

Description and Person Specification
Professional Services Staff

Job title: Kit Store Assistant

Department: Technical Services

Pay Grade: 1

Line Manager: Kit Store Manager

Role Purpose:

As a member of the Kit Store the post holder will play a key role in the smooth running of the department, supporting students and academics in accessing resources.

The post holder will be responsible for dealing with our key stakeholders, processing equipment collections and returns, providing support and advice on the technical aspects, and the safe use of equipment, assisting with maintaining the stock through cleaning, basic repairs, sourcing replacement parts and participating in stock checks, as well as chasing overdue items. They will help to maintain the stock, whilst also providing support, technical assistance, and training to students in using the equipment.

The Kit Store strives to provide an exceptional user experience to the Ravensbourne community, and the postholder is expected to be caring, proactive and self-motivated and to be able to deliver the highest level of customer care and focus at all times.

Duties and Responsibilities:

- To prepare equipment bookings made by staff and students in advance of delivery or collection, and to issue and receive said kit to and from stakeholders.
- To always provide a high level of service from the Kit Store ensuring a positive experience for all users of the Kit Store
- To order stock, consumables, and appropriate resources for the Kit Store in a timely manner.
- To support the Kit Store student helpers in the development of their knowledge and understanding of the Kit Store and to demonstrate and guide as appropriate.
- To provide support and advice to staff and students on technical issues for the range of resources loanable from the Kit Store, as appropriate, at point of loan, ensuring users of the service are competent.

- To support the Kit Store Manager with inventory management for the Kit Store in accordance with financial and audit requirements.
- To communicate consistently and effectively with all stakeholders regarding any issues affecting the availability of kit.
- To support the Kit Store Manager in the development of the Kit Store in line with Institution strategic objectives and assist in building strong working relationships with all stakeholders and users of the service.
- To assist the Kit Store Manager in undertaking duties to ensure the Kit Store database (SiSo) has accurate and up to date information.
- To monitor and follow up late returns in accordance with agreed procedures.
- To assess loan items returned to the Kit Store in case of fault or damage and either action minor maintenance or refer to the appropriate person/departments for repairs.
- To comply with the security measures in place for the Kit Store and to ensure that these are always enforced.
- To ensure all equipment is held and available in a working state, and that the necessary safety procedures are applied to equipment as required.
- 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 Kit Store
- To undertake other responsibilities as may be required, from time to time, by the Kit Store Manager or other management staff
- 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 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:

- Head of Technical Services, Kit Store Manager, Kit Store Assistants, Academics, Students, HSE Manager and Admins, Media Services Engineers, Facilities Team

Resources Managed

Budgets:

- None

Staff:

- None

Other: Supporting Kit Store Manager to manage the Kit Store space and inventory

Person Specification

We are looking for an enthusiastic and proactive candidate with experience in working in a customer-focused role, with demonstrable experience of operating and maintaining digital film, television, and photography equipment.

They must be able to provide support and assistance to our stakeholders as part of a team in the effective provision and availability of specialist equipment, in order to facilitate teaching and student learning.

The candidate will need to demonstrate a good attention to detail as the role involves processing equipment collections and returns coupled with providing technical assistance and advice to stakeholders as well as helping with the maintenance of stock.

<u>Knowledge and Experience</u>	Essential	Desirable
Education 5 GCSEs at A-C grade, including English and Maths, or equivalent.	✓	
Professional qualifications/experience Demonstrable experience in the field of Film, TV, Photography at a technical or operational level, or relevant professional qualification. 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 media equipment within these areas		✓
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 an asset management system, e.g., SiSo, is desirable	✓	✓

<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	✓	

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.

