

# Associate Technician: Design

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information about Norwich University of the Arts and our community please visit [norwichuni.ac.uk](https://norwichuni.ac.uk)

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. We have been awarded Gold in the Teaching Excellence Framework (TEF) with the highest possible rating. We are the only creative arts and design university with a triple gold TEF rating.

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city.

Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

*Professor Simon Ofield-Kerr, Vice-Chancellor,  
Norwich University of the Arts*

Committed to

# EQUALITY DIVERSITY

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

Can you create innovative designs using InDesign, Illustrator and Photoshop? Are you a creative designer with a passion for publishing, branding or UX design? If this sounds like you, this is an exciting opportunity to join our Design Studio as an Associate Technician.

We are looking for a design enthusiast who can help students to work independently and supervise activities in the Design Studio. You will support a range of creative design apps with a focus on InDesign, Illustrator and Photoshop, guiding a students' journey from idea to outcome.

Our Design Studio offers specialist resources for design, including technical instruction for creative software, digital print, publications, web, and image manipulation.

The Design Studio team also operate our Student IT Helpdesk this includes some responsibility for assisting with student system access, printers, scanners, and setup of personal devices.

We champion transdisciplinary making and creating across all technical areas, so there will also be exciting opportunities to work with students across all disciplines to develop their skills and realise their creative ambitions in this area.

Most of all we are looking for a motivated and creative individual who can become part of our creative community, with high levels of technical competence and enthusiasm for helping students develop their skills.

This is a student facing role so you will need to be a friendly and approachable person who can empower students, enhance their technical understanding, and become part of their creative journey.



Associate Technician: Design

Term-time only - 34 hours per week, for 30 weeks per year.

Salary: From £16,005 to £16,757 per annum,

Pro-rated from a full-time equivalent salary of £25,733 to £26,942 per annum

Closing date for applications: 18th July 2025

Interview date: 12th August 2025









Job Description

## Associate Technician: Design

Reporting to: Technical Services Manager: Design

## Job Purpose

- Contribute to the delivery of professional technical expertise, guidance and knowledge supporting teaching, research, and commercial activities.
- Contribute to the support for student technical learning, informal and formal training and instruction, and the development of proficiency of relevant software, equipment, and processes, following guidelines from Technical Services Managers and senior team members.







# Duties and Responsibilities

## Technical Instruction & Learning

- Oversee resources, equipment, processes for groups and individual students and staff as identified by the Technical Services Manager and/or senior Technicians.
- Operate technical resources to support high quality learning and teaching and research activity to enhance the student experience.
- Supervise students and staff in all activities relating to the technical area.
- Provide guidance and advice to students, helping students to identify and supply appropriate techniques, processes, materials, resources, and equipment to meet learning outcomes.
- Assist in the inductions of new users into the facilities, providing training on all aspects of use including health and safety, following guidelines from senior Technicians.
- Provide technical advice, guidance and assistance to students, academic colleagues, and external clients.
- Demonstrate the use of specialist equipment including both digital and traditional equipment as needed.
- Organise materials and equipment required for instruction and practical sessions including preparation of materials and setting up of equipment ensuring that it is all working correctly.

- Work flexibly as needed to provide technical services across all academic programmes.
- Help inform development of technical services to meet emerging needs.
- Provide technical know-how and expertise in own area of work.
- Any other associated duties as required by the Technical Services Manager or the Head of Technical Services.

## Resource management

- Ensure that working spaces and equipment are properly maintained and kept in good order to ensure an appropriate academic and technical working environment.
- Assist in the inductions of new users into the facilities, providing instruction on all aspects of use including health and safety, following guidelines from Technical Services Managers or senior technicians.
- Undertake routine maintenance and repair of equipment including planned preventative maintenance and on the spot fixes.
- Maintain online equipment loan logging systems, ensuring access to, and return of kit, kit maintenance and supply of related consumables.
- Maintain electronic records relating to equipment and consumables such as inventories, records of stock levels and equipment loans.

