

CANDIDATE PACK

Technical Manager

Design, Creative and Digital Industries

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services



JOB DESCRIPTION

Job Title: Technical Manager

Reports to: Head Technician

Department: Design, Creative and Digital Industries

Grade: NG8

ROLE PURPOSE

To lead the day to day activity of the defined DCDI technical teams in the academic delivery of College activities (e.g. teaching, research and knowledge exchange activities), through the provision of a high quality and customer-focused technical service to colleagues, students and external users. To support the Head Technician in providing strategic direction and planning for Technical operations and resources to ensure enhancement of student experience, teaching, research and knowledge exchange.

To establish best practice in the supervision of the technical colleagues and facilities including oversight of health and safety matters, forward planning and optimum utilisation of materials, equipment and technical resources. The post holder will discharge these responsibilities in addition to maintaining their own 'hands on' core specialist technical knowledge.

PRINCIPAL ACCOUNTABILITIES

1. To be responsible for the day to day operational management, development and delivery of a range of customer-focused high quality technical within the College technical team, to provide support for the core activities of the College (teaching, research, knowledge exchange, commercial) and its users. Contribute to Westminster's positioning as a University of first choice by providing an efficient and outstanding customer experience.
2. To work closely with the Head Technician and other senior colleagues within the College in contributing and leading in strategic planning and development of the designated service areas, in order to provide responsive and fit-for-purpose support for the requirements of the College. To contribute as an equal member of the Technical Management Team.
3. To lead and manage a multi-disciplinary team of Technical colleagues within the College, through the Team Leaders, ensuring that; all relevant people management policies are effectively implemented in accordance with University values. Ensure all colleagues engage with the University's PDR process, deliver their personal objectives and complete all agreed personal development activities. Support technical colleagues to develop and work towards recognition of industry standard skills, encouraging professional registration and recognition of the College technical workforce.



4. Provide strategic forward looking leadership and set appropriate service and performance standards, engaging and motivating colleagues to achieve maximum performance and flexibility within clear lines of accountability and responsibility.
5. Develop effective relations with other academic and Professional Services areas advocating the business needs of the school and facilitating the successful completion of projects or other works as a central liaison with the wider University services (including estates, timetabling, IT and AV services).
6. To represent the College, University and technical team internally and externally as required. To undertake committee work as required and on occasion in a cross University capacity. In particular the College Groups and Committees as required
7. To work to strict budgetary targets, as define by the Head Technician and to maintain financial records and planning documents ensuring operational costs are controlled and resources are used efficiently, effectively and economically. Support capital expenditure, review and management of new technology, including relevant strategic School investments.
8. To ensure operational compliance of Technical workshops and equipment with Health and Safety requirements, sustainability and service standards (where required). These will include health and safety (cross University), compliance through advice, assignment of specific duties and audits. Ensure that maintenance and minor repairs to equipment are undertaken by appropriately trained members of the technical team, or by commissioning external engineers. Provide advice on all matters relating to Technical workshop operations, within assigned technical areas, to the College and when necessary to the University.
9. To manage, negotiate and develop technical facilities for knowledge exchange services with external clients in order to generate income; to oversee the income generation activities relevant to laboratory and where required develop collaborative arrangements with other providers.
10. To work closely with the Head Technician on project management of Technical workshops and College Estate and capital projects as required on behalf of the College and to lead on development of ideas for such projects to enhance the Technical workshop environment.
11. To undertake relevant continuous professional development activities and maintain up to date knowledge and skills in the designated technical specialism.
12. To coordinate and contribute to writing technical guidance/manuals or other internal knowledge exchange formats relevant to the designated technical service area and its equipment and provisions.
13. To undertake any other duties within their competence and appropriate to the grade, as required by the line manager or their nominee.



