

CANDIDATE PACK

Electronics & Robotics Technician

Design, Creative & 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

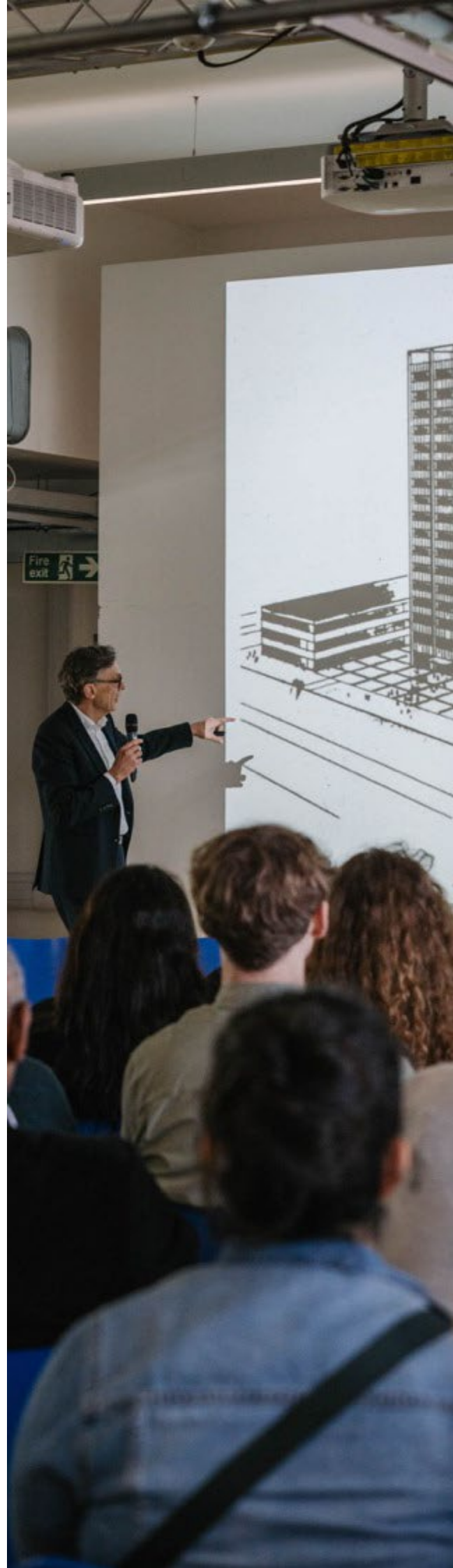
We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this 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: Electronics & Robotics Technician

Reports to: Technician Team Leader

Department: Design, Creative and Digital Industries

Grade: NG5

ROLE PURPOSE

To support the academic delivery of School of Computer Science and Engineering (CSE) activities (teaching, seminars, research, CPD and knowledge exchange activities), through the provision of a high quality and customer-focused technical service to staff, students, and external clients/users.

Provide specialist technical support to all students and staff including the day-to-day support and maintenance of electronics and engineering laboratories and other areas overseen by the school technical team. The post-holder will assist in the development of technical facilities and services.

PRINCIPAL ACCOUNTABILITIES

1. To work as a member of a technical team delivering a range of customer-focused technical services within the school and providing support for core activities of the CSE (teaching, research, KTP and income generation) and its users. This will include:
 - a. To provide advice and expertise in the areas of responsibilities, such as electronics, engineering, computer science, CAD/simulation, embedded systems (e.g. Arduino, ARM, Raspberry Pi, 3D printing and laser cutting and integrated circuits).
 - b. To assist in the development of new engineering and computing lab facilities.
 - c. To deliver technical services that are effective, specialised to its environment and ensure a coordinated service within our core Computing Infrastructure and Technical team.
 - d. To supervise and support a digital manufacturing service comprising 3D printing and laser cutting.
 - e. To develop, enhance and maintain electronic, engineering and computer laboratories.
 - f. Conduct daily checks on laboratories and other designated areas to maintain operational efficiencies.
 - g. To assist in identifying equipment as part of the capital expenditure process including gathering requirements and preparing specifications for designated areas to inform planning.
2. To comply with all relevant Health and Safety requirements in the designated technical services area, monitoring and ensuring the safe usage of all equipment and materials by users. This will include:
 - a. To maintain best practice through established Health & Safety legislation, Risk and Hazard Management and COSHH procedures.
 - b. The post holder will give inductions and training to students, staff and other users of the facilities.



