

The Role

Job Title	Technician
Location	Silversmithing and Jewellery
Reports to	Head of Technical Support through the Team Leader
Purpose	The post holder will supervise and advise students in the pursuit of innovative solutions to creative ideas working in precious metal and associated materials. The role will include the demonstration of the use of machinery, equipment, materials and processes in line with health and safety best practice and appropriate regulations.

Please note that all Technicians within the GSA have been assigned to a generic role description as a result of local implementation of the Pay Framework Agreement. This Job Description should therefore be read in conjunction with the Generic Technician Role Description (see Appendix I).

Dimensions

- All technical areas within the GSA are, in principal, seen as a common resource and as such will cater for staff and students from across GSA.
- The role holder will be responsible for the maintenance and operation of the Reid metal workshop. They may also be asked to support work in the wood and prototyping areas as appropriate.

Area

- S&J Workshops, Reid Building.

People

- Staff
 - Working closely as part of a team with other technical staff (approx. 1.2 FTE)
 - Working with technical staff from across TSD (approx. 45)
 - Working closely with academic staff from the Silversmithing and Jewellery programme and across the School of Design
 - Administrative and professional support staff from across the school
- Students
 - The S&J workshops are embedded within the studio and have a capacity of 80

Principal Accountabilities

The postholder will be responsible for:

- Operation of and training & advising students in the safe use of equipment within the workshops including supervision of students during workshop hours, ensuring their health and safety;
- Developing and delivering a series of technical skill sessions: advising and demonstrating to students appropriate techniques and safe operation of equipment and materials in accordance with the needs of the academic programmes;
- Conducting induction of safe working practices in the workshop and to issue permits to work within the workshop, where appropriate;
- Maintenance of machinery and equipment involved in the above activities;
- Supporting and assisting students and staff in the preparation of required projects;
- Preparation of materials and equipment for teaching sessions;
- Preparation of training and induction documentation and materials;
- Completion of health and safety documentation in line with relevant statutory responsibilities and school guidance;
- Stock control, including sales of precious metals to students, ordering and sourcing of materials;
- Ensuring high levels of housekeeping are maintained in the workshop;
- Other administrative duties related to workshop operation as required;
- Be responsible for the quality of support provision and contribute to future developments of support provision through attendance at appropriate departmental meetings;
- Attend appropriate training courses as required as part of GSA's staff development programme;
- Some regular evening work may be required;
- Any other duties as reasonably requested by the Line Manager.

Key Challenges

Whilst maintaining, a safe working environment in compliance with Health & Safety directives at all times, the post holder will:

- Be flexible and adaptable in meeting a wide variety of competing demands varying from giving advice and assistance, to operating and maintaining potentially dangerous machinery and equipment;
- Cope effectively with a heavy workshop load and high levels of student demand and expectation;
- Accommodate a broad range of student projects and support students with varying levels of technical experience.

Relationships

Principal Internal Contacts:

- Other technicians within the S&J technical and academic teams
- Other technicians across the Technical Support Department
- Staff from academic departments including subject leaders
- Undergraduate and postgraduate students from across GSA
- Health and safety, estates and other professional support staff

- **Principal External Contacts:**

- Suppliers of materials, equipment and services

Person Specification

Experience / qualifications

- A good standard of general education, HND level (or equivalent) qualification in a related area, and/or experience of working within a related discipline;
- Experience in the safe operation and maintenance of workshop equipment (relevant certification is desirable);
- A high level of skill and ability to work to an expert standard, both in accuracy and finish;
- An extensive knowledge of theoretical and practical aspects of making techniques to a professional standard;
- Significant specialist experience in either silversmithing or jewellery making;
- In depth knowledge and experience of relevant CAD packages (in particular Rhino).;
- Experience of working within a relevant discipline, either in industry or in an educational environment;
- A sound knowledge of health and safety regulations and procedures.

Skills and attributes

The postholder will:

- Have excellent inter-personal skills for dealing with students, staff and immediate colleagues;
- Be a motivated team player;
- Be approachable with a professional and flexible attitude;
- Have excellent numerical skills;
- Have well-developed organisational skills, including the ability to manage own workloads without close supervision;
- Have an enthusiastic and flexible approach to experimentation and diverse student ideas;
- Have a proactive approach towards awareness of new materials, techniques & processes and updating of personal skills;
- Show an awareness of issues around sustainability of materials in the discipline;
- Have a proactive and committed approach towards health and safety issues;
- Show commitment to equality and diversity.