CONTEXT

The College of Design, Creative and Digital Industries (DCDI) brings together, under one umbrella, academic programmes, research activity and enterprise across the subject areas of Media, Arts and Design, Architecture and Technology. Established in 2018, DCDI was created recognising the convergence between technological development and the creative industries and the need to equip our graduates with the confidence to build their own portfolios and enterprises as well as exploring traditional career routes.

The College is made up of four distinct schools located over three campuses. The School of Architecture and Cities is based at our Marylebone Road campus, The School of Computer Science and Engineering operates from our campus on New Cavendish Street, and the Westminster School of Arts, and Westminster School of Media and Communications operate predominantly at our Harrow campus. Practice-led and research-informed, we create, anticipate, and analyse the potential of emerging trends and technology and influence the agenda through developing new avenues of academic research and innovative practice. Our facilities include cutting edge studios, workshops, laboratories, and collaborative space within which to explore, experiment, design build and create. Many of our academic colleagues are professional practitioners, and our researchers produce internationally excellent and world leading outputs that generate significant impact.

The Harrow campus currently supports c.3000 students in the School of Media and Communication and School of Art. There are currently 6 Technical Team Leaders which is likely to increase to 8 with new in areas Games and new Technology, and Matrix teaching across the MA course provision. These team leaders support a team of c.40 specialist technical staff (NG1-NG5) working in 18 distinct subject discipline workshops and several shared resources including 4 central equipment loans stores and 3 bureau style services for Laser cutting, CNC, 3D print and specialist 2D print and printmaking.

The College, under the leadership of the Head of College, is currently going through significant evolution of the teaching, research & KE activity in the College. There is an increasing College wide approach and development of activity that is holistic, industry focused and addressing the significant changes driven by technology and innovation of the Digital and Creative industries.

The Technical Manager is responsible for the day-to-day operational management of the (defined) College's technical teams, focusing on delivering high-quality technical services to support teaching, research, and knowledge exchange activities. This role involves hands-on supervision, ensuring best practices in health and safety, optimizing the use of resources, and maintaining technical knowledge. The Technical Manager works closely with the Head Technician to support strategic direction and resource planning to enhance the overall student experience.

The Technical Manager role works closely with the Course Leaders and Assistant Heads of School layer to ensure all day-to-day service needs are met.

The post-holder is expected to work closely with colleagues within and outside of the College to maintain the highest quality of



technical support services and provide the best possible experience to College users (primarily students and academic and research colleague) in the delivery of the Colleges core activities. In particular, the post holder will need to work closely with the Head Technician, with delegated responsibility for day-to-day operational management of the defined College Technical teams.

The post holder will have oversight of the College Workshops, supporting the technical team, through direct and indirect line management, and will work closely with the procurement team, School and University safety advisors and the University's Estates Planning & Services department.

The post holder will be expected to 'model' a customer-centred approach and have a commitment to personal and professional development, demonstrating this commitment through undertaking regular continuous professional development activities.

DIMENSIONS

- The post-holder will have direct line management of a number of defined Technical Team Leaders.
- The post-holder is indirectly responsible for a team of defined technical staff working across the areas of including, but not limited to, 3D making, Lens Based Media, Music, Sound and Photography. Approximately nine of those colleagues being direct reports.
- The post holder is responsible for the minor equipment, small and large maintenance, and technical colleague development budgets.
- Services provided impact across the College on some circa 3000 students and circa 150 FTE academic colleagues.
- The post holder is expected to influence spending on capital equipment and estate within the School and take a forward looking, strategic view to planning.
- The post-holder will undertake the lead for the Schools in the delivery of identified estates and capital development projects involving technical areas' infrastructure, these projects can vary in value and require the post-holder to undertake business planning and deliver on schedule and budget.
- The post-holder has oversight of the equipment/physical resources in the designated technical service areas, and their safe and regulatory compliant usage - both directly, and indirectly through the technical team - in compliance with Health and Safety requirements.
- There may be restrictions on taking annual leave during busy periods and during term time.



