of equipment within the equipment store and associated facilities.
- Deliver a professional and efficient equipment loans service through clear communication and the following of policies and procedures.
- Assist with general housekeeping, waste management, stock control, ordering and record keeping.

Please contact John Williams, [J.S.Williams@sussex.ac.uk](mailto:J.S.Williams@sussex.ac.uk), 01273 873434, for informal enquiries.

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

## 2. The School / Division

Please find further information regarding the school/division at

<https://www.sussex.ac.uk/schools/media-arts-humanities/internal/students/technicalservices/>

## 3. Job Description

Job Description for the post of: Technician (Stores Assistant)

**Department: Technical Services**

**Section/Unit/School: Media, Arts and Humanities**

**Location: Silverstone Building**

**Grade: 4**

**Responsible to:** Senior Technical Manager / Technical Supervisor / Technician Demonstrator (Stores Supervisor)

**Responsible for:** N/A

To provide and oversee the delivery of effective high-quality teaching support within a defined division of Media, Arts & Humanities, relating to the planning and operation of the equipment stores and other related media and music facilities.

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## **PRINCIPAL ACCOUNTABILITIES**

In relation to a range of named services or processes, to:

1. To be responsible for technical support activities within specialist teaching areas.
2. To be responsible for upkeep of consumables, collections and equipment and to carry out minor maintenance activities, housekeeping, waste management, stock control, ordering and record keeping.
3. To act as the main point of contact for service users in the effective and efficient delivery of services.
4. Where appropriate, to train students in safety critical activities according to Standard Operating Procedures.

## **KEY RESPONSIBILITIES**

- 1. Working as part of a technical team and within the wider institution, in line with local policy and procedure, assist with the planning, scheduling and delivery of services provided by the equipment stores including, but not limited to;**
  - Helping to ensure that time lines and resources are identified, realistic and achievable
  - Proactively raising issues arising in advance for discussion and resolution
  - Co-ordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery
  - To act as an ambassador for the service, with a focus on customer service and delivery.
- 2. Communicating effectively with all stakeholders**

- Contributing to the editing of local guidelines ensuring that content relating to own areas of responsibility is clear and understandable to readers, up to date and accessible
  - Where appropriate, to train students and researchers in safety critical activities according to Standard Operating Procedures.
- 3. Providing support, information and guidance to staff and students.**
- To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements, providing explanations where necessary and knowing when to escalate queries
  - Providing guidance on relevant procedures and processes
  - Ensuring staff and students are aware of procedures and processes
- 4. Liaising with colleagues with similar areas of responsibility and being actively involved in team meetings, networks, attending meetings, sharing information and contributing to the development of processes**
- 5. Creating and maintaining accurate information on activity that has taken place**
- Creating comprehensive records and files for future reference
  - Providing usage and uptake reports as requested
  - Presenting data on attendance and usage to enable analysis and interpretation
  - Involvement in the collection, interpretation, recording, analysis, summarisation and presentation of data and results to specified requirements.
- 6. This role does not have any budget responsibility.**
- 7. This role does not have any line management responsibility.**
- 8. This role does not have any responsibilities for premises.**
- 9. Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.**
- 10. Key Responsibilities**
- Involved in the construction, operation, setting up and/or testing of apparatus/equipment.
  - Maintaining the required level of tidiness and ensuring that equipment is stored correctly and securely as directed by senior technical staff.
  - Carrying out maintenance, testing, adjusting and repair of equipment / apparatus within the equipment store and associated facilities under the direction of senior technical staff.
  - To assist in the planning, ordering and preparing of materials, equipment and facilities according to schedule or instruction to ensure that classes run in a timely professional manner.
  - To support the delivery of technical training (equipment and techniques) to students and researchers.
  - Assist in the design and planning of teaching practical sessions, in relation to the particular equipment / apparatus required, as directed by senior technical staff.
  - Assist in the day-to-day running of the MAH equipment stores and other areas as necessary, under guidance from the Stores Supervisor.
  - Assist with the moderation of the technical services/equipment stores email address and respond to queries and questions.

- Assist in providing an effective and efficient equipment loans service to all student and staff users through the management and maintenance of the SISO booking/resource management system.
- Post announcements/updates and manage content on the MAH Technical Services social media outputs.
- Assist with maintaining a catalogue of equipment repairs and maintenance, identifying equipment that is no longer fit for purpose and liaise senior technical staff to ensure a maintenance and upgrade system is in place.
- Assist and support the Stores Supervisor in inducting and mentoring a pool of Student Stores Assistants.
- Take part in out of normal hours support activities as directed by the Senior Technical Manager or Technical Manager.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

#### **INDICATIVE PERFORMANCE CRITERIA**

- Responsible for supporting the MAH equipment stores.

#### **4. Person Specification**

##### **ESSENTIAL CRITERIA**

1. Usually educated to Level 3 - NVQ Level 3, BTEC award, certificate and diploma level 3, GCE AS and A Level, Advanced Diplomas (England)
2. Effective planning and organisational skills to organise own workload and priorities.
3. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
4. Ability to work flexibly within a small team and also on own initiative.
5. Competent IT skills to effectively manager own workload – Mac and PC, and other IT software relevant to role.
6. Sufficient experience to monitor technical standards in own area, highlighting and prioritising any issues for further investigation.
7. Proficient in the use of specialist equipment that requires significant training and/or certification.
8. Sufficient knowledge to draft local health and safety and quality standard documentation.
9. Able to apply a comprehensive knowledge of relevant university systems and procedures and an awareness of activities in the broader work area.
10. Significant knowledge to understand the impact of non-compliances and to identify and implement corrective actions

## **ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Experience of carrying out basic maintenance, testing, adjustment and repair of equipment /apparatus within media and music.
2. Experience of handling specialist equipment across of range of media and music courses.
3. Experience of keeping and updating an inventory of equipment.
4. Experience of keeping an audit of consumables and ensuring stock levels are maintained.
5. Willingness to undertake personal development activities where necessary in order to keep knowledge and skills up to date and relevant to subject specialism. Apply working knowledge of theory and practice, and share this with others as appropriate.

## **DESIRABLE CRITERIA**

1. Excellent technical work experience, acquired in relevant roles and job-related training.
2. Significant experience working in a university or similar environment.