

Team Leader – Digital Media (0.6FTE)

Technical Support

Fixed Term

The Glasgow School of Art

The Glasgow School of Art is one of Europe's leading independent university-level institutions for the visual creative disciplines. Our studio-based, specialist, practice-led learning and research draws talented individuals with a shared passion for visual culture and creative production from all over the world.

Originally founded in 1845, today we have 2150 students studying across architecture, design, digital, fine art and history and theory. As we develop new academic programmes and enhance our areas of expertise and inter-disciplinarity, our ambition towards 2018 is to grow our student community in Glasgow by 25%, and continue to grow our research profile and campuses in Singapore and the Scottish Highlands and Islands. Our internationalisation strategy is embedded across our academic programmes and research, connecting the GSA with some of the world's leading universities and specialist higher education institutions.

Recognised by the Scottish Funding Council as an independent, specialist institution the GSA is an important and integral part of Scotland's higher education provision. Working in partnership with universities across Scotland and the UK, our degree programmes are validated by the University of Glasgow. The University of Glasgow has validated our programmes since 1992 and whilst the Senate of the University has ultimate responsibility for the awards, there is maximum delegation to the GSA for its own quality assurance procedures. The School, through its Academic Council, is also responsible for the development, monitoring, evaluation and updating of its academic framework.

Our 185 academic staff, 80% of which are research active, form a strong creative community united in the ambition to see GSA positioned as a global leader in studio based research and teaching, transforming thinking by developing creative approaches with new audiences, locally, nationally and internationally. As one of the UK's largest and most intensive research communities for the visual creative disciplines, GSA's research activity is clustered into the following interdisciplinary themes:

- Architecture, urbanism and the public sphere
- Contemporary art and curating
- Design innovation
- Digital visualisation
- Education in art, design and architecture
- Health and wellbeing
- Material culture
- Sustainability

Moving forward GSA has ambitious plans to develop its research profile further through internal collaboration and new partnerships with National and International Organisations. We recognise the distinctive contribution made by visual creative disciplines within the rapidly growing interdisciplinary research agenda and seek to position GSA as a global leader in this field. This will involve development and mentoring

of GSA's own research talent, recruitment of the best new staff, the securing of higher levels of external research funding to support research projects and further growth in the scale and activity of GSA's PhD community.

While we are firmly rooted in Glasgow, one of Europe's leading creative cities, we are international in outlook with one of the UK's highest percentages of international students and one of Scotland's largest percentages of students from the rest of the UK. Over the last five years over £65 million has been invested in our estates including the recently opened Reid Building. Further investment is currently being planned which will create a cohesive creative campus with the iconic Mackintosh Building at its core.

We have a total income of over £30m, and our aim is to cultivate conditions in which the GSA can continue to achieve great things through what we do, with whom we do it and through creative approaches build on our existing strengths and distinctive assets, in order to:

- Achieve excellence and leadership in student-centred studio-based learning
- Engage with new audiences through inter-disciplinary research
- Extend our global reach and creative engagement
- Be a robust and efficient institution – maximising our resources and our potential

The Studio

Our studio-based approach to learning and innovation has particular relevance in the 21st Century. The place of the studio in creating the environment for inter-disciplinarity, peer learning, critical enquiry, experimentation and prototyping can help to address many of the grand challenges confronting society and contemporary business. It provides space to bring disciplines together, exploring problems in new ways to find innovative solutions. Studio is at the heart of our pedagogy, how we work and how we engage with others.

The Technical Support Department

The Technical Support Department (TSD) was established following the independent review and report into technical resources at the Glasgow School of Art, commissioned by the School in 2009. The report recommended that the School bring together technical resources under a single management structure and produce a plan to implement the remaining recommendations. The plan, published in 2011 recommended the creation of the Technical Support Officer posts as key positions, linking the new Department to the wider School and beyond, and working to facilitate the change in ethos within the technical staff, to that of a team based structure. The new Department recognises the need to maintain and develop the important links between technical staff, students and academic staff, with these posts being crucial to that process.

