

## Technical and Production Services Coordinator

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**Department:** Children, Young People, Education and Skills

**Division:** Highlands College

**Reports to:** Head of Creative Arts – Highlands College

**JE Ref:** CYP1091

**Grade:** CS08

**JE Date:** 07/07/2022

### Job purpose

To coordinate a distributed technical and production team, comprising Training Technicians, and students within the Highlands College Creative Arts Department. The teams' purpose is to provide in-house production services for Highlands College as well as commercial AV production services for external clients and work experience opportunities for students enrolled on Creative Arts courses at the College.

This role also supports the College's internal communication, external marketing and core curriculum activities.

### Job specific outcomes

Responsible for day to day coordination of a team of Creative Arts Training Technicians working across all three Creative Arts teams, managing workflow and work allocation in a timely manner in order to support Creative Arts staff and students.

Coordinate Creative Arts Training Technicians and manage workflow for Creative Arts, Information Communication Technology (ICT) and Games Department, with specialist IT skills used by HNC/D level students in ICT and Games Dept in particular (Cloud Services, Maya, Adobe CC, Networking, Virtual Machines etc). Building and maintaining labs and specialist ICT facilities in across the college.

Take responsibility for the production of high quality AV materials for use within the College and externally as part of the College's marketing and promotional activities, whilst adhering to brand guidelines, following policy / procedure where required and ensuring legal/GDPR compliance

Engage with all College departments in order to provide timely, high-quality production services to support and promote the College's core activities.

Ensure compliance with applicable laws and regulations, college values, business ethics and policies and procedures.

Promote and facilitate the provision for charged commercial services to external clients in order to generate revenue for the Creative Arts Department.

Oversee and participate, as required, in the installation, testing, maintenance and documenting of all issues affecting existing, modified, or new hardware and software to facilitate the smooth running of both Creative Arts, ICT and Games Design.

Responsible for ensuring that all Creative Arts and ICT infrastructure is managed in line with IT infrastructure plan in order to minimise risk to the organisation.

Responsible for data management requirements, ensuring the successful backup and management of data and systems within the Creative Arts and ICT departments.

Responsible for engaging with external suppliers, managing relationships, overseeing technical service level agreements and ordering equipment for Creative Arts and ICT departments.

Liaising with Commercial department to hire facilities and work with external clients.

Support ITS with cross-college projects.

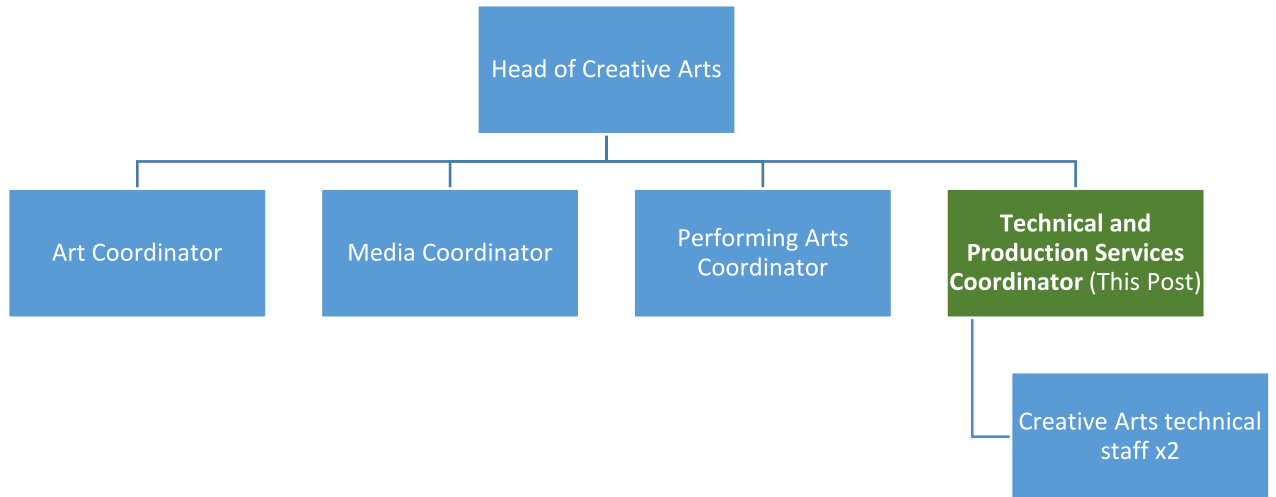
Compiling and maintaining the cross-college weekly bulletin and supporting other external external communications.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisational structure





## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to level 3 or higher in one or more appropriate subjects (e.g. ICT or media production).</li> <li>• One or more relevant technical qualifications (e.g. ACTC, ITIL).</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant management qualifications or the willingness to undertake same.</li> <li>• Appropriate teaching qualification (e.g. City and Guilds 730, AET or equivalent)</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of audio-visual production and post-production techniques in both studio and location environments.</li> <li>• Knowledge of computer hardware, software and networking sufficient to oversee the design and maintenance of complex computer systems supporting academic and AV activities.</li> <li>• Project management knowledge</li> <li>• Knowledge of relevant existing and emerging technology</li> <li>• Knowledge of marketing and branding requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of academic curriculum content and structures</li> </ul>
<b>Technical / Work-based Skills</b>	<p>Ability to effectively operate the following hardware/software:</p> <ul style="list-style-type: none"> <li>• Video recording equipment</li> <li>• Audio recording equipment</li> <li>• Production lighting equipment</li> </ul>	<p>Knowledge of Supply Jersey and budgeting.</p>

	<ul style="list-style-type: none"> <li>• Studio control equipment (including mixing desks etc.)</li> <li>• Live performance production hardware and software</li> <li>• Post-production software including video/audio editing, post-production effects (including Blender, Maya, After Effects, Unreal Engine)</li> <li>• Mac &amp; PC operating systems and networking software</li> <li>• High level knowledge of Microsoft Cloud Services (including 365, Azure and Microsoft Endpoint Manager)</li> <li>• Web design software</li> <li>• Gaming software and production hardware for systems such as Unreal Engine.</li> </ul>	
<p><b>General Skills/Attributes</b></p>	<ul style="list-style-type: none"> <li>• Ability to analyse, plan and problem solve.</li> <li>• Decision maker who can work to tight deadlines without compromising quality of work.</li> <li>• Well-organised, flexible and pro-active with a “can do” attitude.</li> <li>• Excellent written/oral communication skills with a diverse mix of groups and individuals.</li> <li>• High level interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• Use innovative and creative ways to solve a wide range of issues, applying a commercial approach to problem solving.</li> <li>• Utilise available information from a range of sources to make informed, effective decisions to drive operational performance</li> <li>• Marketing and branding design skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent time management skills, especially working under pressure and to tight deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>• Website design and management skills</li> </ul>
<b>Experience</b>	<p>5 years + experience of:</p> <ul style="list-style-type: none"> <li>• AV production experience</li> <li>• Computer building, coding and networking experience.</li> <li>• Games software and VR experience.</li> <li>• Project management experience</li> <li>• Technical budget management</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting students in an academic environment</li> <li>• Website building and design.</li> </ul>