

Person Specification

Job title:	Support Service Technician (Technical)
Job Family/ Grade/Level:	Technical Services/Grade 5 TS4
Summary of role:	Responsible for the provision of whole school technical support within Design and Technology, Science and Digital Technology with due regard for Health and Safety. Prioritisation/co-ordination of own core area workload within the Design & Technology dept. and also an ability to work flexibly throughout the whole school within all other technician disciplines as required. Ensure efficient delivery of technician services is provided timeously and with due regard for Health and Safety.

Criteria	Essential	Desirable	Evidence
Education, qualifications & training	Appropriate Technical C&G/NC or equivalent Certificate or Appropriate craft apprenticeship.	Advanced Technical C&G/HNC/HND or equivalent Certificate and considerable relevant experience.	☒ Application Form ☒ Certificates
Skills	Able to work independently and as part of a team and be capable of responding effectively to delegated responsibilities. Flexible with a high standard of various technical, scientific, ICT, presentational / AV and other practical skills. Provision and maintenance of technical dept machinery and equipment as required. Manage stock levels in line with departmental requirements.	Experience of maintaining and operating a wide range of fixed workshop machinery. Able to demonstrate success in the development of small projects. Willing to assist with the development and introduction of new approaches and techniques to support design & technology in the curriculum. Able to demonstrate confident and effective decision making.	☒ Application Form ☒ References ☒ Interview
Knowledge	Experience of managing own workload, carrying out technician work requests and an ability to participate fully in service delivery. Ability to work on own initiative and liaise with all levels of staff.	Interest in education and working with a wide range of service users. Experience of supervision, training and mentoring junior members of staff.	☒ Application Form ☒ References ☒ Interview
Other	Commitment to the development of the School Technician Service and council Modern Apprenticeship Scheme	Interests of a practical nature, and in the use of new technology. Able to work well under pressure and to pre-planned deadlines.	☒ Interview

Competencies	Essential	Desirable	Evidence
Personal Effectiveness Communicating Level 1	- You get on well with people, by explaining your ideas clearly, so that they understand you. - You write clearly, when needed, and in a way that people can understand. - You're a good listener. - You make sure that people have understood you, and they know to pass the message on to others.	You speak clearly and calmly, and you're tactful.	☒ App. Form ☒ Interview
Personal Effectiveness – Decision Making Level 1	- You find out what information you need, and then get it, to make the right decisions in the time you've got. - You base your decisions on what you understand and assume about the information you have. - You know when to refer to your manager.	You know what else could happen if you don't do something on time.	☒ App. Form ☒ Interview
Delivering Results – Planning Level 1	- You organise your work by thinking about deadlines, promises, and how important the different tasks are. - You prepare in good time, for any future work you need to do. - You're realistic about the time you need to do a job, and will tell other people immediately if you can't do something. - You ask for help when you need to.	You only miss deadlines because of circumstances beyond your own control.	☒ App. Form ☒ Interview
Delivering Results – Motivation Level 1	- You know what you're good at, and what role you prefer to play within a team. - You're keen to do things, and to do them well. - You work steadily to meet your targets. - You set new targets for yourself, once you've reached the old ones.	- You enjoy a challenge. - You work well, even when time is short or things are difficult. - You don't mind being told when you've done something wrong.	☒ App. Form ☒ Interview

Providing Excellent Customer Service – Collaboration Level 1	• You're open about your own needs, and listen sensitively to other people's. • You work with other people to find ways of solving problems. • You work flexibly and you're happy to help other employees. • You back-up team decisions and support the aims of the team.	• You understand that your own job, and how you do it, helps to meet the team's goals. • You recognise and understand how people are different.	☒ App. Form ☒ Interview
Leadership – Provides Support Level 1	• You ask people to give you feedback, and to explain your targets and the best ways that you can meet them. • You give regular and helpful feedback to other people.	• You make sure that you spend the right amount of time on the different aspects of your job, to meet all aims.	☒ App. Form ☒ Interview