



JOB DESCRIPTION PACK 2024

DIGITAL TECHNICIAN – HIGHER EDUCATION

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Job Title:	Digital Technician – Higher Education (HE)
Division:	Fashion Retail Academy (part of Education for Industry Group)
Level:	Technician
Accountable to:	Programme Manager / Head of Higher Education
Key relationships:	Head of Higher Education, Programme Managers, Course Leaders, Lecturers, Senior Leadership Team, Delivery Teams, Delivery Support Teams, Professional and Support Services Teams
Grade:	Teaching Support Grade
Hours:	Permanent Contract Full-Time
Location	Electra House, Liverpool Street - London

About Education for Industry Group (EFI)

Education for Industry Group (EFI) is a charity that specialises in the creation and operation of industry-led specialist education & training, and its full ecosystem to deliver highly-skilled, job-ready graduates to the sectors it serves. With a mission to transform lives, careers and industry through the creation and delivery of specialist education and training.

Our brands are united by a common goal to create and deliver outstanding vocational and academic education in partnership with industry, each division operates independently while accessing centralised functions across Marketing, Finance, Operations and Student Services. Our current brands include:

	Born out of the industry in 2005 we are an Ofsted Outstanding specialist industry-led college that forecasts and meets the talent pipeline needs of fashion and retail industry.
	Created in 1997 and acquired by EFI Group in 2024, we are an Ofsted Good specialist college that meets the talent need of the beauty industry.
	Specialist workforce development training provider offering customisable in-service training and development including Apprenticeships. Ofsted Outstanding.
	Founded in 2019 we are End Point Assessment and qualification development specialists.

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Education For Industry was established in 2024 with a clear-cut objective: to reshape lives, careers, and industries through specialised educational training. Our belief is rooted in the notion that industry-specific education fosters seamless connections between individuals and businesses, driving efficiency like no other.

With a proud alumni network exceeding 20,000 graduates across various sectors including fashion, retail, beauty, and hairdressing, we've been instrumental in nurturing top-tier talent. Our partnerships with esteemed brands ensure that our curriculum is enriched with real-world industry insights, enhancing the learning experience.

At Education for Industry, we are staunch advocates of inclusive education, firmly believing that everyone deserves access to opportunities, irrespective of background or circumstances. We are committed to breaking down barriers, promoting equality, and ensuring fair access for all students. Our core mission revolves around enhancing student engagement, retention, and progression, driving us forward with unwavering dedication.

About the role

The Digital Technician is a key role in ensuring the provision of a professional, high quality, effective and efficient learning support to our students undertaking Higher Education qualifications. The role supports academic colleagues to develop and maintain good working environments, significantly contributing to the day-to-day support for students in their learning, digital and practical skills development, as well as ensuring both our practical workshops and portable machinery are working effectively and equipped for classes, as per the specific course requirements.

Key Accountabilities

- Ensure all practical teaching within Higher Education courses is effectively supported, supplied and that the working environments are fit for purpose and safe.
- Support learners to achieve outstanding outcomes educationally and personally.
- Support the Higher Education Lecturers and course teams in driving an outstanding outcome and course experience.
- Plan and deliver exemplary support in association with the scheduled teaching sessions, liaising in advance with Lecturers to ensure resources are in place.
- To support the Lecturers in providing focussed and guided support to students identified.
- Support the FRA through embodying our values and meeting our aspirations of success for the programme.

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Key Responsibilities

Support for Learners

- Ensure learners' practical learning environments are fit for purpose, well managed and that they have support to develop practical skills relevant to their learning.
- With relevant direction from the academic team, assess the needs of learners, and use detailed knowledge and expertise to support practical skills acquisition and developmental learning.
- Establish productive working relationships with learners, acting as a role model and setting high expectations, always ensuring safe working practices.
- Contribute to learners' Individual Learning Plans.
- Plan and deliver practical and technical learning events in association with the needs of the academic team and curriculum management.
- Support learners consistently whilst recognising and responding to their individual needs.
- Promote independence and professional skills development.
- Provide on-going formative feedback to learners.
- Support the Lecturers, Course Leaders and Programme Managers in the recording and evidencing student learning, assessment, and progress.

