Technical (Tech) Crew Team Leader
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) **Ensure the delivery of high levels of technical support at events.**
2) **Help to ensure a safe working environment around events and SUSU activities.**
3) **Contribute towards ensuring our students have positive experiences at our events and activities.**

Responsible to: Head Venue Technician, (At times Events Manager)
Responsible for: None outside of shifts (Tech Crew while on shifts)
Grade: Support Staff Level 2

Main Duties of the Role

Ensure the delivery of high levels of technical support at events.
- Ensure that technical and event equipment is set up, used and packed down following SUSU practices.
- Promote good teamwork amongst Tech Crew and the wider SUSU team to ensure that events and activities run smoothly.
- Take an active role in training Tech Crew in proper tasks and practices.

Help to ensure a safe working environment around events and SUSU activities.
- Ensure the completion of all relevant due diligence for the shift when applicable, including the use of proper PPE.
- Take steps to deal at once with anything that becomes a health & safety hazard and escalate if needed.
- Ensure you and the Tech Crew in the venue use all equipment for its intended purpose in a safe manner, where right supplying training.
- Stay up to date with both broader SUSU and department specific training, including First Aid at Work and Fire Panel Isolations.
- Ensure COSHH procedures are followed by the team and that chemicals are stored securely and safely

Contribute towards ensuring our students have positive experiences at our events and activities.
- Lead the team on shift to ensure they are following best practices as laid out in documents such as, but not limited to, Method Statements, Risk Assessments and Standard Operating Procedures

- Encourage, coach, and support staff members on shift in their efforts to supply excellent customer service and create a welcoming and inclusive atmosphere for all customers.
- Ensure the team are aware of all proper SUSU initiatives and/or campaigns such as Ask for Angela, SUSU Safe, Zero Tolerance and others.
- Communicate to the management team any ad-hoc feedback received from student staff or customers.
- Feedback with your own ideas to the management team to improve the student experience.
- Deal with any customer complaints in a calm and professional manner and feedback or escalate to a more senior member of staff when applicable.

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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 Commitment to and an understanding of Equality & Diversity,	X	
Excellent communication and interpersonal skills to work with people at all levels across the organisation.	X	
To hold or be willing to work towards a First Aid at Work certificate.		X
Enjoy working as part of and leading a team and have a flexible approach to work.	X	
Ability and preparedness to work unsociable hours, including overnight.		X
Able to follow a brief and undertake a technical brief.	X	
A highly organized approach to managing workload.	X	
Ability to show 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	
Ethical & Environmental issues, and Health & Safety	X	

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.