

TECHNICAL CREW

Role Profile

The Union's vision is that: **Every student loves their time at Southampton.**
Your role in contributing towards achievement of this vision is described below.

Main Purpose of Role:

- 1) To assist with the delivery of technical requirements
- 2) To help provide a welcoming and informative customer service
- 3) To create a safe working environment

Responsible to: Events Technical Coordinator
Responsible for: N/A
Grade: Support Staff Level 1

Main Duties of the Role

To assist with the delivery of technical requirements

- Set up before, provide technical support during, and pack down after events
- Work as part of a team (both colleagues and managers) to deliver service and products
- Work with the other departments to ensure appropriate delivery of technical requirements for events

To help provide a welcoming and informative customer service

- Help resolve any customer queries or complaints promptly, referring to a team leader/manager when appropriate
- Ensure that customers receive the best possible experience when visiting the Students' Union
- Use innovative approaches to maximise the customer experience through varied, creative technical delivery
- Respond to audience needs by adapting your technical delivery

To create a safe working environment

- Comply with the relevant safety and legislative requirements including: licensing regulations, health and safety standards, and confidentiality policies
- Undertake training as required to complete your duties
- Fulfil personal responsibility for working in a safe environment through maintaining cleanliness and housekeeping standards and reporting faults, problems, issues, accidents or incidents

Contribute to the overall effectiveness of the Union by

- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met

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- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departments Operational Plan
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post

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Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Relevant experience in technical support for events		X
Awareness and appreciation of exceptional customer service	X	
Be willing to undertake any training require to successfully and safely complete jobs	X	
Experience working as part of a team	X	
Able to follow a brief and undertake a technical brief	X	
Highly organised approach to managing workload	X	
Ability to demonstrate empathy and sensitivity to the needs of others and remain calm under pressure, and to handle occasional conflict	X	
Commitment to and knowledge of equal opportunities – including inclusivity and access issues	X	
Commitment to and passion for the values and purpose of a Students' Union, including the ability to work in a student led environment	X	
Commitment to and an understanding of Equality & Diversity, Ethical & Environmental issues, and Health & Safety	X	

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Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.