Support for the Lecturers/Academic Team

- Organise and manage appropriate learning environments and resources, ensuring that both permanent practical learning spaces and mobile equipment are managed, safe and ready for use.
- Liaise with academic teams to plan proactively for scheduled learning events.
- Ensure resources are effectively managed and purchases are appropriate, required and effectively costed.
- Where equipment needs external support, ensure this is managed in a timely manner and does not impact on learning.
- Support the planning of challenging activities, which are clearly focused on learning, and amend these in response to the learners' needs.
- Work proactively to create learning events that are differentiated.
- Provide objective and accurate feedback and reports, as required, on achievement, progress and other matters, ensuring the availability of appropriate evidence.
- Support the recording of progress of learners.
- Anticipate and manage behaviour constructively, promoting self-discipline and independence.

Support for the Curriculum

- Ensure that learning spaces and equipment under the Technician's supervision are appropriately presented, with all learning resources being effectively managed and maintained.
- Select and prepare resources necessary to lead learning activities, taking account of learners' interests, language and cultural backgrounds.

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- Use ICT effectively to support learning activities and develop learners' competence and independence in its use.
- Ensure the effective embedding of English and Mathematics skills within activities, as appropriate to the subject matter and session, working with the Course Leaders, Programme Manager and Lecturers.
- Ensure opportunities for the positive reinforcement of British Values, FRA Values and industry realities are maximised both in the planning and delivery of activities throughout the course.

Support for the FRA

- Take responsibility for the ordering, utilisation, and deployment of resources to support delivery of the curriculum area, working with the Programme Manager and Heads to plan budgets and materials throughout the year.
- Take responsibility for the safe and efficient running and operations of all equipment and machinery including maintenance, cleaning, and repairs in line with FRA policy, safe working practices and equipment guidelines.
- Prepare rooms, specialist areas and materials for teaching in a timely and correct manner in association with the planned learning events.
- Setup and test materials, machinery, tools and equipment for practical classes/examinations/assessments, as well as retrieval and clearing away afterwards.
- Ensure all learners are inducted to, and maintain, safe operating procedures for all equipment and machinery.
- Cover classes for absent colleagues, ensuring sessions are registered and delivered in line with direction.
- Work with members of the curriculum management team and curriculum colleagues in the development, review and evaluation of the curriculum, including contributing to the self-assessment process.
- Contribute to the preparation of course materials.
- Carry out administrative tasks related to courses and attend meetings as required by the curriculum management team.
- To undertake, as appropriate, risk and COSHH assessments and any health and safety control measures associated with the use of equipment / resources. This will include ensuring that spaces always conform to Health and Safety standards.

In line with all staff

- To act in the interests of the EFI at all times
- To support the delivery of the EFI's strategy as it relates to this post
- To perform any other duties consistent with this position as may from time to time be assigned to you by the CEO and Principal or its designate, or as may reasonably be required anywhere within the EFI
- To be committed to your own development through the effective use of the EFI's performance review and staff development processes
- To work collaboratively with the wider business and support the work of the curriculum delivery, professional services and support functions teams as may reasonably be required in the delivery of the EFI's strategic plans

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- **Safeguarding.** Comply at all times with the EFI's safeguarding policy and play an active role in maintaining and promoting students' safety, security and well-being in their learning environment
- **Equality and diversity.** To be committed, adhere to and promote the EFI's Equality and Diversity policy at all times
- **Health and Safety.** Comply with and raise awareness of health and safety in line with EFI policy and procedures
- **Data Protection.** To understand your own responsibilities, be committed to and comply with all EFI's policies, procedures and guidelines with respect to the collection, processing, storing and sharing of all personal information as it relates to this position to comply with the GDPR