- c. The post holder will be required to write technical guides, SOPs and relevant documentations, including risk assessments.
 - d. To ensure that Health and Safety procedures, particularly when working with hazardous substances, electrical equipment and manual handling, are strictly adhered to where appropriate.
 - e. To keep up to date with relevant HSE legislation and guidelines to ensuring our areas are following the latest university and governmental guidelines.
3. To instruct users in, and carry out demonstration of, the safe and correct use of equipment and materials, on both during scheduled seminars and an ad-hoc basis throughout the year, maintaining appropriate records that this instruction has taken place.
 4. To provide specialist technical support to academic staff and students during the preparation and delivery of seminars (e.g. as part of the undergraduate or postgraduate curriculum, as part of support for student and/or research projects, summer school, CPD/short-course and enterprise activities). Such specialist technical support includes (but is not limited to):
 - a. To prepare and support lab sessions for electronic engineering, computing, and other modules by liaising with the Team Leader, other technical team members and academic staff.
 - b. To provide general technical support for laboratories and facilities overseen by the technical team and as required by the Computing Infrastructure and Technical team.
 5. To carry out the regular inspection and evaluation of equipment in the designated technical services area, to ensure that it conforms to required Health & Safety standards; maintaining and undertaking minor repairs to equipment (where the post holder has had the necessary training to undertake such repairs) and referring maintenance requirements to the Team Leader when required. To keep the designated technical service area in a clean, safe and fully operational condition.
 6. To maintain an inventory of stock/materials in the designated technical services area, and requisitioned, in a timely manner to maintain optimum levels at all times throughout the year.
 7. To supervise and guide junior technical staff, student helpers as and when required by the Team Leader, in the safe and correct operation of equipment and materials.
 8. To participate in and contribute to relevant internal or external networks (e.g. Technician team meetings, user groups, committees, professional networks), as directed by the Team Leader. To undertake relevant continuous professional development activities to maintain up to date knowledge and skills in the designated specialisms.
 9. To contribute to writing technical guidance/manuals for users relevant to the designated technical service area and its equipment and provisions.



To undertake any other duties within their competence and appropriate to the grade, as required by the line manager or their nominee.

CONTEXT

School of Computer Science and Engineering (CSE) is part of DCDI (College of Design, Creative & Digital Industries) and one of 3 colleges at the University. CSE Computing Infrastructure and Technical team comprises 10 team members (6 Technicians and 4 school Systems Engineers) and supports CSE learning and teaching, research and other school activities. Our mission is to provide high-quality specialist and value adding technical services and support aligned to School's academic portfolio. Our team predominantly maintains laboratories and delivers support in Computer Science and Engineering areas, provides support for teaching, research projects & students in these labs, responds to Service Desk calls, provides first- and second-line IT and technical support. Technicians work closely with the school's Systems Engineers and central IT teams to resolve any issues including 3rd line support calls. Where possible we work with other technical teams to support academic disciplines across the College and whole University and are expected to engage in interdisciplinary support and knowledge exchange. This support directly and indirectly helps meet day to day operational business and strategic needs and achieve the school, college and university aims & objectives as defined in our strategy.

Computing Infrastructure and Technical team supports over 30 specialist labs belonging to the school. Other specialist services such our hardware/electronics, robotics, 3D printing and laser cutting facilities to name a few. There are more than 100 specialist software, multiple operating systems including Windows, UNIX, Linux and macOS.

The post holder will have good communication, customer services skills, along with knowledge and experience of electronics, embedded systems, robotics as well as IT infrastructure, services and support for teaching, research and enterprise activities in the HE environment.

They will liaise with external suppliers regarding services in the area of our responsibilities and their expertise. The post holder will actively engage with internal technical and procurement teams, staff and students and other stakeholders. They will provide a supporting role to the school academic, research and consultancy activities, as and when required. They will maintain the highest quality of technical support and provide the best possible experience to students and staff. The post holder is expected to work closely with members of Information Services and Support (ISS) and other Schools/Colleges as appropriate and engage with other professionals within the UK Higher Education community.

The post holder will be expected to adopt 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 has no line management or budgetary responsibility but works as part of Computing Infrastructure and Technical team to support the core activities of the school.



The post-holder is a user of the equipment/physical resources in the designated technical service area and ensures their safe usage in compliance with Health and Safety requirements. The post-holder will provide specialist support to electronic, engineering and computer science and general support in other areas overseen by the school Technical Team.

There may be restrictions on taking annual leave during busy periods and during term time.

The post-holder will deliver the specialist technical service, primarily in 31 computer labs, electronic engineering hardware labs, robotics, 3D printing and laser cutting facilities.

The normal working day is from 9am to 5pm, Monday to Friday although with agreement with their line manager 10am to 6pm working hours are possible. At certain times of the year, it may be necessary to work outside normal working hours, including evening/weekends - such as to provide support for open days and other outreach events.



