

Job Description

- Job Title:** Technical Services Assistant
- Responsible to:** Venues Duty Manager / Deputy Venue Manager
- Outline of Post:** To work as part of the Tech Services/Venues team to provide a professional standard of technical support and customer service for a variety of Guild and external events.
- Hours:** Able to work a minimum of 5-20 hours per week.

Duties and Responsibilities:

1. To work individually or as part of a team to provide technical event production (sound and lighting) for Guild events including club nights, live music and large scale events including Guild Awards and Grad Ball.
2. To work individually or as part of a team to provide technical support for student group and society events including theatre, live music and formal events both in and outside the Guild.
3. To operate the technical equipment used within the Guild's venues.
4. To ensure the security and housekeeping of backstage/tech areas are observed. .
5. To observe Guild Health & Safety Procedures
6. To work to ensure the smooth running of events.
7. To attend work wearing the uniform provided, and where appropriate, the necessary personal protective equipment.
8. To maintain a flexible approach to working duties and times
9. To attend and complete compulsory training as required.
10. To carry out other duties which naturally fall within the reasonable expectations of the post.

Person Specification

The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

- Strong customer service focus with an awareness of your impact on the customer experience
- Strong communication skills – with customers, managers & team
- Able to work in a team, but also on own initiative
- Flexible, committed and punctual
- Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year
- Able to stay calm and friendly under pressure in a busy environment
- Keen to contribute to the success of Guild events.