- Ensure that standards of work are fully compliant with Risk Assessments, COSHH records and the University's health and safety policies and relevant regulations.
- Perform routine housekeeping activities to keep all work areas in a safe, orderly, and clean condition.
- Assist in the preparation, mounting and dismantling of exhibitions showcases and other public events.
- Contribute to the planning and development of resources and facilities to enhance learning needs, outcomes, research, and commercial activities.
- Escalate queries, problems, and higher-level requests to team members as appropriate.
- Issue of materials and equipment, including cashless sales.

## Staffing & Professional Development

- Undertake continuous personal and professional development and maintain a keen interest in technical developments that are relevant to the technical support of academic programmes.



# Person Specification

## Essential

### Knowledge & Experience

- Technically competent to deliver effective and supportive instruction to students in Adobe InDesign, Adobe Photoshop and Adobe Illustrator.
- Proven professional experience of digital design processes.
- Able to support students across a wide range of digital design areas, including layout for print and screen, image manipulation, moving image and presentations
- Effective interpersonal, verbal and written communication skills
- Knowledge and experience of Health and Safety practices relevant to subject area and the application of risk assessments.

### Qualifications

- Educated to degree level in a relevant subject and/or equivalent professional experience in a similar role.

### Ways of Working

- Ability to provide technical guidance and support users whilst working independently with equipment and resources.
- Ability to supervise a busy technical environment ensuring health and safety procedures are always followed.
- Ability to work proactively on your own initiative, as part of a team and collaborate across different professional groups.
- Commitment to providing high quality customer service upholding the quality of user experience

### Personal Attributes

- Commitment to own personal and professional development.
- Commitment to gaining professional recognition.

### Desirable

- Experience with Adobe After Effects, Adobe Premiere, Figma
- Knowledge and experience of using printers, scanners and Wacom tablets
- Knowledge of Mac and Windows workstations to offer IT support to students
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- Advance HE Associate Fellowship.







# Further Information

## **Equality, Diversity and Inclusion**

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

## **Health and Safety**

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

## **Policies and Procedures**

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

## **Staff Development**

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

## **Confidentiality**

We must maintain appropriate confidentiality in relation to our work and that of the University.

## **Variation to Job Description**

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.



# General Information

## Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

### Duties

Your duties and responsibilities are outlined in the job description

### Starting Date

This post is offered on an indefinite basis to commence from September 2025

### Hours of Work

The standard hours of work are 37 hours per week. The hours for this role are 34 hours per week, for 30 weeks per year.

### Salary

This post is on an incremental salary scale. The salary for this post is Grade 4, which is from £16,005 to £16,757 per annum,

*Pro-rated from a full-time equivalent salary of £25,733 to £26,942 per annum*

### Annual Leave

This is a term time only position and you will receive paid holiday as part of your annual salary pro-rata to 22 days holiday plus 8 statutory days and up to 4 concessionary days leave per year when the University is closed (pro rata).

## Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 25.3%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

## Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request.

## Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route

## Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.





A woman with long dark hair, wearing a black academic cap and a black gown with a light blue stole, stands at a white podium. She is speaking into two microphones. Behind her, several other graduates in academic regalia are seated, looking on. The background features a colorful pattern of geometric shapes in purple, green, and pink. The podium has the text 'NORWICH UNIVERSITY OF THE ARTS' printed on it.

NORWICH  
UNIVERSITY  
OF THE ARTS



# Application and Recruitment Process

## Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

## Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

## Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

## Submission of Application Form

Please submit both your completed application form and EDI form to [jobs@norwichuni.ac.uk](mailto:jobs@norwichuni.ac.uk) quoting reference A1137

Please note that we can only accept forms in either PDF or DOC format.

The closing date for this vacancy is: 18th July 2025

We regret we are unable to accept late applications.

## Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be: 12th August 2025

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.



Adam Billings

We would like to take this opportunity to thank you for your interest in this position and wish you success with your application. If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing [jobs@norwichuni.ac.uk](mailto:jobs@norwichuni.ac.uk)







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