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Person Specification

Criteria	Essential
Qualifications	<ul style="list-style-type: none"> ▪ BA/ BSc (Hons) in Photography, Media or related subject, or comparable CPD.
Knowledge	<ul style="list-style-type: none"> ▪ Knowledge and ability to use IT facilities and Adobe packages effectively ▪ Knowledge of the contemporary requirements of teaching within a Higher Education setting. ▪ Knowledge of digital photography, camera equipment ▪ Strong awareness of safeguarding.
Experience	<ul style="list-style-type: none"> ▪ Substantial fashion or related industry professional experience in a function relevant to the module area. ▪ Experience within the Higher Education environment. ▪ Working in a Technician role or similar.
Skills	<ul style="list-style-type: none"> ▪ Ability to organise and plan work, set priorities, and respond to pressures, deadlines, and changes in schedules. ▪ Excellent IT and digital skills. ▪ Excellent interpersonal/communication skills. ▪ Excellent planning, organisational and time management skills. ▪ The ability to work across diverse ranges of the curriculum and have the agility to work across other courses. ▪ Ability to communicate using straight forward, inspiring language that is tailored to the audience, using the most appropriate medium. ▪ Outstanding interpersonal skills and the ability to sustain positive relationships with students, colleagues, and external stakeholders.
Personal Characteristics	<ul style="list-style-type: none"> ▪ Continuous improvement mindset. ▪ Commitment to the development and progression of all learners. ▪ Flexible, inclusive, and pragmatic operating style. ▪ Imagination and vision. ▪ Positive outlook and approach to change and comfortable working with ambiguity. ▪ Natural collaborator and team player. ▪ Passionate about education. ▪ Adaptable and a confident approach to meet the challenges of a fast-paced environment. ▪ Proactive, self-motivated, flexible – doing what needs to be done and prioritising FRA needs. ▪ Commitment to own professional development. ▪ Actively networking with industry professionals. ▪ Commitment to practicing and modelling the FRA's values. ▪ Commitment to diversity and to serving the needs of a diverse population.

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HOME OF FASHION'S NEXT GENERATION



OUR VISION

At Education for Industry, our goal is to become the world's most coveted home of fashion and retail education and training.

OUR MISSION

It's our mission to pioneer innovative education and training experiences with industry that create and enhance careers, nurturing the next generation of retail talent.

OUR VALUES

Collective courage for a successful future:

Customer centric: *"If it matters to our students, it matters to us"*

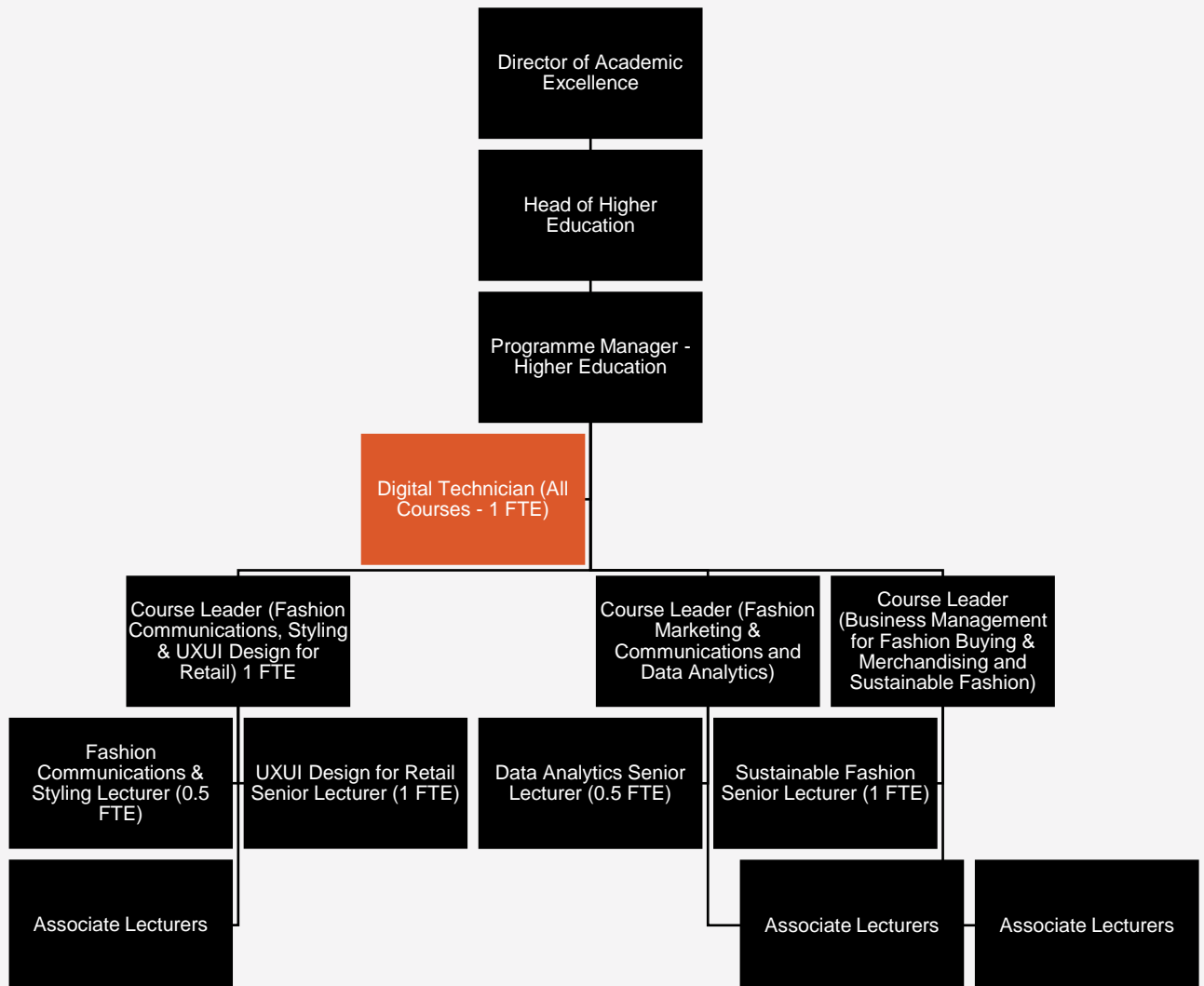
Authentic action: *"We're authentic in our actions, words and interactions"*

