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| **Job Title** | **Post 01 Head of Technical Services**  |
| **School / Service** | **ACI & ACE** |
| **Grade and Salary Range** | **G** |
| **Location and Hybrid working status** | **Docklands/Stratford** |
| **Reporting to** | **Dean of ACI & ACE**  |
| **Responsible for** | **Technical Services Provision** |
| **Liaison with** | **HODs, Academic, Research and Technical staff**  |
| **Contract type** | **Permanent Full time** |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**THE SCHOOLS/DEPARTMENTS (ACE / ACI)**

The Schools of ACI and ACE comprise a suite of technical and creative academic courses and related research supported by technical groups. The students on the courses and staff leading the courses engage with technical resources which are essential to their coursework, exhibitions and research. There are regular exhibitions of work which are used for promotion of the university as well as assessment.

**JOB PURPOSE**

We are seeking a skilled and experienced Head of Technical Services to provide leadership and oversight for our technical team within the School of ACI and ACE.

The Head of Technical Services will be responsible for managing and coordinating the activities of the technical service team aligning them with academic requirements across the undergraduate and postgraduate disciplines.

This role requires strong people management skills, diverse technical background, excellent leadership skills, and the ability to strategically align technical services with organisational goals. The successful candidate will have a background in academia and an understanding of different learning and teaching methods to ensure the smooth operation of technical support services, the delivery of high-quality demonstrations, workshops, and training, and the effective integration of existing and innovative technology into the learning environment.

**KEY DUTIES AND RESPONSIBILITIES**

**Operational management**

* Provide overall leadership and management for the technical services team, including Technical Assistants, Technical Associates and Technical Group leaders.
* Work closely with Deans of ACI and ACE to support the academic courses and research of the students and staff of the University.
* Ensuring compliance with health and safety regulations and protocols in technical environments
* Coordinate and prioritise technical support activities, demonstrations, workshops, and training to meet the needs of staff, students, and visitors.
* Ensuring the effective integration of technology into the learning environment, collaborating with academic staff to identify and address technological requirements for courses and research.
* Oversee the development and maintenance of course content, learning resources, instructional materials, and technical documentation.

**Equipment**

* Evaluate and select hardware, software, and digital tools to enhance technical support services and instructional delivery.
* Monitor and assess the performance and professional development needs of the technical team, providing guidance, mentoring, and training opportunities.
* Liaising with supplier representatives on technical queries relating to equipment.
* Being responsible for the management of equipment, e.g. installation, maintenance and repair, to include setting up appropriate service contracts, repairs, calibration, validation, dealing with breakdowns and supervision of service engineers.
* Being responsible for maintaining and managing of all record keeping databases relating to the above.
* Being responsible for the design, construction, development and modification of
apparatus and equipment as required.
* Overseeing the correct and timely installation of new equipment, with a good understanding of running costs, maintenance and training requirements.
* Overseeing the decontamination of equipment before servicing or disposal.
* Being responsible for compliance with electricity at work regulations/ PAT testing etc.

**Space Planning and management**

* Ensuring that efficient use is made of studio and workshop space.
* Advising/liaising with the Estates and facilities leads on issues relating to the planning and. management of studios, labs and workshop teaching space.

**Staff Management**

* Leading and managing the Campus Technical Support team to ensure effective and
 efficient service provision in areas of remit, ensuring appropriate resourcing and
 allocation of work, PDR completion, performance management as appropriate, etc
* Ensuring adequate training and development opportunities are available for technical staff as appropriate to their needs and to ensure good laboratory practice and flexibility in individual roles.
* Promoting and supporting continual process improvement across the campus/schools and with other service areas.

**Financial Responsibilities**

* Ensuring all procurement processes for technical resources are undertaken in line with university policy and procedures.
* Undertaking effective reporting and record-keeping of procurement and related good practices (e.g., reviewing purchase order status, assisting Finance with interpretation of variance analysis etc.).