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Educated to degree level in Computer Science with electronic engineering component/equivalent industry experience.
- NVQ in customer services or equivalent practical experience

Desirable

- Relevant post-graduate degree or membership of a relevant professional body such as IET/IEEE or demonstrable equivalent level of professional experience.
- Professional registration as an Engineering Technician (EngTech), RITTech (Registration for IT Technicians) or equivalent.
- Professional certification such as MCSA/MCSE, CCNA, ACSP/ACTC

TRAINING AND EXPERIENCE

Essential

- Proven understanding of health and safety legislation, requirements and best practice in the context of the specific working in HE teaching environment in relevant electronic engineering subject area such as modern electronics labs, hardware and computer laboratories.
- Proven successful record of experience of working in a customer focused IT based environment with a mixed infrastructure towards a set Service Level Agreement (SLA)
- Experience of demonstrating/training users on equipment and/or software
- Experience of a customer services role with knowledge and experience of electronics and IT infrastructure, services and support for teaching, research and enterprise activities in the HE environment and proven knowledge of and skills for working with a variety of hardware (e.g. PC, thin-clients, MAC, devices, laptops), software and operating systems (e.g. Windows, MACOS, Linux) using sophisticated and contemporary equipment
- Proven knowledge of and skills for working with a variety of hardware and other electrical equipment (oscilloscopes, function/signal generators, power supplies, etc.), electronic components (resistors, capacitors, integrated circuits, etc.) and embedded systems (Arduino and/or Raspberry Pi or equivalent) and



experience of using other sophisticated and contemporary equipment.

- Programming experience in one or more languages such as C/C++, Java and MATLAB and one or more scripting languages such as bash, Python, Perl and PowerShell
- Experience of working successfully as a member of a customer-facing team of staff

Desirable

- Previous experience in a Higher Education environment
- Experience with general robotics systems and robotics hardware.
- Knowledge of server hardware and software (e.g. Windows Server, Linux/Unix, MAC OS Server)
- Knowledge of networking protocols.
- Use and knowledge of ITIL Service Management framework.
- Experience with 3D Printing and/or running a 3D Printing service in an HE setting
- Experience with CAD software (e.g. AutoCAD/Inventor, Fusion 360 or equivalent) producing high quality models for 3D Printing.
- Knowledge and experience of Laser Cutting operation and process.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Excellent IT skills including word processing, spreadsheets, and database management.
- Problem solving skills to troubleshoot and resolve IT software and hardware issues.
- Excellent interpersonal skills with the ability to communicate information effectively (either verbally or in written form), and articulate complex issues in a manner, which is clear and concise.
- Excellent planning skills, with attention to detail and the ability to meet deadlines and work well under time constraints and other pressures.

Desirable

- Knowledge and Experience of AV (Audio Visual) equipment.



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 21 April 2025.

Interviews will take place on week commencing 28 April 2025.

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.

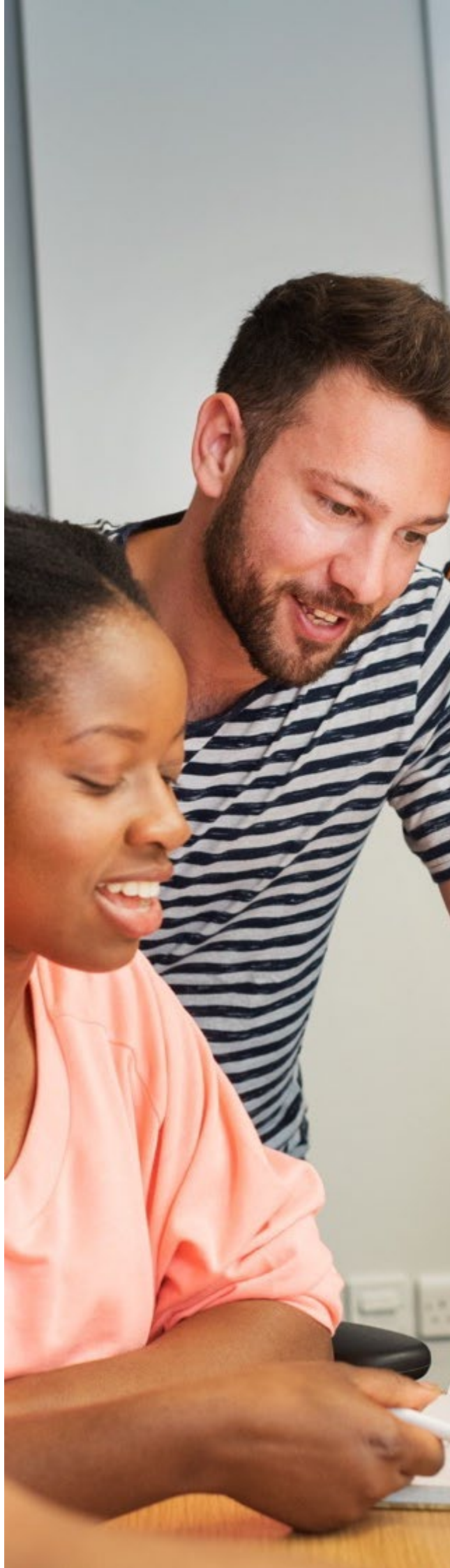
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



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.





[westminster.ac.uk](https://www.westminster.ac.uk)

The University of Westminster is a charity and a company limited by guarantee. Registration number: 977818. Registered office: 309 Regent Street, London W1B 2UW. 9860/08.23/JT

