NORWICH UNIVERSITY OF THE ARTS
Technician: Operational Support (Temporary)
Walk around the campus at Norwich University of the Arts and you will see evidence all around of artists, designers, media producers, makers and innovators at work.

We are one of the great British art schools: a specialist arts, architecture, design and media university that draws on more than 170 years of history but with our focus on the future.

We are renowned for our teaching quality. NUA was awarded Gold in the Teaching Excellence Framework and praised for how we encourage our students through “experimentation, creative risk-taking and team-working.” We were ranked in the UK’s top 10 institutions for teaching quality in the 2018 Times and Sunday Times Good University Guide.

We are also proud of our award-winning campus and facilities. Our 21st century teaching spaces and workshops are housed in renovated buildings with a medieval, Victorian and Edwardian heritage. NUA won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards, and was a finalist in the Buildings that Inspire category of The Guardian University Awards in the same year.

We welcome diversity. Whatever your background, wherever you are from, you’ll be welcomed as an innovator and leading practitioner in your field. You will join a community of creatives and makers who are committed to delivering expert academic tuition and who are supported by visiting specialists from the creative industries. You will work in a stimulating and critically-engaged environment.

NUA was “highly-rated” in the Which? 2018 Student Survey for “Job Readiness” and 94% of our graduates are in work or further study six months after graduation. You will find them in key positions at leading arts organisations, museums, galleries, fashion and textile houses, design and advertising agencies, UX and game development studios, film and media companies across the globe. There are Oscar nominees and BAFTA winners, and rising stars who are honoured across the creative industries: from D&AD Pencil winners, to acclaimed fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ethos and plans for the future.

**Professor John Last OBE**  
Vice Chancellor

For further information on the NUA and our Community please view the Joining our Creative Academic Community document on our website.
Technician: Operational Support (Temporary)

37 hours per week | £20,275 to £22,659 per annum

To maintain our on-going commitment to a high-quality student experience we are seeking to appoint an experienced and committed technician to support our Design Studios resources, including our Duke Street building.

The Design Studio provides cross-campus specialist digital resources for design, including image manipulation, illustration, moving image for design, presentation, web design and composition software for print and screen.

You will have proven professional experience, from a commercial or Higher Education environment, in digital design, file preparation, print output, print finishing and laser cutting.

The University requires staff to be fully aware of the Health and Safety considerations involved in running a busy design workshop. Good written and verbal communication skills are essential for all NUA Technician roles.

Closing date: 5.00pm on Thursday 11th April 2019
Interviews will be held on: Tuesday 30th April 2019
Role Profile

Technician Operational Support

In addition to the generic responsibilities of a Technician, the post holder will undertake specific duties as outlined in the Role Profile.

Position Overview

To assist the Workshop Manager in ensuring the effective delivery of technical support, service provision and advice for the digital design resources. The post holder will support a range of stakeholders and resources including the Library, Library Computer Room, teaching facilities, commercial hire, and University digital collections and archives.

The role holder is a member of the Design Studio team.

Profile Synopsis

The Design Studio team provide support for a range of IT hardware and software to staff and students in general and specialist areas across campus.

The Technician: Operational Support is primarily responsible for the day-to-day operation and support of student-facing resources in the University Library, with broader responsibilities to provide a mixture of negotiated and delegated technical support to a range of users.

The role requires proven experience of working in an IT support role, with knowledge and skills in Mac and Windows operating systems and various software packages including Microsoft Office 365 and Adobe Creative Cloud. This experience will have been acquired in either a commercial or HE environment.

The role holder will be required to deliver inductions and technical instruction in relation to the above areas.

The position will require previous experience of maintaining, installing and configuring new desktop IT equipment with the ability to resolve problems with printers, copiers and scanners to maintain an efficient and effective service to users.

Under the direction of the line manager, the technician will be responsible for providing technical support for teaching facilities and external hire of University facilities.

The role holder will need to demonstrate administrative ability, together with flexibility, skills and experience in the professional practice associated with the role.

