

Description and Person Specification
Professional Services Staff
Job title: Technician – Print Shop
Department: Technical Services
Pay Grade: 2
Line Manager: Technical Manager - Workshops
Role Purpose:

The technician is the first port of call for all users of the print shop who require printing, technical support, guidance and advice.

The post holder will work within the print shop to ensure that it is maintained to a high standard. They will strive to provide technical facilities that are functional, accessible and well presented.

They will take an active role in the safe operation of technical resources, the delivery of health and safety inductions and ensuring that best working practices are at the core of their technical area.

Duties and Responsibilities:

- To provide printing, technical support, guidance and advice to staff, students and external visitors to the print shop.
- Provide inductions on technical equipment and facilities to ensure that all users are competent in their use.
- To ensure that technical equipment and facilities are maintained to a high standard, minimising downtime.
- Undertake troubleshooting, regular maintenance and non-warranty repair of technical equipment. Where appropriate, plan and organise routine maintenance and repairs of equipment with manufacturers and other third parties.
- Maintain a high standard of housekeeping, organisation and cleanliness within the facilities.

- Maintain an inventory of technical equipment and provide the relevant manager with advice on maintenance, repair and replacement schedules.
- Monitor consumable stock levels and advise the relevant manager on purchases to maintain continuity of service.
- Take an active role in health and safety in the technical area: provide health and safety inductions, maintain PPE stock levels, maintain COSHH registers, maintain equipment safety logs, and ensure all other relevant policies, obligations and guidelines are adhered to.
- Provide first aid cover for the technical area, if needed.
- To supervise, monitor and maintain safe working practice in the relevant technical area.
- Prepare written materials, signage and instructional guidance, both online and in physical spaces.
- To operate the institution's ticketing system and assist and process relevant queues.
- To communicate consistently and effectively with all stakeholders regarding any issues affecting the availability of equipment or facilities.
- Contribute to, and be a champion for, best working practices within your technical area. Ensure that facilities are functional, accessible and inviting for all users.
- To support the Head of Technical Services in the development of the technical area in line with Institution strategic objectives and assist in building strong working relationships with all stakeholders and users of the service.
- To engage in personal and professional development, as identified and agreed with your line manager, sufficient to maintain expertise and develop knowledge of the resources held within the technical area
- To comply with legislative requirements as they relate to the job, including the Data Protection Act, Freedom of Information Act and Health and Safety obligations.
- Demonstrate 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, People & Culture) as appropriate.

- Carry out the policies, procedures, and practices of Health & Safety in all aspects of 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.
- Work in accordance with, and promote Ravensbourne's environmental sustainability policy and practices
- Works 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
- 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 post holder will, on occasion, be required to work evenings and weekends to support events e.g. open days, shows, external events.

Key working relationships:

- Technical Manager – Workshops, Technical Services Colleagues, Head of Technical Services, Students, Academics

Resources Managed

Budgets:

- None

Staff:

- None

Other:

- Maintaining technical equipment and spaces in conjunction with Technical Tutor – Print Shop, Technical Manager - Workshops and other Technical Services colleagues.

<u>Knowledge and Experience</u>	Essential	Desirable
<u>Person Specification</u>		

Education		
BTec/HNC/HND/City & Guilds or a recognised certificated apprenticeship or relevant industry experience	✓	
Undergraduate degree in a relevant discipline		✓
Professional qualifications/experience		
Experience with printing processes and operation of a range of digital printers.	✓	
Ability to operate a range of digital printing equipment.	✓	
Basic level skills in maintenance of computers and other digital hardware.	✓	
Demonstratable knowledge of printing equipment maintenance according to manufacturer standards.	✓	✓
Experience on Adobe Suite (Photoshop, Illustrator, InDesign).		✓
Experience in PrintFactory and RIP software.		✓
Experience of working within a customer service environment delivering front-line customer support and advice.		✓
Higher Education knowledge		
Understanding or experience of working within an educational environment or setting, particularly in relation to the operation of a technical area.		✓
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.	✓	
Experience of working within a customer service environment delivering front-line customer support and advice	✓	
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.	✓	

Using IT		
Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly Microsoft Office 365, Outlook, and OneDrive.	✓	
Knowledge of using a learning management system (e.g Canvas) to support student learning.		✓

<u>Core Personal skills abilities and behaviours</u>	Essential	Desirable
Equality, Diversity & Inclusion		
Understanding of and respect for protected characteristics.	✓	
Committed to diversity with an ability to recognise cultural perspectives and values.	✓	
Communication		
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.	✓	
Organisational Values		
Connection – Ability to develop internal and external relationships that present collaborative working opportunities.	✓	
Dynamism – Can utilise a variety of skills and experiences to the benefit of our stakeholders and is flexible in the face of new challenges.	✓	
Inclusion – Is able to identify and promote the strength and abilities of their colleagues to ensure the right help is provided where needed.	✓	
Professionalism – Can deliver the best level of customer service possible and is able to recognise when to ask for help.	✓	
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.	✓	

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	✓	
Future focussed and change-ready 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.	✓	
Numeracy and Statistics Understands, uses, and presents numerical information clearly and accurately, according to the requirements of the task in hand.	✓	
Service Knowledge and its application 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	✓	
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	✓	
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	✓	

This Job Description may be reviewed, and duties amended aligned with Ravensbourne's requirements, any changes will be made in collaboration with the postholder.

Our Values

Connection: We value what happens together and we collaborate to achieve our collective goals.

Dynamism: We embrace every opportunity to adapt and optimise.

Inclusion: We celebrate our diversity, and we embrace difference as a source of strength.

Professionalism: We aim for quality in everything we do and take pride in our work.