The Role

Job Title	Team Leader - Technical
Location	Central
Reports to	Head of Technical Support
Purpose	<p>To provide support, coordination and leadership to the Digital Media Team, developing and sustaining a flexible team based culture to meet the learning needs of students.</p> <p>To ensure good communication links between the Digital Media Team, Academic and other Departments, to facilitate the exchange of information and data to assist with TSD and Team planning and to coordinate timetable planning and development of technical demonstrations/workshops and technical resources across the School.</p> <p>To assist and advise the Head of Technical Support with Departmental strategic planning.</p> <p><i>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 'Team Leader' Role Description (see Appendix I).</i></p>
Organisational Chart	See Appendix II

Dimensions

The post holder will lead the Digital Media team in line with the Team Leader Role Description in addition to contributing to the team activities as an experienced and practicing technician as follows:

- Advising and instructing students (undergraduate and postgraduate) and staff in the effective application and use of specific tools, techniques, applications and processes relevant to moving image, publishing and digital media in the broadest sense;
- Ensuring compliance with relevant health and safety legislation and best practice;
- Managing the associated budgets, where required;
- Maintaining and developing their professional capabilities, as required by their specific specialty.

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Principal Accountabilities

Main Responsibilities:

- To provide day to day line management of the Digital Media Team;
- To build, maintain and support a strong team-based resource through effective leadership, delegation and communication;
- To coordinate, develop and maintain the team resources through planning of purchases and development of appropriate policies in line with GSA strategies;
- Oversight and management of equipment database (Connect 2);
- To work directly with the Head of Technical Support to implement TSD objectives and policies - and to report on their Team activity and issues;
- To work in partnership with the Technical Support Officers to implement TSD objectives and policies and to facilitate planning and timetabling requirements;
- To support and actively encourage staff development, skills acquisition and training;
- To engage with strategic and operational planning for TSD development;
- To provide expert support and advice for staff and students in the field of moving image, publishing and media.

Duties of the Post holder:

- To develop suitable induction systems, with team members, to meet the needs of the School (GSA);
- To contribute to the design, planning and implementation of a common timetable for access to technical resources;
- To take a lead role in planning and coordinating technical support and equipment for events such as e.g. Degree Show, ensuring all team resources are allocated fairly across the school;
- To ensure Technicians within the Digital Media Team have appropriate development plans by conducting career reviews, and to coordinate the implementation of these plans;
- Being responsible for the pastoral care and welfare of those within the Digital Media Team, being the first point of contact for welfare issues and dealing with these as a normal and routine part of the role in a confidential and sensitive manner;
- Dealing with disciplinary and other performance issues by following standard procedures for the institution and seeking guidance and support from the Head of Technical Support and/or HR;
- To contribute to the TSD bidding process for capital investment;
- To cooperate with, participate in and facilitate other Teams or external entities on projects when required and as appropriate;
- To facilitate regular and frequent team meetings to share information, discuss issues and provide a forum to encourage staff involvement;
- To assist with the management of the TSD budgets, as appropriate/required;
- To ensure the Department workshops and studios are clean, safe, operational and appropriately equipped and supervised at all times;
- To monitor performance of the team, individuals and the effectiveness of the services offered and to manage issues resulting from that;

- To coordinate technical support within the local Team;
- To facilitate and encourage direct communication between local Team members, academic staff, students and other Teams to maintain necessary productive partnerships.

Key Challenges

- Building a strong team ethos;
- Ensuring that academic and student requirements are considered and delivered in an equitable manner;
- Communication exchange;
- Ensuring consistent practices across the TSD;
- Keeping students and staff informed;
- Ensuring Health and Safety compliance.

Relationships

Internal Contacts:

- Head of Technical Services
- Technical Support Officers
- Students, undergraduate and postgraduate
- All teaching, research, technical and where appropriate, support staff
- Other Team Leaders
- Health & Safety Officer
- Support Departments, including Estates, Finance and HR

External Contacts:

- Other FE/HE Institutions
- Industry
- Technical facilities providers
- Equipment providers
- Service providers
- National Technician groups
- Professional bodies

Qualifications and Experience

The post holder will have:

- Educated to degree standard or equivalent in an area related to digital media, fine art or design;
- Significant experience working in a relevant technical field;
- Experience of working in a supervisory/line management role
- Experience of managing a busy multi-user learning environment;

- Experience of delivering skills workshops to, and supporting the work of, a range of learners;
- Experience in a professional capacity with advanced technical knowledge;

Skills

The post holder will;

- Demonstrate an in depth specialist knowledge across a broad range of digital media/design/publishing processes;
- Demonstrate a high level of proficiency with specialist software including Adobe Creative Suite, Final Cut;
- Have excellent resource management skills;
- Demonstrate experience with databases or other equipment management methods;
- Have excellent two way communication skills, written and verbal;
- Have Influencing and negotiating skills;
- Have excellent time management and organisational skills;
- Have excellent resource management skills;
- Demonstrate leadership and team building skills;
- Be IT literate with knowledge and/or experience of Financial and Budget management;
- Problem-solving skills.

Person Specification

The role of Team Leader involves a high level of interaction with a wide range of staff, students and external contacts, as such; they should be able to demonstrate the following attributes and interpersonal skills:

- Team player, within the local team and within the Technical Support Department (TSD);
- An ability to motivate staff, to build and maintain a strong team bond and to deliver intra and cross-team objectives;
- Capacity to plan, prioritise, organise and deliver objectives by appropriately delegating, co-ordinating and monitoring use of resources - and fulfilling the normal substantive role duties;
- Good 'people skills' for building and maintaining relationships with staff at all levels;
- Willingness to delegate effectively and make decisions when required;
- Display a professional attitude, setting high standards and leading by example;
- Adaptability and ability to adjust to the needs of a changing environment;
- Willingness to undertake regular staff development as required by the Department and to encourage team members to do likewise;
- An awareness of and commitment to the School's equity and diversity agenda;
- Commitment to fully implementing GSA policies and procedures including Health and Safety obligations and requirements.

Training and staff development opportunities will be provided to successful candidates in order to help them develop and/or attain the above mentioned skills and attributes.

Terms and Conditions

Contract:	1 Year Fixed Term
Probationary Period	It is recognized 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 3 months.
Salary	Grade 6, £31,076 - £36,001 per annum, pro rata
Hours	21 hours per week
Holidays	35 days plus 11 statutory holidays per annum, pro rata
Pension	Option to join the Local Government Superannuation Scheme
Notice Period	1 month

APPENDIX I

TEAM LEADER – GENERIC ROLE DESCRIPTION

Communication

- Communicating with students and staff on individual projects which include:
Providing instruction on technical aspects/methods;
Discussing practical and technical solutions in workshops to project work;
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/conferring with colleagues on technical related matters;
- Participating in relevant interview panels;
- 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 and compiling risk assessments;
- Responding to e-mail requests for information.

Teamwork & Motivation

- Overseeing the Technical Team in a supervisory capacity;
- Being responsible for allocating work, monitoring its achievement by team members and providing feedback to them;
- 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 SSCC meetings and Senior/Technicians 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 e.g. via the SSCC, Departmental/School meetings;
- 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 needs, e.g. authorising expenditure from the Technical Budget;
- Making collaborative decisions with colleague(s) and immediate line manager, e.g. when planning future projects and/or workshops in line with the academic timetable;
- Supporting the decision-making of others by recommending improvements to processes and non-routine stock and equipment, e.g. through the Capital Bid process.

Planning & Organising

- Planning, prioritising and organising work of self and Technical Team on a daily/weekly basis, in consultation with the line manager, in order to achieve agreed objectives;
- Co-ordinating technical support within the Department for Departmental/School Exhibitions and School-wide events such as Degree Show, etc.

Initiative & Problem-solving

- Showing initiative and creativity to resolve project specific problems relating to students and/or staff 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 for students/staff in order to assist in the realisation of their ideas;
- Dealing with employee relations issues in capacity as Team Leader, i.e. grievance and/or disciplinary issues.

Analysis & Research

- Analysis of stock levels in line with ongoing projects;
- Carrying out routine maintenance checks and reporting faults or failures;
- Researching technical developments in the field in order to remain abreast of new processes, methods, materials, equipment etc.
- Monitoring expenditure from Technical Budget.

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, 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.
- Being involved with a responsible person, e.g. Head of Department and/or Health & Safety Officer in carrying out risk assessments.

Pastoral Care & Welfare

- Being responsible for the pastoral care and welfare of those within the Technical Team;
- Being the first point of contact for welfare issues encountered by the Technical Team and dealing with these as a normal and routine part of the role in a confidential and sensitive manner;
- Dealing with disciplinary and other performance issues by following standard procedures for the institution and seeking guidance and support from HR;
- Recognising when an individual should be referred to immediate line manager, HR or Student Support Services.

Team Development

- Responsible for inducting new members of the Technical Team into the Department and GSA;
- Responsible for reviewing the Probationary Period of new members of the Technical Team;
- Conducting career review discussions and agreeing what needs to be done to satisfy any training or development needs.

Teaching & Learning Support

- Introducing students or others who are new to the area to standard information or procedures, e.g. by explaining the use of the workshop, computer-lab or studio facilities;
- Providing teaching or training on methods, processes and procedures, providing feedback during the event, e.g. by demonstrating the use of machinery or equipment; compiling and updating handouts.
- 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, e.g. the ability to interpret rules, procedures and regulations and provide advice to others on how technical processes should be undertaken;
- Possessing supervisory skills;
- Demonstrating continuous professional development by acquiring relevant skills and competencies.

APPENDIX II