The Technician's duties embrace observance and implementation of University policies, including the requirement to attend internal/external training as necessary to keep up-to-date with the latest technologies and internal system and processes.

The Technician: Operational Support will have an active interest and awareness of trends, products and developments in the range of resources linked to the role. The post holder will make recommendations for replacement and new equipment and assist in maintaining an up-to-date inventory of resources in the Library undertaking routine maintenance and repairs to equipment as required.

Good interpersonal, verbal and written communication skills are essential for this student-facing role. The ability to communicate effectively with technical and non-technical stakeholders and maintain a high level of customer service is essential.
Job description

Technician: Operational Support
Reports to: Workshop Manager – Design Studios

Job purpose

Assist the wider University and relevant Workshop Manager in the effective operation of workshops or associated areas of technical provision. Provide technical assistance, instruction and support for the resources in the work area and other University accommodation.

Main responsibilities

- Prepare and deliver inductions to students in all activities relating to relevant provision
- Maintain current instructional materials in the appropriate formats to support staff and students as directed by the line manager
- Planning learning support delivery as directed by the Workshop Manager
- Effective deployment of technical provision and resources within the designated areas of responsibility
- Regular review of stock and requisitioning of materials to ensure continuity of service
- Maintenance of an inventory of stock and equipment
- Support central University needs as identified by the Workshop Manager

Professional/Technical Functions of the post

Resources and Maintenance

- General housekeeping tasks within the work area
- Assist with routine maintenance of equipment to manufacturers’ specifications and repair of equipment
- Issue of materials and equipment
- Transportation of materials and equipment
- Assistance with resource management tasks
- Operation of specialised equipment
- Maintenance of resource to an appropriate standard and in readiness for timetabled and other access by students and staff
- To advise the line manager of technical developments in the work area to bring about operational improvement
- Effective liaison with IT, Library and workshops to ensure access to resources within the work area, as directed by line manager
Technical Support to Library

- Preparation and testing of materials and equipment for inductions, lectures and practical/workshop sessions in the work area
- Set-up of equipment for inductions, lectures and practical/workshop sessions
- Provide technical assistance to academic and professional services staff during inductions, demonstrations, exercises and practical workshop sessions
- Provide technical assistance to staff and students in the use of specialist materials and equipment
- Deliver technical instruction and other learning activities within the provision
- Deliver technical demonstrations of equipment, materials and processes to students
- Provide support for teaching and learning spaces and facilities hire, including some out-of-hours activities

Demonstrations and Technical Support to Students and other users

- Assist with inductions for students to the area, software support for core study skills, equipment, materials and processes
- Instructing students in relevant Health and Safety procedures for the areas of responsibility
- Contribute to the delivery of appropriate schemes of instruction as directed by the Workshop Manager
- Provide technical support for students engaged in printing, IT or technical research work
- Provide technical support for, and operate University collections and archives
- Provide technical support for electronic and online resources, including streaming services for audio and moving image materials as directed by the line manager
- Provide technical advice to individual students during sessions and to groups of students in practical/workshop classes as directed by the line manager
- Provide support to students engaged in individual/project work, assisting with copying, file management, printing and collation of work
- Supervise students in technical areas as directed by the line manager

Hours

Flexibility is required regarding the timing of contracted working hours
Further information

Equal Opportunities
All members of staff are required to support the University’s policy on equal opportunities and to ensure that their work practices reflect that commitment.

Health & Safety
All members of staff are responsible for ensuring their procedures and practices are compliant with the University’s Health and Safety Policy.

Policies & Procedures
To comply with any policy and procedure as regularly updated and published on the intranet applicable to your role, e.g. Confidentiality, Data Protection, IT Acceptable Use, Disaster Recovery, Quality Management and Enhancement procedures etc.

Staff Development
Participate in Staff Appraisal and Development Review and Staff Development and Training activities as well as maintaining own subject knowledge.

Engage with the Higher Education Academy Professional Recognition Scheme as agreed with the line manager.

Confidentiality
Maintain confidentiality regarding all aspects of work.