Terms and Conditions

Contract	Permanent
Probationary Period	It is recognised that there is an inevitable 'settling in' period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description. The probation period for this role is 6 months.
Salary	Grade 5 £27,025 - £31,302 per annum pro rata
Hours	14 hours per week
Holidays	30 days plus 11 statutory holidays per annum (pro-rata)
Pension	Option to join the Local Government Superannuation Scheme
Notice Period	1 month

Appendix I

TECHNICIAN – GENERIC ROLE DESCRIPTION

Communication

- Communicating with students on individual projects which includes:
Providing instruction on technical aspects/methods;
Discussing conceptual ideas with a view to helping materialise them on a practical level;
Providing advice on project specific issues e.g. material costs, timescales etc.
Providing guidance on Health & Safety related issues;
Delivering inductions and demonstrations to groups of students
- Communicating/confering with colleagues on technical related matters;
- Devising learning materials to be used by students and/or guidance manuals for machinery/equipment for use by students staff;
- Maintaining stock records;
- Preparing Health & Safety reports;
- Responding to e-mail requests for information.

Teamwork & Motivation

- Participating in and contributing to the team by providing effective technical support to students and staff and playing an instrumental role in ensuring the smooth and efficient running of the workshop.

Liaison & Networking

- Liaising daily with students on on-going projects;
- Liaising with internal support departments including Estates, Finance, HR and Health & Safety as well as academic departments in order to build relationships and contacts to facilitate the future exchange of information;
- Liaising with and establishing effective working relationships with peers in other departments within the School.
- Liaising with external contacts/bodies, e.g. suppliers, enquirers, maintenance companies etc.
- Attending SSRC meetings and Technician's Forum meetings.

Service Delivery

- Providing an efficient and high standard of service by responding promptly to requests for technical support from students and staff and/or directing them to the appropriate technician/workshop if necessary;
- Contributing to the quality of service provided by identifying any short falls and recommending improvements;
- Anticipating and pre-empting requirements of relevant parties by adopting a proactive approach and initiating contact, working within the institution's overall procedures and policies.

Decision-making

- Exercising decision-making skills when assessing e.g. when to grant access to the workshop, which method/process to adopt with regards to individual projects, when to re-stock supplies etc;
- Making collaborative decisions with colleague(s) and immediate line manager, for example when planning future projects and/or workshops in line with the academic timetable;

- Inputting into the decision-making of others by recommending improvements to processes and purchasing equipment and stock.

Planning & Organising

- Planning, prioritising and organising own work in order to achieve agreed objectives;
- Contributing to the planning and organising of Departmental and/or School-wide events, e.g. inductions, Degree Show etc.

Initiative & Problem-solving

- Showing initiative and creativity to resolve student/staff problems (project specific) where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning and weighing up of pros and cons of different approaches;
- Identifying and assessing practical options that will help students/staff realise their ideas.

Analysis & Research

- Researching technical developments in the field in order to remain abreast of new processes, methods, materials, equipment etc.;
- Analysis of stock levels in line with ongoing projects.

Sensory & Physical Demands

- Carrying out tasks which require either learning certain methods or routines or involve moderate physical effort e.g. operating machinery or equipment to perform detailed operations, safely lifting large or heavy objects etc.;

Work Environment

- Understanding how the work environment could impact on own work or that of students and colleagues;
- Undertaking standard actions, in line with Health & Safety requirements/guidelines, to adapt to the environment;
- Using, and monitoring students use, of protective equipment e.g. when handling hazardous chemicals, operating dangerous machinery etc.

Pastoral Care & Welfare

- Showing sensitivity to those who may need help or, in extreme cases, are showing signs of obvious stress, initiating appropriate action by involving relevant people e.g. HoD or student support services;

Team Development

- Advising, guiding or assisting new starters/colleagues within own team on standard information or procedures;

Teaching & Learning Support

- Introducing students or others who are new to the area to standard information or procedures;
- Providing teaching or training on methods, processes and procedures, providing feedback during the event;
- Designing workshop content or learning materials within existing frameworks and making appropriate modifications to existing materials on the basis of the knowledge or experience of the learner(s);

Knowledge & Experience

- Applying working knowledge of theory and practice, sharing this knowledge with others as appropriate for example, the ability to interpret rules, procedures and

regulations and provide advice to others on how technical processes should be undertaken;

- Demonstrating continuous professional development by acquiring relevant skills and competencies.