UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Helpdesk Coordinator, School of Music, Faculty of Arts, Humanities and Cultures

Salary: Grade 4 (£26,707 – £28,778 p.a. depending on experience)

Reporting to: Lead Technician

Reference: AHCMU1044

Location: School of Music, Main Campus

1FTE, 35 Hours per week

Ongoing

We are open to discussing flexible working arrangements.

Helpdesk Coordinator, School of Music

Overview of the Role

The School of Music is seeking to appoint a Helpdesk Coordinator to manage the deployment, loan and storage of our large inventory of musical and technical assets. This is a wide-ranging role involving partnership working alongside students, academic staff, professional staff and postgraduate researchers, as well as partners external to the organization. The role holder will have experience in a technical support role, as well a knowledge of how to safely transport instruments and equipment safely around the School. As part of the school's technical team, you'll be reporting to the School of Music's Lead Technician and attend weekly team meetings to discuss weekly tasks, and report on aspects involving the helpdesk.

Main duties and responsibilities

- Work within a busy technical team, supporting colleagues, staff and students to deliver high quality technical support
- Manage a busy helpdesk visited by students and staff looking for assistance, and to collect / return equipment and room keys.
- Prioritise and undertake own workload with minimal supervision to maintain support services, facilities and equipment.
- Manage a large inventory of instruments, music technology equipment and consumables.
- Fulfil service requests, working with colleagues ensuring work is scheduled appropriately and that requests are fulfilled as directed.
- Facilitate the use of orchestral instruments and equipment
- Manage the moving of large instruments and specialised equipment.
- Manage the daily collection of equipment from after-hours equipment store and recording studios.
- Manage the ongoing progress of instrument repair, support tickets and purchases
- Keep up to date Health & Safety training.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

Qualifications and skills

Essential

- Strong interpersonal and communication skills, with the ability to work with staff, students and external partners at all levels.
- Experience working within a music or performing arts environment, ideally in an educational or training setting.
- Expertise in the use, maintenance and arrangement of orchestral instruments.
- Proven ability to prioritise and react to the changing demands of the team.
- The ability to manually handle heavy, delicate and awkward loads.
- Ability to manage, audit, and maintain resources and stock effectively.
- Strong understanding and experience of health and safety procedures.
- Good IT skills, including MS Office software.

Desirable

- A health & safety qualification.
- Previous experience supporting music and performing arts programmes.
- A broad knowledge of modern instruments.

Contact information

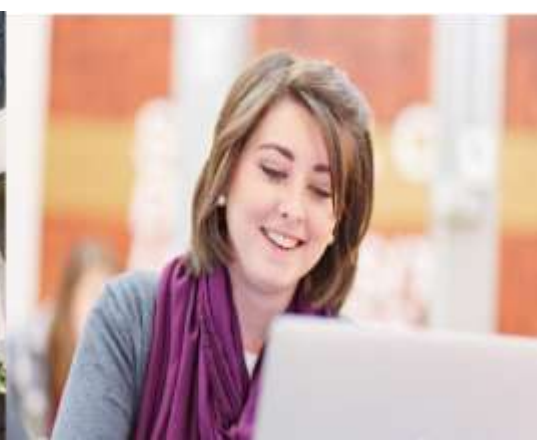
To explore the post further or for any queries you may have, please contact:

Colin Bradburne, Lead Technician, School of Music
Email: C.J.Bradburne@leeds.ac.uk

Additional information

Working at Leeds
The hours for this role are currently, 08:00 – 16:00 Monday to Friday, undertaken in compressed format to reflect differing workloads in and out of term time.

We are a campus-based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements.



To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our Working at Leeds information page.

Our University

At the University of Leeds, we are committed to providing a culture of inclusion, respect and equity of opportunity that attracts, supports, and retains the best students and staff from all backgrounds. Whatever role we recruit for we are always striving to increase the diversity of our community, which each individual helps enrich and cultivate.

We particularly encourage applications from, but not limited to Black, Asian, those who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.

We have identified that women are currently underrepresented in this role and particularly welcome applications. Candidates will always be selected based on merit and ability.

Information for disabled candidates

Information for disabled candidates, impairments or health conditions, including requesting alternative formats, can be found under the 'Accessibility' heading on our How to Apply information page or by getting in touch by emailing HR via hr@leeds.ac.uk.

Criminal Record Information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our Criminal Records information page.