Variation to Job Description
Norwich University of the Arts reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the University may require.
Person Specification

Job Title: Technician: Operational Support

Essential

- Recognised qualification in area of specialism
- Able to deliver effective and supportive instruction in technical processes to students
- A good knowledge of professional practices associated with the role, including support for computer hardware and software across a range of platforms
- Proven experience of working in a relevant position in Further Education, Higher Education or a commercial environment
- Good communication skills with a proven ability to work as part of a team in an educational, technical support environment
- Professional skills related to front-end IT support and customer service. Software deployed within the networked environment includes Adobe Creative Cloud and Office 365
- Ability to prepare materials from different sources ready for practical taught and technical instruction sessions in digital environments
- A thorough understanding of associated Health and Safety regulations, COSHH regulations and manual handling procedures
- The ability to operate flexibly within University technical support and other professional environments external to the University
- Proven ability and professional experience of a range of digital processes including file management, scanning, photocopying and laser printing

Desirable

- Prepared to provide First Aid in the workplace and to undertake the appropriate training when required
General Information

Terms and Conditions of Appointment
On appointment, the successful candidate will receive a full statement of terms and conditions for Professional Services staff.

Duties
The duties and responsibilities are outlined in the job description contained within this recruitment pack.

Starting Date
This post is available on a temporary basis from April 2019.

Hours of Work
The standard hours of work for professional services staff is 37 hours per week and any additional hours as are necessary for the proper discharge of your duties and responsibilities.

Salary
This post is on an incremental salary scale. The salary for this post is Grade 4, which is from £20,275 to £22,659 per annum.

Please note that it is the expectation that candidates will be appointed at the beginning of the salary scale and that they will normally move up the scale points within the Grade on 1st September each year, after completion of the relevant service.

Annual Leave
There is an annual holiday entitlement of 21 days rising to 25 days after 5 years' service, plus 8 statutory days. In addition, the University may grant up to 4 concessionary days leave per year when the University is closed.

Pension
Employees have the benefit of joining an excellent defined benefit pension scheme which builds up a pension on a “Career Average” salary basis to which the University currently contributes an additional 19.5%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you.

You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at https://www.norfolkpensionfund.org

Interview Expenses
Reasonable travel and incidental expenses incurred in attending the interview will be reimbursed, subject to prior approval. You will be required to provide receipts for expenses claimed. If you are offered the position and decline the offer, expenses will not be reimbursed.

Qualifications
Candidates invited for interview will be required to bring their original certificate as proof that they hold the qualifications listed as essential on the person specification for this role.

Eligibility to Work in the United Kingdom
If you are invited for interview you will be asked to provide original documentary evidence of your eligibility to work in the UK. This will normally be your current passport. Candidates will be provided with a list of documents that can be provided as evidence.

Overseas Applicants
If you are from outside the European Economic Area (EEA), you will need to obtain a visa through the UK Border Agency's Points Based System in order to work in the UK. More information on this is available on the Visas and Immigration section of the Home Office website.

For a skilled worker from outside the EEA to obtain a visa under Tier 2 of the Points Based System, the University must issue a valid Certificate of Sponsorship. Before this can be issued, the University must be satisfied that the post cannot be filled by a settled worker and that the individual will meet the points requirements of Tier 2.
Application and Recruitment Process

Accessibility

If you require copies of documentation in alternative formats, large print or Braille, please contact the Human Resources Department.

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for you to read before you complete your application form.

- Job Description – provides information about the main duties and responsibilities for the position. It also describes the purpose of the post.

- Person Specification – sets out information about the characteristics that are essential and desirable to perform the duties in the job description eg knowledge, skills, experience, abilities and qualifications that the ideal candidate will have to enable them to fulfil the duties of the role. Candidates will only be shortlisted if they meet all the essential criteria.

Application Form

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job. Therefore, it is important that you complete all relevant sections of the application form as clearly and as fully as possible.

These notes give guidance on completing the application form and also further information with regard to the post and the recruitment process.

