

Technical (Tech) Crew Role Profile

SUSU's vision is that: **Every student loves their time at Southampton.** We exist to:

- Help Students find friendship groups
- Help students complete their degree programmes
- Give students a voice in the University and wider community

Your role is contributing towards achievement of this vision is described below:

Main Purpose of Role:

- 1) Assist events with the delivery of technical support.
- 2) Create a safe working environment.
- 3) Help provide welcoming and informative customer service

Responsible to: Head Venue Technician
Responsible for: N/A
Grade: Support Staff Level 1

Main Duties of the Role

Assist with the delivery of technical requirements for events and functions at SUSU.

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

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 by maintaining cleanliness and housekeeping standards and reporting faults, problems, issues, accidents, or incidents.

To help provide welcoming and informative customer service.

- Help promptly resolve customer queries or complaints, 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 maximize the customer experience through varied, creative technical delivery.

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- Respond to audience needs by adapting your technical delivery.
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post.

Person 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 to identify any training and development needs once in post.

| Key/Qualifications/Experience Required | Essential | Desirable |
|---|-----------|-----------|
| Relevant experience in technical support for events and functions | | X |
| Awareness and appreciation of exceptional customer service | X | |
| Be willing to undertake any training required 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 | |
| A highly organized approach to managing workload | X | |
| Ability to demonstrate empathy and sensitivity to the needs of others and remain calm under pressure, and 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.