

## Job Description

<b>Job title</b>	Technical Coordinator – Digital, Media & Communications (SUL)
<b>School/Service</b>	Technical Services
<b>Normal Workbase</b>	London
<b>Tenure</b>	Permanent
<b>Grade/Salary</b>	Grade 7
<b>FTE</b>	37 hours per week/ 1.0 FTE
<b>Date prepared</b>	July 2022

### Job Purpose

To deliver specialist skills, training and support across a range of processes linked to teaching, learning, research, innovation and enterprise in the field of digital and media technologies.

To be responsible for the effective operational leadership of a local team of Technicians, managing and coordinating their workloads, and working with the Technical Manager and key stakeholders from across the University to ensure consistent and effective service levels are established and maintained across all digital & technical resources located at the SUL campus.

### Relationships

Reporting to:	Technical Services Manager – Media & Communications
Responsible for:	All members of staff working within the designated Technical Services Team at SUL

### Main Activities

- To lead and manage the performance of Digital & Technical staff within a designated team (Media & Communications @ SUL) and be responsible for their workloads, direction, appraisal and personal development in line with the needs of Digital & Technical Services aligned to academic delivery planning.
- To maintain professional expertise in a digital/ media discipline such as Games, eSports, Computing, Cybersecurity, AI, Robotics, Streaming Broadcast Technologies with applicable knowledge of current practices and research methods.
- To play a key role in the Technical Service Management Team and to contribute to the overall planning and direction of Digital & Technical support and across the combined Service portfolio, implementing changes within the team as required.
- To ensure the effective operation, maintenance and management of all Digital & Technical facilities across the SUL team, identifying opportunities and solutions to business delivery objectives and including

work across all Digital & Technical Services provision, Schools and University Business Partners where appropriate.

- To develop and maintain policies and operating procedures for the Digital and Technical based student and academic support functions as identified for DS/TS teams in consultation with wider Schools and Service strategies.
- To support the development of and deliver a framework of formal Technical Instruction sessions (TI) in consultation with the Technical Services Manager and members of academic staff and to ensure appropriate standards of delivery aligned to facilities availability and planning.
- To develop and market University facilities for 'Enterprise Activities' and facilitate support where necessary and to grow the opportunities of the SUL provision and income generation.
- To assess, recommend and process staff development applications, including Training for Approved Qualifications and designated Staff Development in line with Digital & Technical Services and HR objectives for Continual Professional Development.
- To ensure that Health and Safety legislation and regulations are adhered to and updated, and that Digital & Technical Services managed areas and activities are kept in a safe and orderly manner, including managing the implementation of a Health and Safety policy and providing advice on applicable Health and Safety to School and Services colleagues.
- To perform regular risk assessments and conduct accident investigations when necessary, identifying and recommending appropriate safeguarding in a proactive approach.
- To lead and contribute to the planning and implementation of technical workshop/lab initiatives in conjunction with other Digital & Technical Services colleagues in line with the business delivery planning objectives.
- To liaise closely with academic colleagues and course directors in relation to course developments and Digital & Technical support requirements and managing the academic liaison through a structured and proactive approach.
- To personally contribute to the provision of Digital & Technical support for learning including the delivery of formal technical instruction to students (TI).
- To support and coordinate when required, activities and events such as Open Days and Recruitment Fairs.
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy
- To undertake other such responsibilities as may reasonably be required

### Special Conditions

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be through the use of a car.

There will be a need for the post holder to work evenings and occasional weekends to cover course requirements, marketing and recruitment activities.

### **Professional Development**

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

### **Variation to Job Description**

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### **Conditions of Service**

You will be employed by Staffordshire University Services Limited.

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which recruits and provides both academic and professional support staff to the University. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

### **Informal Discussion**

Should you wish to discuss this vacancy informally before making an application please contact:  
Richard Mortimer – Technical Services Manager – Media & Communications  
[r.j.mortimer@staffs.ac.uk](mailto:r.j.mortimer@staffs.ac.uk)

### **Application Procedure**

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

Staffordshire University will use anonymous application forms for this role, however we recognise that applicants may want to include additional information demonstrating their research or publications. If you choose to upload any supporting documents that contain identifiable data, your application will no longer be considered anonymous.