If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Department on 01603 756278 or by emailing jobs@nua.ac.uk.

Applications should be completed in full and should preferably be typed.

You may submit your application form electronically to jobs@nua.ac.uk. By completing and emailing the application form, you confirm you are accepting the terms of the declaration as detailed on the form and understand that any false statement or omissions may result in your application being withdrawn or your appointment being terminated.

Supporting Statement and Additional Information

Space is provided on the application form for you to write a statement in support of your application. You may wish to enclose additional sheets which should be clearly marked with your name and the position you are applying for.

Your statement in support should address all the criteria listed under the person specification and state how your previous and present experience enables you to satisfy each of the criteria, using specific examples that are relevant to the job. This will enable the short listing panel to assess your knowledge, skills, experience, abilities and qualifications against the requirements of the post.

If you have been out of paid employment for a time, or have never been employed, you may have transferable skills or experience gained through voluntary/unpaid work or domestic, social or community activities that you undertake.

Education/Qualifications

In your application you should give details of examinations passed and any professional qualifications or awards obtained. Please provide details of the grade (if applicable) and the date of the award. If you are invited for interview you will be asked to bring the original copies of the qualifications as set out in the essential and desirable person specification which will be copied and checked against your application form.

Submission of Curriculum Vitae

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

Referees

Please provide the names, addresses and telephone numbers or email address of two people who are able to provide you with a reference. The first person should be your current or most recent employer and the other person must be someone who is able to comment on your skills and abilities required for the post.

If you are not currently working, or have never been employed, you should give the name of someone who knows you well. This should not be a friend or relative.

References will not normally be taken up unless you are provisionally offered the positions. All offers of employment are subject to receipt of satisfactory references.
Equal Opportunities Monitoring

Norwich University of the Arts is committed to equality and diversity. All applicants will be considered on their abilities and will not be discriminated against on the grounds of age, disability, gender reassignment, pregnancy, race, religion or belief, sex and sexual orientation.

As part of its commitment to equality and diversity we undertake equal opportunities monitoring of our workforce and applicants to enable us to evaluate the effectiveness of our policies and procedures.

To help us with this commitment, all applicants are requested to complete and return the Equal Opportunities Monitoring form as part of their application. Information on the form will be treated as confidential and will be used in accordance with the requirements of the General Data Protection Regulations and Data Protection Act as set out in the Job Applicant Privacy Notice. The information will be used for statistical purposes only, other than for the successful candidate as the data will form part of their personal confidential record. The form will be detached from your application form before this is given to members of the short listing or interview panel.

Submission of Application Form

Completed documentation must be submitted by:

Thursday 11th April 2019

This is a strict deadline and we regret we are unable to accept late applications.

The University cannot be held responsible for application forms which are lost or delayed in the post. If you post your application form, please ensure there is sufficient postage for the size and weight of the envelope.

Application forms should be emailed to jobs@nua.ac.uk or posted to:

Human Resources Department
Norwich University of the Arts
Francis House
3-7 Redwell Street
Norwich
NR2 4SN

Interview Arrangements

If you are shortlisted for interview you will normally be contacted by telephone or email by a member of the Human Resources Department.

The date of the interview is:

Tuesday 30th April 2019

If you have been unsuccessful in your application we will write to you accordingly. Due to the high volume of applications we receive we are unable to provide feedback for applicants.

Shortlisted applicants are asked to bring proof of eligibility to work in the UK to their interview. This will normally be in the form of a passport which will be checked and a copy taken by a member of the Human Resources Department. For the successful candidate the copy will be held on the personal confidential file. Documents copied for unsuccessful applicants will be destroyed 12 months after the end of the relevant recruitment process.

Offers of Employment

All provisional offers of employment are subject to proof of eligibility to work in the UK, verification of qualifications, satisfactory references and completion of a medical questionnaire.

I would like to take this opportunity of thanking you for your interest in the position.

If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Department on 01603 756278 or by emailing jobs@nua.ac.uk.

Norwich University of the Arts

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