

JOB DESCRIPTION

Job Title:	Clinical Skills/Simulation Technical Support Officer	Grade:	SG5
Department:	Faculty of Education, Health & Human Sciences	Date of Job Evaluation:	Sep 2021
Role reports to:	Technical Learning Support Manager		
Direct Reports	None		
Indirect	None		
Reports: Other Key contacts:	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.		
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 therequirements of the job.			

PURPOSE OF ROLE:

Providing high quality technical and administrative support to the faculty specialist teaching and specific support to its education, including the Greenwich Learning and Simulation Centre (GLASC), and other disciplines as required.

- To use a broad range of technical or practical skills and a well-developed working knowledge of technical or scientific practices and procedures acquired through on-the-job experience and/or vocational training.
- To provide technical support for all patient simulated activities.
- To maintain and service technical equipment ensuring correct storage solutions are maintained.
- Troubleshoot camera and AV solutions (LearningSpace)
- To provide colleagues with advice and guidance as required
- To be responsive to changing priorities and an evolving environment/context, maximising the efficiency of the technical support being provided and resolving problems as they arise
- To forge relationships with colleagues in the School, Faculty and university, in order to deliver the required support as well as to contribute to process development and the adoption of best practice
- To foster a stimulating, innovative and inclusive cultural environment across the School enabling students and staff to thrive and develop, ensuring that processes and policies are visible, accessible and transparent
- To provide advice and guidance and, where appropriate, training on university policies, processes and where required, source information and support for colleagues to facilitate their work
- Oversee local facilities and operations, ensuring efficient use of resources
- Resource management: install, monitor and maintain technical equipment, systems and software, with control over small budgets, stocks/ stores equipment and supplies

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 up 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:

- Manage own workload, pattern of work and resources and prioritise these to achieve objectives within their own area
- Provide School data requested by Faculty and university teams for inclusion in appropriate submissions, surveys and annual reporting processes
- Advise on future physical resource requirements in area of responsibility
- 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.
- Keep knowledge and expertise current, through engagement with relevant professional bodies, activities and training opportunities/accreditation courses.
- Respond to queries in a timely manner.
- Maintain confidentiality at all times.

Core Requirements:

- Adhere to and promote the University's policies on Equality and Diversity 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.

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.

PERSON SPECIFICATION	
ESSENTIAL	DESIRABLE
<p>Experience</p> <ul style="list-style-type: none"> • Providing technical support. • Previous experience in a customerservice environment. • Experience of planning and prioritisingwork in order to meet deadlines. • Experience of working collaborativelyacross different functional areas. • Technical experience gained in theEducation or Health sector. • Experience with clinical skills, part task trainers and patient simulation • Knowledge of audio-visual technology <p>Skills</p> <ul style="list-style-type: none"> • Strong IT skills with a sound knowledgeof MS Office. • Building and maintaining relationships with key stakeholders in a professionalmanner (e.g. courteously, efficiently, assessing level of priority) • Ability to anticipate potential problems / anomalies and deal with them before theybecome major issues. • Working proactively and effectivelywithout close supervision. • Excellent communication and interpersonal skills (in writing, over thephone and in person). • Able to undertake moving and handlingsafely • Strong planning & organisational skills,managing competing priorities, accurately recording information, and able to recognise and resolve problems <p>Qualifications</p> <ul style="list-style-type: none"> • A good standard of general education including minimum of A-C grade in GCSEMaths and English or equivalent. <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can helpus deliver the values of the University ofGreenwich: Excellence, Determination, Inclusivity, Ambition and Creativity 	<p>Experience</p> <ul style="list-style-type: none"> • Knowledge of simulated environments • Film and sound production <p>Qualifications</p> <ul style="list-style-type: none"> • IT Qualification.

- Confident, Self-Motivated, team worker
- Results/solutions Focused, with the ability

<p>to work with minimal supervision, knowing when to escalate complex problems</p>	
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