

Description and Person Specification
Professional Services Staff

Job title: Technical Tutor – Garment Construction & Fashion Technologies

Department: Technical Services

Pay Band: 3

Line Manager: Technical Manager - Workshops

Role Purpose:

The technical tutor position is a dual role, in which the post holder splits their time between providing excellent technical tuition and support in their technical area, while contributing to its day-to-day running.

As a technical tutor in garment construction and fashion technologies, the post holder has excellent core capability in garment construction, while also being driven to embed fashion technologies and surface embellishment processes into their day-to-day role, for example: pattern development/production technologies, digital embroidery, textile printing, etc. (with training and support where needed).

Technical tuition can take a variety of forms such as technical classes, workshops, skills training sessions and 1-2-1 tuition. Although not responsible for the curriculum, the post holder will draw on their expertise to collaborate with the relevant academic team on it.

The post holder will also take ownership of their technical space to ensure that it is equipped and maintained to a high standard and will strive to provide technical facilities and resources that are functional, accessible and well presented.

They will be responsible for the safe operation and supervision of technical resources and spaces and will deliver health and safety inductions, ensuring health and safety compliance and that best working practices are at the core of their technical area.

Duties and Responsibilities:

- To provide technical classes, workshops, training sessions and 1-2-1 tuition in their area of expertise, as indicated in the validated course specifications.
- To design and re-design technical content and workshops in liaison with the relevant academic teams, bringing together digital technology and creative content in ways that ensure effective student learning and future employability.

- To generate appropriate learning and informative material as required for the department and support the strategic goals of the institution.
- To oversee and contribute to online learning resources that support software learning.
- To support both the presentation of student work (for assessment, exhibitions, degree shows or marketing purposes) and accessibility to information paths for applied learning within the course through the development of materials for the web and/or for the Institution's virtual learning environment.
- To prepare and construct garments and other prototypes as may be needed for development purposes, showcases, presentations, competitions, etc.
- To provide technical support, guidance and advice to staff, students and external visitors using the relevant technical equipment and facilities.
- 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 resources, including pattern blocks (ensuring the pattern loaning system is upheld, organised and restocked), 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.
- Participate in the sourcing and procurement of parts, consumables, servicing and repairs, and new equipment as necessary.
- 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.

- 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.
- Train and coordinate the Technical Assistants team and external machinists.
- To support the Technical Manager 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 (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):

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

Resources Managed

Budgets:

- Advises the Technical Manager and Head of Technical Services

Staff:

- n/a

Other: (e.g. equipment; space)

- Maintaining technical equipment and spaces in conjunction with the Technical Manager and other Technical Services colleagues.

| Person Specification | | |
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| Knowledge and Experience | Essential | Desirable |
| Education | | |
| Undergraduate degree in a relevant technical discipline or equivalent industry experience. | ✓ | |
| Teaching qualification e.g. PGCert | | ✓ |
| Postgraduate degree in a relevant technical discipline | | ✓ |

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| <p>Professional qualifications/experience</p> <p>Demonstrable, hands-on experience in the technical design and production of garments using a diverse range of sewing techniques and industrial sewing machinery</p> <p>Highly proficient in fashion industry standard software and technologies e.g. Gerber AccuMark, Gerber Digitiser, Adobe CC</p> <p>Experience in the operation and upkeep of other digital textile development and surface embellishment equipment e.g. digital embroidery machines, large-format printers, etc.</p> <p>Experience of delivering workshops, demonstrations or instruction within a relevant technical discipline</p> <p>Demonstrable experience in day-to-day support of a technical resource: installing, setting up, troubleshooting and maintaining both hardware and software.</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | <p>✓</p> |
| <p>Higher Education knowledge</p> <p>Understanding or experience of working within an educational environment or setting, particularly in relation to the operation of a technical area.</p> <p>Experience in using learning management systems to support student learning.</p> | <p>✓</p> <p>✓</p> | |
| <p>Customer focus and service</p> <p>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.</p> <p>Experience of working within a customer service environment delivering front-line customer support and advice.</p> | <p>✓</p> | <p>✓</p> |
| <p>Team working</p> <p>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.</p> | <p>✓</p> | |

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| 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. | ✓ | |
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| Core Personal skills abilities and behaviours | 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. 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. | ✓ ✓ | |
| 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. | ✓ ✓ ✓ | |

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| 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.