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Undergraduate degree in an appropriate Creative Arts and Design

Desirable

- Post-Graduate Degree or Professional Qualification
- Member or Fellow of a relevant professional Body

TRAINING AND EXPERIENCE

Essential

- Strong track record of successful people/line management, and leadership of a technical services function in a large/complex organization.
- Successful record of delivering innovative and continuous improvement and contribution to transformational change management.
- Track record of operational resource management, multiple teams and budgetary control.
- Current knowledge of health and safety matters relating to technical workshops, auditing, and associated inspections.
- Experience of project management and the development of infrastructure for specialist technology and space
- Translating and operationalising strategic plans over a range of activities
- Contribution and leadership in strategy development

Desirable

- NEBOSH (National General Certificate in Occupational Health and Safety)

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Working to professional standards and leading by example.



- An articulate team player who can relate to, motivate and build rapport with people at all levels of the organisation with strong communication skills.
- Track record of successfully working in laboratory settings demonstrating sound laboratory skills.
- Strong strategic planning and analytical and evaluating abilities, good judgment and a strong operational focus.
- Good IT skills, including knowledge of word processing, spread sheets and databases.
- A forward thinking and creative manager and leader with high ethical standards and an appropriate professional approach.
- An effective educator who is willing to share information and serve as a mentor, influencing, developing, and changing the motivation and behaviour of their colleagues.
- Committed to continuing personal and professional development.
- Fully committed to creating a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae;
- names and contact details of two referees (although referees will only be approached at offer stage).

The deadline for receipt of applications is midnight on 27 May 2024.

Interviews will take place on 05 June 2024.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

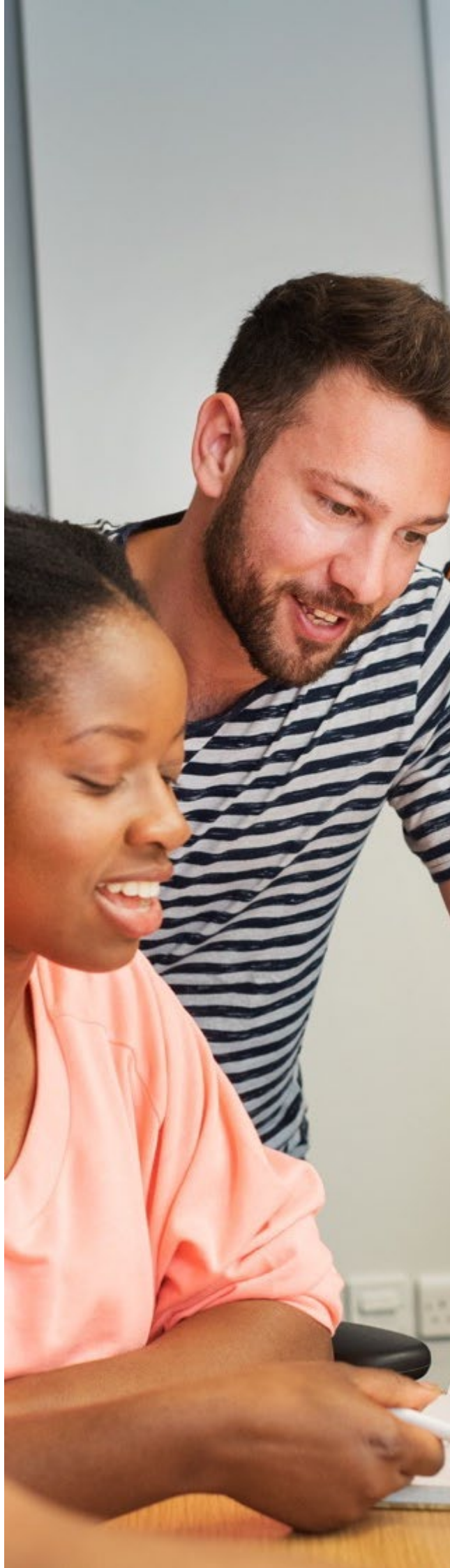
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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