



**ROLE DESCRIPTION AND PERSON SPECIFICATION
PROFESSIONAL AND ADMINISTRATIVE STAFF**

Role Title: Kit Store Coordinator

Service: Technical Services

Pay Band: B

Reports to: Kit Store Manager

Purpose of Role:

To support the Kit Store Manager in the day-to-day running of the Kit Store, ensuring academic requests for resources are processed and agreed upon in advance of each semester; that students requests for resources are reviewed and approved in a timely manner; to work closely with the Health & Safety team, reviewing risk assessment documentation; and to act as the main point of contact for our asset management system provider.

Role Responsibilities:

- To work closely with the academic course teams to ensure that their teaching requests are dealt with in a timely fashion ahead of the start of each semester; effectively managing the booking process, offering advice and guidance on available resources, suggesting alternatives, and resolving equipment clashes.
- Provide regular communication with academics with any changes to availability of resources that may impact their teaching.
- Map out the preparation, delivery, and return of resources for Kit Store Assistants throughout the semester.
- Proactively identify and resolve issues relating to stakeholders' equipment bookings and identifying alternatives where available.
- Review student requests made via the asset management system, approving, or declining where appropriate and keep the team up to date with which bookings to prepare based on the information provided.
- Liaise with our asset management system provider, SiSo, to resolve issues, arrange system updates and feedback to staff on relevant changes, and to organise any necessary training provided by SiSo.
- Assist Kit Store Manager in development and improvement of processes and policies.
- Review risk assessment documentation where high risk and specialist Kit Store resources are being requested by stakeholders and liaise with Health & Safety to ensure that there is an accurate and efficient risk assessment process for Kit Store equipment.

- In conjunction with Kit Store Manager, manage the communication for the Kit Store. This includes email enquiries and phone calls, creating help guides and updating intranet pages to actively promote the Kit Store.
- Demonstrate an understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne's Code of Conduct and other rules.
- Comply with all legislative, regulatory and policy requirements (e.g., Finance, HR, Health & Safety, environmental sustainability) as appropriate.
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work and show commitment through everyday practice in the role.
- Work continuously to improve individual knowledge, skills, and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate.
- 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.

The role will be required to work a variable work pattern in accordance with the agreed opening hours of the Kit Store, normally to start no earlier than 7.00am and to finish no later than 7.00pm, with usual operating hours being 8.00am – 6.00pm. There may be a requirement for the Kit Store to open at weekends to support short course delivery and other activities, e.g., Open Days and shows.

Key working relationships

- Kit Store team
- Heads of Department, Course Leaders, course teams
- Academic Operations colleagues
- HSE&E Manager and their team
- Colleagues in service departments including; IT, Estates & Facilities and Finance
- Students
- Suppliers and external networks

Resources Managed

Budgets: None

Staff: None

Other (e.g. equipment; space): Supporting Kit Store Manager to manage the Kit Store space and inventory

Person Specification (Knowledge, Skills and Behaviours)	Essential	Desirable
Education		
An undergraduate degree or equivalent professional qualification in a relevant subject	✓	
Knowledge & Experience		
Experience in an education environment		✓
Administrative experience in a fast-paced, customer-focused environment	✓	
Good organisational skills, including time management, ability to prioritise tasks and excellent attention to detail		✓
Knowledge of cameras, lighting, audio or other media technology		✓
Experience with an asset management system, or databases	✓	
Customer focus and service		
Understands the relationship between provider and customer, and the expectations of the recipient of a service. Can identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them.	✓	
Enterprise and support for income generation		
Understands the critical importance of income generation, from student recruitment, and is alert to the opportunities for increasing income from existing or new sources, taking action as necessary.		✓
Team working		
Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved.	✓	
Communicating and relating to others		
Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.	✓	
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.	✓	
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 Environment	✓	
Problem solving and decision making		
Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation	✓	

<p>Future focussed and change-ready</p> <p>Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements.</p>		✓
<p>Numeracy and Statistics</p> <p>Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand.</p>	✓	
<p>Service Knowledge and its application</p> <p>Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne's nature, scale and complexity, and keeps that knowledge and its application up to date and relevant</p>	✓	
<p>Resource Management</p> <p>Ensures that the resources required are available at the right time and in the right place, and appropriately monitored, so that the work can be done effectively and efficiently</p>	✓	
<p>Professional context</p> <p>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</p>	✓	
<p>Delivering the service</p> <p>Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement</p>	✓	