Resilient: *"Integrity in our actions to relentlessly strive for what we are about"*

Enthusiastic: *"If it matters to you, make it matter to others"*



Team Structure



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EFI Reward & Recognition Programme

We offer a market-leading benefits programme that offers something for everyone!

Health & Wellbeing

- A customisable monthly wellbeing allowance aimed to support your healthy lifestyle, whatever that may be!
- Funded counselling and/or CBT provided by Bupa.
- Highly competitive sick pay to support you in a time of need.
- **Cycle to work scheme** – save at least 25% on a new bike and fitness accessories.
- Annual flu vaccination programme

Work-life Balance

- Incredibly generous holiday allowances:
 - 25 days holiday plus bank holidays (support staff)*
 - 30 days holiday plus bank holidays (managerial staff)*
 - 35 days holiday plus bank holidays (academic and director staff)*
- Plus extra days off at Christmas, Birthday leave and Celebration leave and... an additional 2 weeks off and an Around the World ticket every 5 years!
- Enhanced family leave pay, including 6 months fully paid maternity, adoption and shared parental leave!
- A buying and selling holiday scheme.
- Amazing flexible working opportunities, including hybrid working, flexi hours, a sabbatical scheme, and the ability to be able to request formal flexible working from day 1.

EFI Culture

- Vibrant and inclusive environment with regular socials including all staff parties, team nights out, and more casual affairs such as our monthly Thirsty Thursdays J
- Employee led staff recognition awards.
- Modern facilities including delicious food and beverage provision.

Financial Health

- An enhanced pension scheme provided by Prudential (on the successful completion of probation): employee contributions matched by employer up to 5%.
- Automatic enrolment workplace pension provided by People's Pension (available from day 1): 5% employee contributions and 3% employer contributions.
- Financial and legal advice through our top end Employee Assistance Programme.
- Refer a friend scheme and pocket £500!

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- **Techscheme** allowing you to spread the cost of the latest tech over 12 months, plus NI savings.
- Interest-free travel season ticket loans.
- Local area discounts and offers including corporate rates for local gyms, discounted restaurants, and bars.

Personal Growth

- Personal learning & development allowance to empower you to take ownership of your professional journey.
- Financial support and mentoring towards professional qualifications.
- A wide range of in-house and external training, CPD, teacher training and teaching practice development.
- Free access to LinkedIn Learning for personalised learning, virtually everywhere anytime.
- Reimbursement for annual professional membership fees relevant to your role.

Social Impact

- EFI fundraising contributions – if it matters to you, it matters to us. We match sponsorships up to £1000!
- 2 paid charity volunteer days per year.
- Payroll charitable giving.

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More Information/Contact us

To arrange an appointment for an informal discussion about the role and our organisation please email recruitment@fra.ac.uk

