![Ravensbourne University London logo]

ROLE DESCRIPTION AND PERSON SPECIFICATION
PROFESSIONAL AND ADMINISTRATIVE STAFF

Role Title: Technical Tutor – Post Production

Service: Academic Operations - Media Services Engineering

Pay Band: C

Reports to: Senior Media Services Engineer

Purpose of Role:
As a member of the Media Services Team, to contribute to the team-based provision of a comprehensive service to staff and students across media services. The post will have particular responsibilities for:

1. Technical support for Post Production edit suites, grading suites, audio recording studio and audio post production.

2. Providing support and assisting lectures with the delivery of classes.

3. Assisting academic staff with lesson setup and preparation, ensuring technical spaces are ready for use.

Role Responsibilities:
- Provide technical support across video post production and audio production, administrating user accounts and operational guidance across a wide variety of manufacturers, configurations and operations.

- To be responsible for the provision of appropriate levels of user orientation and familiarisation of post production areas, ensuring that users of these resources have the necessary orientation, documentation and assistance. This does not extend to teaching but may be in support of the learning experience. This extends to commercial users of Ravensbourne resources.

- Carry out technical updates and enhancements within a structured timeframe, informing all users of impact on service and adjusting timescales as deemed necessary.

- Provide first line support and maintenance for equipment in the post

production/sound workspaces and undertake basic maintenance to the engineering Post Production systems. Including non-warranty maintenance and repairs of systems where applicable.

- Assist with design of new installations with supporting paperwork, specify equipment within budgetary constraints and install equipment.

- To instruct small groups of students in relation to Post Production related topics.

- Participate in design and preparation of learning resources to support autonomous student learning related to the subject area.

- To ensure that relevant paperwork is retained in an orderly and appropriate way and to attend meetings as appropriate.

- To liaise with academic tutors and contacts within industry and to keep open links with supply companies.

- To supervise / guide students working on projects and ensure they adhere to the correct health and safety rules.

- Advise, as appropriate, on the use of specialist post production related equipment

- Where applicable, identify, assess and plan changes and developments to systems requiring large-scale changes with supporting documentation and consultation of affected user community and the development of a structured workflow (delivery, ingest, archive and export), supporting documentation and re-assignment of physical resources.

- To consult with the Senior Media Services Engineer and other relevant stakeholders in anticipating developments in order to ensure the facilities are up to date in line with industry trends

- Develop and/or maintain a log of support activities for reference against systems and incidences and a log of all resources to assist in the administration of upgrades, warranty returns and repairs, as well as system specifications and settings.

- Develop and/or maintain communication channels across students, academic and professional staff to aid in development and maintenance of resources.

- Adapt technical instruction and developments for the wider user community and staff of varying proficiencies.

- Oversee and manage requests across the fault reporting system, action, delegate

and feedback on requirements as appropriate.

- Assessing and reporting on H&S conditions to the Health & Safety Manager and Senior Media Service Engineer to ensure consistency of competence in operations across Post Production and Audio spaces.

- To deliver health and safety inductions to students, staff and guests.

- To advise on appropriate hardware and software use and procurement with reference to industry workflow, assisting with the installation and maintenance of this equipment.

- To oversee and contribute to online learning resources that support learning.

- To support both the presentation of student work (for assessment, exhibitions, degree shows or marketing purposes) and accessibility to information paths for application learning within the course through the development of materials for the web and/or for the Institution's virtual learning environment.

- To support relevant research projects as required.

- To engage in continuous professional development relevant to the subject specialism, teaching responsibilities and professional practice, and to maintain a level of subject expertise in line with developments in the subject area appropriate to your contracted employment.

- To comply with legislative requirements and Ravensbourne's policies, including the Data Protection Act, Equal Opportunities, Freedom of Information Act environmental sustainability, health and safety obligations.

- Demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.

- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work and show commitment through everyday practice in the role.

- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.

- Perform such other duties consistent with the role as may from time to time be

assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved.

Key working relationships:
Media Services team members, Academic Operations colleagues, IT, academic & support staff, students and external organisations

Resources Managed:
Budgets: n/a
Staff: n/a
Other (e.g. equipment; space): workspaces and equipment related to the role

Person Specification	Essential	Desirable
Education HND or undergraduate degree in a relevant discipline or equivalent industry experience.	✓	
Avid ACSR certification		✓
Teaching qualification e.g. City & Guilds Stage 1		✓
Experience, Knowledge & Skills Industry based post-production experience	✓	
Experience of audio & Video configuration and workflow for video and audio post	✓	
Understanding of Signal Flow		✓
Knowledge of surround sound		✓
Video I/O		✓
Cable repair		✓
Mac hardware configuration	✓	
Mac system software configuration	✓	
Plug-ins		✓
Familiar with Avid Pro Tools and Media Composer software, drivers and file hierarchy		✓
		✓

Knowledge of Servers		
Knowledge of Video & Audio Codecs		✓
Experience of delivering workshops, demonstration or instruction in further or higher education settings		✓
Ability to combine subject content and learning and teaching methods in ways that fully enable learners to achieve their goals		✓
Customer focus and service: Has a strong customer service focus and the ability to manage stakeholder relationships and manage expectations.	✓	
Team working: Works collaboratively and harmoniously within staff and students as the role requires to support the development and delivery of teaching and learning.	✓	
Communicating and relating to others: Communicates clearly orally, in writing, and using visual media.	✓	
Maintains effective relationships openly and honestly, using appropriate communication channels with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.	✓	
Ability to understand and explain technical/specialist terms commonly in use in own area of work, conveying information of a complex, conceptual, and specialist nature adapting communication and media to suit student comprehension and level.	✓	
Organising work: Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met.	✓	
Project Management: Leads a Project throughout its life cycle, using the methodology to ensure the Project achieves its agreed purposes	✓	
Using IT: Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly the ability to operate in a virtual learning	✓	

Role Description and Person Specification:
Professional and Administrative staff

environment		
Problem solving and decision making: Anticipates problems or issues and deals with them creatively and constructively, asking for support if required.	✓	
Future focussed and change-ready: Is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements.	✓	
Inter-disciplinarity: Understands inter-disciplinary and convergent processes in creative and digital activities, and demonstrates a commitment and ability to ensure this is reflected in the educational offer		✓
Knowledge transfer: Maintains, develops and applies comprehensive knowledge of the relevant subject discipline(s) including industry best practise and future developments **Professional context:** Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally	✓	✓
Administration: Supports the delivery of education to students by contributing to the efficient running of courses and the technical provision **Delivering the service:** Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement		✓
Technical Equipment : Able to ensure that all equipment in use is fit for educational purpose, and that new equipment is purchased cost-effectively, installed safely, and regularly maintained	✓	
Industry and educational context: Develops and maintains an understanding of how developments in both the relevant industries and higher and further education impact upon the role specifically and Ravensbourne more generally	✓	