

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
FACULTY OF CULTURAL INSTITUTIONS
JODRELL BANK CENTRE FOR ENGAGEMENT
DIVISION OF JBCE PUBLIC ENGAGEMENT
JOB TITLE: TECHNICAL SUPPORT OFFICER
VACANCY REF: CIX-024270

Salary: £24,248 - £25,742 per annum depending on experience

Hours: 35 hours per week (1 FTE)

Duration: Permanent

Location: Jodrell Bank, Cheshire

Enquiries about the vacancy, shortlisting and interviews:

Name: Lauren Barton

Email: lauren.barton@manchester.ac.uk

Brief Description of organisation

The Jodrell Bank Centre for Engagement is one of The University of Manchester's Cultural institutions. We connect people with the science, heritage & culture of Jodrell Bank and the wider University of Manchester, engaging our visitors through a year-round visitor experience via our exhibitions, grounds, events, and festivals.

We were established in 2011 and typically welcome around 160,000 annual visitors a year. Jodrell Bank was inscribed as a UNESCO World Heritage Site in 2019 in recognition of its internationally significant heritage, science, and cultural impact.

The Centre saw the opening of its new First Light Pavilion in June 2022. This new Pavilion will broaden the Centre's offer by consolidating its heritage and cultural engagement alongside its science engagement.

Part of the prestigious Russell Group of universities, The University of Manchester is the largest single-site university in the UK, with the biggest student community. We are a powerhouse of research, with a history of world-changing achievements, and are ranked among the leading research universities globally.

Overall purpose of the role

This role provides an opportunity to join our team in supporting the delivery of our core strands of work using resources and technology available ensure the highest standard of technical support for Jodrell Bank Centre for Engagement.

The post would suit someone with a good understanding of AV systems, sound, and lighting within a corporate and/or events sector working across weekends and weekdays.

Key responsibilities, accountabilities, or duties

Assisting in marketing communications activities and providing administrative support by:

- Undertake Technical Services duties as required, working on a roster system that includes weekends and some evenings.
- As Duty Technician, be responsible for all technical aspects of the building and the smooth running of the Jodrell Bank Centre for Engagement, including fire evacuation.
- Be responsible for the quality of the exhibition AV, IT, Electronics & fabric with backup from the wider team.
- With appropriate training become a specialist in maintaining the AV systems of the facility as determined by the Events Production Manager, Exhibitions Manager, Venue Hire Manager & Visitor Facilities Manager.
- To assist the other members of the Technical & Maintenance Team where necessary.
- To take the lead in providing technical support for corporate events, including liaising with the Venue Hire team and corporate clients, any pre or post event requirements and similar duties.
- Liaise with the Central University's on-campus AV and IT teams to assist with any upgrades or updates to the AV systems on site, as required.
- To undertake and record regular technical checks, as required by the organisation.
- Have a useable knowledge of the technical facilities of Jodrell Bank Centre for Engagement, and to be able to respond to any problem that occurs in a safe and responsible manner.
- While undertaking technical duties maintain the highest standard of customer care and customer service and remain approachable and courteous at all times.
- To implement and adhere to procedures and process in place to ensure that accurate records are kept with regard to technical facilities of Jodrell Bank Centre for Engagement. Also, to assist in the development of these procedures as the centre develops and changes take place.
- To undertake any other tasks, consummate with the post, as directed by the Events Production Manager, or any other member of the Senior Management Team.
- Undertake in-house and external training as necessary.

- These tasks are indicative of the role and are not exhaustive. Further reviews of this Job Description will take place as Jodrell Bank Centre for Engagement develops and reviews operating procedures.
- Undertaking any other duties as requested by the management team as may be required from time-to-time, commensurate with the level of responsibility for this role.
- As part of our wider commitment to environmental sustainability and social responsibility, to fulfil these duties in a resource-efficient, environmentally sustainable manner and seek to promote social responsibility wherever possible.
- Acting at all times in accordance with the University's policies and procedures relating to equal opportunities, health and safety, and all other policies and procedures that apply to the post.

Essential Knowledge, Skills And Experience

- Have a proactive attitude to work, be full of ideas and prepared to learn new things.
- Demonstrate a high level of technical skills with electrical equipment and IT.
- Demonstrate experience of using advanced media players, different video formats and codecs.
- Demonstrate excellent IT skills, with a strong level of proficiency using Microsoft Office products, including use of video-conferencing packages such as Zoom and Teams.
- Good organisational skills with attention to detail and experience of working successfully to tight deadlines.
- Excellent communication skills, both verbal and written across all user levels.
- Creative problem-solving ability.
- Be able to work on own initiative, and in a flexible manner.
- The ability to work under pressure and to deadlines.
- An awareness of electrical safety issues.
- Demonstrate good customer service skills.
- Possess the ability to present a professional image of the University at all times.
- Demonstrate a commitment to the University's values and to equality, diversity, and inclusion.

Desirable Knowledge, Skills, And Experience

- Experience of using QSC network audio systems and Dante audio networks
- Experience of using Blackmagic Design Atem Pro Mini video mixers
- Experience of using Sennheiser Speechline Microphones
- Experience with EPOS systems

Desirable qualifications include;

- InfoComm Certified Technology Specialist
- Level 3 Certificate/Diploma in Media Techniques
- Level 3 Diploma in Creative Media Production
- HNC, HND Foundation Degrees and Degrees in Creative Media Production, Audio production, Multimedia, and Digital Media Technology.