**Other Managerial Duties**

* Develop and implement strategic plans, goals, and objectives for technical services, aligning them with curriculum and research needs and the university’s mission and Vision 2028.
* Foster a collaborative and innovative culture within the technical services team, promoting continuous improvement and best practices.
* Collaborate with other departments, stakeholders, and external partners to optimise technical support services and resources.
* Develop and manage the technical services budget, ensuring efficient utilisation of resources and adherence to financial guidelines.
* Stay up to date with industry trends, emerging technologies, and best practices related to technical services and instructional technology.
* Working with other key campus stakeholders, significantly contributing to events and activities in support of annual academic cycle, such as school inductions, welcome week activities, end of year showcase events, summer school and UCAS recruitment activities.
* Developing the commercial use of labs and workshop facilities.

**Special Conditions**

* Although based in the specialist facilities allocated to this role, the job may involve working at times in any of the other specialist laboratories, workshops, and studios for UG and PG courses across ACI (Arts & Creative Industries) and ACE (Architecture, Computing and Engineering).
* Lifting and handling of heavy and/or large objects is a necessity although training will be given and lifting/handling aids are provided when appropriate.
* Contact with chemicals may at sometimes be part of the job and again, PPE is provided alongside COSHH sheets for the materials.
* The School operates a technical space custodian system; the post holder will be expected to assume responsibility for some technical space on this basis as directed by the Dean’s or Heads of Department.

**Other Related Activities and Functions**

* To be flexible and to assist with technical duties in other School areas of operation as appropriate, if requested by Dean or SMT, due to variations in workload, staff shortages or re-organisation.

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

**Essential**

* Proven experience in managing technical services or related roles in an educational or similar environment. (A/I)
* Strong technical background and proficiency in a wide range of technical equipment, software applications, and digital tools and live venue experience. (A/I)
* Demonstrated leadership and management skills, with the ability to coordinate and inspire a technical team. (A/I)
* Strategic thinking and ability to align technical services with organisational goals. (A/I)
* Familiarity with hardware and software evaluation and selection processes.
* Strong problem-solving skills and the ability to make informed decisions. (A/I)
* Excellent organisational and time management abilities, with the capacity to handle multiple projects and deadlines. (A/I)
* Budget management experience. (A/I)
* Advanced knowledge of Health and Safety legislation and good practices (A/I)
* Experience of providing elevated level of technical support in ACE, and other Creative fields in ACI. (A/I)
* Ability to maintain equipment and troubleshoot when necessary. (A/I)
* Experience using Microsoft Office 365, OneDrive, and SharePoint. (A/I)

**Desirable**

* Knowledge of instructional design principles, learning theories, and pedagogical approaches. (A/I)
* Experience working with students in labs/workshops or similar. (A/I)
* Knowledge of Adobe Creative Cloud suite of applications. (A/I)

**COMPETENCIES REQUIRED**

* Organised and self-motivated (A/I)
* Competent to lead Technical Groups and work across all groups including the Computing and Engineering Group, IT Services Group, DFuel Group, Arts Media and Fashion Group or Performing Arts Group.
* Must demonstrate a genuine interest in these technical areas (A/I)
* Ability to communicate at all levels with effective interpersonal skills with both staff and students (A/I)
* Ability to support students and staff in a practical environment (A/I)
* Ability to identify problem areas and demonstrate solutions clearly (A/I)
* Highly collaborative: Ability to work positively within a multi-disciplinary technical staff team and academics (A/I)
* Values-driven: You act with integrity and committed to work within the values and behaviours expected of UEL staff (A/I)
* Committed to continuous learning and self-reflection; Your welcome feedback and continually seek to develop your own knowledge and skills (A/I)

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

* Educated to degree level in a relevant area, or gained substantive equivalent experience in a relevant field, with evidence of strong intellectual, analytical and communication skills. (A/C)

**Criteria tested by key:**

A = Application

C = Certification

I = Interview

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!