

Job Description

Role Title:	Graduate Internship – Creative Technical Assistant Equipment Store
School / Dept:	Faculty of Social Science, Humanities and the Arts for People and the Economy
Reference:	MPF1546
Grade:	Grade 3
Full or Part time:	Full time – Fixed Term Contract 9 months
Hours:	36.25
Reports to:	Equipment Store Manager

Overview

The University of Salford takes pride in its local roots, while also being recognized for its excellence in teaching, research and enterprise activity regionally, nationally and internationally. We sit at the heart of the Northern Powerhouse and actively engage with stakeholders across the region and beyond to embed our industry collaboration activity in the curriculum, ensuring our students receive the best possible experience and are fit for their future after graduation.

The Faculty of Social Science, Humanities and the Arts for People and the Economy is a leading centre for practice-based education in the creative disciplines. Through significant investment in our staff and facilities, we are strengthening our position as a centre of excellence for socially engaged teaching practice and research whose graduates are sought after as content creators and for the innovative application of creative technology, both in the creative industries and across wider sectors of the economy. We have a clear vision to become a top quartile provider of practice-based education in the creative industries, continuing to advance our standing as a destination of choice for students in the UK and internationally.

Our £55 million New Adelphi flagship building offers top-quality specialist equipment and facilities to suit all creative requirements. We are also the only UK university to have a campus at MediaCityUK, an international media hub next to prestigious media organisations such as the BBC, ITV, and Dock10, with industry-standard facilities that offer a professional environment for our staff and students. The school's activities are organised into four Directorates, currently totalling around 4,800 students: Art and Design; Creative Technology, Journalism, Politics and Contemporary History; Film and Broadcast Media; and Performance, Music, English and Dance.

We are delighted that you are interested in finding out more about our current vacancy for the role of Creative Technical Assistant –Equipment Store in the Faculty of Social Science, Humanities and the Arts for People and the Economy

The role holder will provide day to day delivery of the loan of specialist Broadcast Media & Journalism equipment to staff and students through the Media & Technical Equipment Store. The role also includes responsibility for, preparation and maintenance of equipment and administration and data collection support.

This is a full-time position, 9-month fixed term. Starting salary: £26,338 per annum.

Within your cover letter/personal statement, please address how you meet the criteria listed in the person specification below. Please note it is anticipated that interviews will take place within several weeks of the closure of this advertisement.

Informal enquires about this role can be made to: Dave Gowin on d.j.gowin@salford.ac.uk

Role Purpose

The primary purpose of the Creative Technical Assistant is to provide support for the delivery of technical services to all our customers including students, academics and external clients. These facilities include TV and Radio Studios and high-end postproduction services within a multi-platform environment and high specification digital teaching spaces.

The role holder will provide day to day delivery of the loan of specialist Broadcast Media & Journalism equipment through the Equipment Store. The role also includes responsibility for, preparation and maintenance of equipment and administration and data collection support.

The culture and ethos of the post is directed towards customer focus, technical expertise, team working and continuous improvement.

The role will form part of a Creative Technical Demonstrator (CTD) team providing support across the specialist spaces at Media City and will report to the Store Manager based at Media City. This team will have a day-to-day interface with the School of Arts, Media & Creative Technology.

Principal Duties & Responsibilities

- Provide advice and support to customers regarding the use of the Broadcast Media & Journalism Equipment Store and wider Equipment Store service.
- Demonstrate the correct methods and techniques for a range of specialist equipment relating to the subject area, to both staff and students.
- Provide support with preparation and ensure maintenance of specialist Broadcast Media & Journalism equipment.
- Provide a frontline professional service to customers.
- Maintain relevant databases to ensure the integrity of information and assets.
- Ensure the provision of excellent, relevant and timely customer service to all customers both internal and external.
- Foster and support a dynamic team approach within the Media City team, working effectively as a team member with other staff, including providing support when colleagues are absent and working to shared objectives.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Equipment Store Manager etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- Engage with the Technician Commitment to promote the visibility, recognition, career development and sustainability of technical roles throughout the education sector.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. A good standard of general education normally to include English & Maths at GCSE (or equivalent) level at Grade C and above (E)
2. A recent (or finishing) Undergraduate or postgraduate level degree at the University of Salford in a relevant subject area (E)

Background and Experience

3. Demonstrate experience of the most recent techniques of broadcast media and audio production (D)
4. Demonstrate experience in dealing with internal customers including allocating limited resources to meet customer needs (E)
5. Demonstrate experience of maintaining records to ensure the security of resources and document patterns of use (D)
6. Previous experience of working within the HE sectors (D)
7. Proven experience of providing a comprehensive customer service support in a busy working environment (E)
8. Experience of problem solving and trouble shooting in relation to hardware and software (D)

Knowledge

9. Broadcast media and audio production hardware (D)
10. Organising, and maintaining resources to ensure best availability of facilities and equipment (D)

Skills and Competencies

11. Competencies in relevant areas of broadcast media and/or Journalism practice (E)

- 12. Ability to prioritise workload effectively and to meet agreed timescales (D)
- 13. Strong customer focus – demonstrating a thorough understanding of the customer needs (E)
- 14. Ability to build relationships and work effectively as a member of a team (E)
- 15. Proactive and open communication skills with the ability to present oral and written information clearly (D)
- 16. Flexible and accommodating attitude to time keeping (E)
- 17. A smart appearance and positive outlook (E)
- 18. Competent use of Office 365 (D)