

Job Profile: Innovation Lab Technician

Grade: 6 JEID: 15831 Date created: June2020

About the Job: To assist businesses, makers and inventors of all ages to gain maximum benefit from their use of the Innovation Lab and its services. To act as the technical lead for the Innovation Lab in order to keep devices, technology and software operational, secure, and meeting current and future use. To contribute to the future evolution of the Innovation Lab, projects and partnerships, in order to support the digital skills development programme in Gloucestershire Libraries.

This is what we need you to do...

- To assist customers to access all services provided at the Innovation Lab by providing high quality customer engagement face to face, via phone, email and social media in order to promote membership, the activities of the Lab and volunteering, and to respond to customer enquiries in a timely, appropriate way
- Carry out all routine clerical and administration tasks, including day to day checks and maintenance of the Innovation Lab equipment and software, plus cash handling, managing Calendar and Booking systems for the Innovation Lab.
- Contribute to the research, design and delivery of the Innovation Lab's programme of training, support and outreach development to customers, colleagues and volunteers. This includes developing ideas for project boxes and services, the induction of new members, the delivery of workshops and business events.
- Identify and recommend potential new equipment for the Innovation Lab drawing on research, knowledge of need in the locality, and use of existing equipment. Contribute ideas for improving customer and operational processes in the Innovation Lab, and its relationship with services on offer in the locality libraries, and to support the training to achieve this.
- Networking and working co-operatively with colleagues from the library, partner groups and organisations, other council services or volunteers which share, work from or hire the Innovation Lab, or have the potential to do so.
- Maintain an awareness of customers' needs, listening and responding to customer comments and complaints, referring those that you are not able to resolve to other colleagues.
- Take responsibility for ensuring health and safety arrangements are in place within the Lab and during activities using Lab equipment ensuring safe systems of work are followed, and meet the requirements of health and safety policies.
- Assist with the co-ordination of statistics, data and other information for reports and monitor the performance of the Lab in order to illustrate impact and effectiveness of the offer.
- Take responsibility for checking content on the Innovation Lab website regarding the Lab is up to date, liaising with other officers as required;
- Be aware of customer and service presentation standards and understand your role in meeting these,
- Participate in the Innovation Lab business planning process; supporting operational plans and targets that set out how prioritised outcomes and income are to be achieved.
- To support the recruitment, training, mentoring and supervision of volunteers who deliver digital and making activities, workshops and clubs at the Lab.

Special Conditions

- Ability to travel across the County as required.
- Weekend and evening working.

Education & Qualifications

Essential

- Level 3 Apprenticeship, Diploma, NVQ in an appropriate qualification or equivalent relevant experience
- Educated to GCSE level in Mathematics and English to Grade C or above

Desirable

- ECDL or equivalent

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience and proven track record of good customer service
- Experience of digital systems and services including product knowledge: e.g. specific digital equipment: 3D Print, Virtual Reality, Computer Aided Design, Software licence management, Apple Mac, Raspberry Pi
- Experience of maintaining productive relationships including with council colleagues, communities, partners and volunteers, Members

Behavioural attributes

- Problem solving
- Demonstrates Gloucestershire Employee Values and Behaviours
- Be self aware and open to new learning ideas.
- Customer focussed
- Committed to continuous improvement
- Flexible, creative, self-starter, target focussed
- Willingness to embrace current and future development in Library Technology and services
- Positive “can do” attitude
- Displays a welcoming and people friendly approach
- Able to demonstrate enthusiasm for promoting specialist and library services.
- Confidence to try new innovative digital devices, software and

and other stakeholders

techniques

- Confidence delivering training and workshops to small groups including children of all ages, adults and specifically business people

Knowledge, Skills and Understanding

- Demonstrates technical skills to operate and fix a wide range of devices and hardware
- Ability to communicate concepts and instructions in an effective and appropriate way to a range of audiences: Business, Specialist Maker, Novice, Child
- Good organisational skills
- Good interpersonal skills. Ability to develop productive working relationships with people at all levels
- Willingness to suggest and explore service improvements
- Able to prioritise, particularly between ongoing customer service, and daily technical tasks and development
- IT and digital skills including
- Good knowledge of how to understand local needs and priorities