

Senior Technician: Web & Interaction 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

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.

Are you passionate about how people engage with the digital world? Do you understand the importance of user experience and want to help shape the next generation of digital creators?

We are seeking a skilled and motivated UX and Web Technician to join Norwich's dynamic Technical Services team. This is an exciting opportunity to work at the intersection of technology, creativity, and education—supporting students and staff in the delivery of digital design, user experience, and web development teaching and research.

We are seeking a passionate and detail-oriented individual with a strong foundation in web and user experience design and a keen interest in supporting academic and research activities in a higher education environment.

As senior technician you will be responsible for the design and delivery of technical inductions and specialist workshops covering software/hardware and workflows. You'll support student exploration and knowledge of technologies involved in the design process and collaborate with academic staff to develop and deliver workshops on UX tools.

We need someone who can support students as they create interactive products such as website and app prototypes, video motion graphics, digital imagery and designed research outputs.

You will need solid knowledge of UX Design and Web Development, proficiency in HTML, CSS, JavaScript, and UX design tools such as Figma, Framer, Webflow, Rive, Spline and others.

You will also require good understanding of usability, accessibility, and responsive design principles and be capable of supporting usability testing equipment, eye-tracking systems, and prototyping tools.



Senior Technician: Web & Interaction Design

Full-time
37 Hours per week for 52 weeks per year

Salary: From £32,546 to £37,174 per annum

Closing date for applications: 5pm on 29th July 2025

Interview date: 12th August 2025





Job Description

Senior Technician: Web & Interaction Design

Reporting to: Technical Services Manager: Computational Arts

Job Purpose

- Work as a lead technician providing specialist expertise for an area of work and provide high quality support.
- Work closely with the Technical Services Manager, and academic teams to develop technical pedagogy, make best use of existing technical resources and contribute to further development of facilities.
- Connect with relevant internal and external networks and use these contacts to enhance delivery.
- Identify appropriate personal development opportunities and actively keep up to date with relevant discipline knowledge, trends, and technology, and apply this to technical instruction and learning practices.



Duties and Responsibilities

Technical Instruction & Learning

- Consult with academic teams to design and deliver specialist technical instruction and learning activities in different environments such as studios, workshops, computer labs, technical studios, performance, and exhibition spaces, and online as needed.
- Take a 'front of classroom' lead in demonstrating the use of hardware, software, and other equipment in workshops and to answer questions related to those demonstrations.
- Operate technical resources to support high quality learning and teaching and research activity to enhance the student experience.
- Provide guidance and advice to students, helping students to identify and supply appropriate techniques, processes, materials, resources, and equipment to meet learning outcomes.
- Provide technical advice, guidance and assistance to academic colleagues, and external clients.
- Demonstrate the use of specialist equipment including both digital and traditional equipment as needed.
- Design and publish resource information, technical instruction, and other support material in appropriate formats for physical and virtual learning environments.
- Plan and 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 .
- Advise academic staff on the purchase of specialist equipment and materials for effective learning and teaching.
- Make recommendations on best use of technical resources and future developments to meet changing needs.

- Provide guidance and training in specialist/complex technical areas.
- Work flexibly as needed to provide technical services across all academic programmes.
- Inform development of technical services to meet emerging academic needs and industry trends.
- 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.
- Manage the day-to-day relationships with external suppliers of equipment and materials.
- Undertake routine maintenance and repair of specialist/complex equipment including planned preventative maintenance and on the spot fixes.
- Maintain the 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 and cashless sale systems.
- Undertake risk assessments and take responsibility for controlling hazards and reducing risks in the workplace.

- Ensure that standards of work are fully compliant with Risk Assessments, COSHH records and the University's health and safety policies and relevant regulations.
- Resolve day to day operational problems with the Technical Services Manager.
- Assist in the planning, 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.
- Issue of materials and equipment, including cashless sales.

Staffing & Professional Development

- Assist the Technical Services Manager with the day-to-day supervision of junior technical staff in technical resource areas.
- Act as panel member for technical staff recruitment.
- Undertake continuous personal and professional development and maintain a keen interest in technical developments that are relevant to the technical support of academic programmes.

Financial

- Operate electronic record systems related to financial administration and associated with raising purchase orders, processing invoices, recording goods received.

Committees & Working Groups

- To be a member of the University committees and working groups as required.

Person Specification

Essential

Knowledge & Experience

- Proficiency in HTML, CSS, JavaScript, and UX design tools such as Figma, Framer, Webflow, Rive, Spline and others
- Strong understanding of usability, accessibility, and responsive design principles.
- Familiarity with content management systems such as Wordpress.
- Knowledge of version control systems such as Git.
- Capable of using usability testing equipment, eye-tracking systems, and prototyping tools.
- Knowledge and experience of Health and Safety practices relevant to subject area creating risk assessments and their application.

Qualifications

- Educated to degree level in a relevant subject and/ or equivalent professional experience in a similar role - UX Design, Web Development, Digital Media, or a related field.

Ways of Working

- Ability to apply innovative approaches to the design and delivery of high-quality programs of technical skills instruction that encourages experimentation; reflects contemporary practices and methodologies; and shows a demonstrable commitment to responsible and inclusive practice.
- Ability to manage a busy technical environment ensuring health and safety procedures are always followed.
- Ability to identify innovative and creative solutions to resolve problems.
- Ability to set personal targets and manage own workload with minimum supervision.
- Ability to supervise the workload of others.

- Ability to work proactively on you 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.
- An awareness of the professional and industry requirements of future graduates.
- Demonstrates networking, diplomacy and liaison skills.
- Commitment to gaining professional recognition.
- Demonstrable interest in, and knowledge of, trajectories of technical services provision in higher education.

Desirable

- Experience and knowledge of Adobe Design Apps – Illustrator, Photoshop, After Effects
- A postgraduate qualification in a relevant area.
- Advance HE 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 August 2025.

Hours of Work

The standard hours of work are 37 hours per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 6, which is from £32,546 to £37,174 per annum

Annual Leave

Your annual leave entitlement will be 26 days per annum on appointment, rising to 28 days per annum between 3 and 5 years of service, and 30 days per annum after 5 years of service by the commencement of the annual leave year, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

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 quoting reference A1145

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

The closing date for this vacancy is: 29th July 2025 at 5pm

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



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