

### JOB DESCRIPTION

<b>Job Title:</b>	Clinical Skills Technical Support Assistant	<b>Grade:</b>	SG4
<b>Department:</b>	Faculty of Education, Health & Human Sciences	<b>Date of Job Evaluation:</b>	September 2021
<b>Role reports to:</b>	Technical Learning Support Manager		
<b>Direct Reports</b>	None		
<b>Indirect Reports:</b>	None		
<b>Other Key contacts:</b>	Faculty Learning Support Technicians, ICT Manager, Programme leads, Skills and Simulation leads, Information and Library Systems Staff, Other Faculty academic and administrative staff, Estates and Facilities Management staff, students, visitors		
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

#### **PURPOSE OF ROLE:**

To provide an efficient and flexible technical and administrative support for the Faculty specialist teaching facilities across a range of programmes, including clinical skills as the primary role. Other areas as required, primary and secondary science, DT/art facilities and sport science.

#### **KEY ACCOUNTABILITIES:**

##### **Team Specific:**

- As part of the technical team, provide efficient and effective support to enable the smooth running of the Faculty specialist teaching facilities.
- Establish and maintain good working relationships in contributing to the delivery of an efficient support service.

##### **Generic:**

- Provide IT and audio-visual support within the specialist teaching facilities as required, escalating unresolved issues as appropriate.
- Set up and preparation of equipment and consumables in advance of teaching sessions.
- Clear away and tidy all equipment and consumables from teaching sessions ensuring high standards of cleanliness. Arrange for laundry to be cleaned and disposal of waste in the appropriate manner.
- Carry out day to day checks and routine maintenance of equipment and scheduling of routine maintenance by external manufacturers where required.
- Provide IT and AV support and advise on the use of equipment, resolving issues or escalating to other senior technical staff as required.

- Support other technical and academic staff with moving and handling of equipment and furniture.
- Support maintenance and regular stock takes of assets maintaining the inventory as required.
- Maintain consumables and order and receipt stock from approved suppliers as directed/necessary.
- Ensure storage areas are clean and tidy.
- Ensure compliance with Health and Safety, legal requirements and good practice as required.

**Managing Self:**

- Self-motivated with the ability to work under pressure during peak periods.
- Team-focused, providing support to colleagues and activities as required.
- Develop and maintain positive relationships with a range of stakeholders.
- Responsible for maintaining own continuous development, in order to keep updated with new developments in specialist equipment and facilities.
- Respond to queries in a timely manner.
- Maintain confidentiality at all times.

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.

**Additional Requirements:**

- Any other duties as may be reasonably requested by your line manager.
- Working outside of normal working hours may be required.
- Willing to work on any campus
- Undertake any other duties as requested by the Line manager or their line manager, commensurate with the grade.
- This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Faculty of Education, Health & Human Sciences delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- Effective technical and administrative support, ensuring a positive staff and student experience.
- Timely production and delivery of work, meeting deadlines as required.
- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness.
- Enquiries responded to in a timely manner.

**KEY RELATIONSHIPS (Internal & External):**

- Faculty Technical Learning Support team, academic and administrative staff, students, visitors, Estates and Facilities management staff, contractors, manufacturers.

<b>PERSON SPECIFICATION</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Providing technical support.</li> <li>• Previous experience in a customer service environment</li> <li>• Experience of planning and prioritising work in order to meet deadlines</li> <li>• Experience of working collaboratively across different functional areas</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge of simulated environments</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• IT Qualification</li> <li>• A good standard of general education including minimum of A-C grade in GCSE Maths and English or equivalent.</li> <li>• A2-level or B. Tech level 3 education or equivalent Level qualification in relevant area. <i>Or considerable proven relevant experience</i></li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Strong IT skills with a sound knowledge of MS Office</li> <li>• Building and maintaining relationships with key stakeholders in a professional manner (e.g. courteously, efficiently, assessing level of priority)</li> <li>• Ability to anticipate potential problems / anomalies and deal with them before they become major issues</li> <li>• Working proactively and</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Technical experience gained in the Education or Health sector</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge of audio-visual technology</li> </ul>

effectively without close supervision

- Excellent communication and interpersonal skills (in writing, over the phone and in person)
- Able to undertake moving and handling safely

**Personal attributes**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity