

Job Description

Position Details		
Faculty/Professional Support Service	Technical Services	
School/Department	Faculty of Art and Humanities	
Division/Section/Unit	Digital Arts and Media	
Job Title	Technical Officer - Filmmaking & Future Media Production	
Vacancy No	Recruitment Team	
Grade	6	
Hours of Work	35 Hours per week	
Contract Duration (Perm/Fixed Term)	Permanent	
Reports To (Job Title)	Technical Team Leader – Digital Arts and Media	
Responsible For (Job Title)	N/A	

Principal Accountabilities

To be a member of the Technical team, acting as a specialist in **film making and future media production**, proactively applying knowledge and skills to support the work of students and academics within a studio environment as appropriate.

To provide technical advice, training and instruction to service users in areas of specialism, as part of the teaching team.

To support learning, teaching, research and enterprise activities, as a member of the technical team.

Key Tasks

Specialist Responsibilities

To work independently in a specialist area, taking responsibility for a designated workspace and the provision of an effective service.

To take responsibility for the operation and general maintenance of highly specialist, complex equipment, which includes initial troubleshooting and simple repairs, liaising with relevant specialists where necessary.

To demonstrate equipment techniques and software to students, as part of the teaching team, and to other service users to support strategic research and enterprise activities.

To develop and deliver induction training for workshop and studio users into the safe and effective use of technical equipment, techniques, software and assess the competence of users where appropriate and to keep records of induction for the workshops and studios.

To produce instruction manuals/standard operating procedures for processes on the safe and effective use of equipment relevant to the area.

To be proactive in setting up and conducting appropriate and relevant projects, using a range of techniques to gather, analyse and produce data to support teaching, research and enterprise activities.

To devise innovative solutions to complex technical problems.

Service Delivery - General

To instruct and monitor workshop and studio users in the use of equipment and processes, paying particular attention to safe working practices.

To respond to a variety of requests for information and assistance from colleagues and service users, referring them to others as required.

To train students in the use of specialist equipment and software and provide support for project work.

To monitor resource usage, assist with the organisation of stores, requisitioning and movement of equipment/materials with the technical team, taking particular responsibility for printers, studios and software.

To liaise with suppliers and manufacturers to gather specialist information for purchasing and troubleshooting purposes.

To attend meetings, as required by the Technical Services Manager or line manager, to seek feedback and to explore the technical requirements of service users in order to develop and improve the service.

To participate in external networks and user groups, attending relevant events to keep up to date with the latest developments and techniques and to share information with other technical specialists.

To actively promote the service area and to suggest potential external partners and consultancy opportunities for the University.

To take the lead in investigating new related specialist equipment and software required by the Faculty and to produce proposals for the Technical Services Manager, for the purchase and/or modification of equipment relevant to own area of responsibility.

Health and Safety

To keep apprised of current Health and Safety legislation and to initiate, undertake, document and implement risk assessments relevant to own area of responsibility.

To have day-to-day responsibility for health and safety within area of responsibility.

To check equipment is fit for purpose, undertaking initial trouble shooting and simple repairs in order to maintain safety and customer satisfaction.

To recognise, respond to and report any hazards or emergencies in the specialist area.

To promote good health and safety practice and maintain a good standard of housekeeping.

Teamwork

To participate as a member of the Technical team, acting as a role model to less senior team members, advising and guiding new starters on standard information and procedures and covering the work of others.

To attend team meetings and communication sessions and to make suggestions to improve the service offered by the specialist technical area.

To contribute to building team morale and to be proactive in providing support, assistance and cover to other team members and provide ongoing advice to team members regarding equipment and methods.

To engender a professional ethos in the workshop/lab and to promote high standards of customer care.

To liaise with technical staff across different teams and sites to share information and skills and to ensure co-ordination of work and effort.

To work in a flexible manner, undertaking duties in other service areas as required.

Other Duties

To act as a member of the show team, assisting with exhibitions including build and dismantle

Special Features

There may be a requirement to wear protective clothing.

Workload will vary according to the demands of the service and flexibility in working hours will be required, including possible evening duties or occasional weekend work.

Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job as it is presently constituted. It is the University's practice periodically to examine job descriptions and to update them to ensure that they accurately reflect the job required to be performed, or to incorporate proposed changes. The procedure is conducted jointly by each manager in consultation with the individual whose job is being reviewed. All staff are expected to participate fully in such discussions. It is the University's aim to reach agreement to reasonable change, but if agreement is not possible, it reserves the right to insist on changes to the job description after consultation with the individual concerned.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria				
Attributes	Item	Relevant Criteria	Identification Method	Rank
Skills & Abilities	1.1	Excellent oral and written communication skills in order to exchange complex technical concepts in a manner appropriate to the service users	A/I	E
	1.2	Ability to work independently and as part of a team working in a flexible manner, adapting to a variety of environments and providing excellent customer service.	A/I	E
	1.3	Ability to operate a wide range of specialist film/video production equipment, safely, and to a high standard, including skills in the use of high-end production video cameras, lighting and grip. Should also have a good knowledge of post-production software to create and edit video and other digital media outputs.	A/I/T	E
	1.4	Ability to prioritise a personal workload and to take responsibility for graphic and media production within studios and workshops.	A/I	E
	1.5	Ability to analyse situations, explore, evaluate and recommend potential solutions	I	E
	1.6	Proficiency in working with standard office IT applications, for example Microsoft Word, Access and Excel.	A/I	E
General & Specialist Knowledge	2.1	Knowledge of Health and Safety legislation relating to specialist spaces and proven knowledge of health and safety in relation to media production.	A/I	E

	2.2	Detailed and extensive knowledge of theory and practice regarding video and media creation and production, using a range of specialist software.	A/I	E
	2.3	Broad understanding of relevant discipline.	I/C	D
Education & Training	3.1	Degree in a relevant creative subject and/or equivalent relevant work experience	A/C	E
Relevant Experience	4.1	Substantial experience of working in a relevant environment, including extensive experience in the use of and demonstration of equipment as outlined in 1.3 film and general media production and the production of quality outputs.	A/I	E
	4.2	Experience of contributing to risk assessments.	I	E
	4.3	Experience of demonstrating to service users in an educational setting	A/I	D
	4.4	Experience in one or more other aspects of media production – either animation, graphics, photography, broadcast, music, post production, VR/AR or 360/3D filmmaking.	A/I	D
Special Requirements	5.1	Must be willing to complete development and training in line with service requirements and to keep up to date with developments in specialist area	I	E
	5.2	Commitment to excellent customer service	I	E
	5.3	Commitment to equal opportunities	I	E

Date of Revision			
Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment
	Rank	E	Essential
		D	Desirable