

Job Description

Job title: Digital Content & Media Instructor

Faculty/Directorate: Digital and Technology

Job Family: IT Service Operations

Grade: E

Role profile: TSE1

Full time (33.3 hours per week)

Permanent Date: Sept 2026

	Duties of the role
Overall purpose of the role	The postholder will provide specialist technical support for teaching, performances, and events across designated performance and creative spaces. This includes the operation, maintenance, and support of digital audio-visual and IT systems, lighting control, audio systems, and associated production technologies. They will also deliver expert technical guidance to students and staff, enabling the effective use of specialist equipment and supporting learning, rehearsals, assessments, and live events.
Main duties and responsibilities	• Provide specialist, technical support to enable successful events delivery across the University. This will include internal events (e.g., graduation ceremonies) as well as technical support for external customers who hire university facilities for private events. • Provide specialist instruction, technical guidance, and expert advice in technical theatre, digital media, and production technologies. Support students in developing practical skills and confidence in lighting, sound, video, staging, and other industry-standard performance technologies, enhancing their learning and preparing them for professional practice. • Collaborate with academic stakeholders to specify and maintain essential hardware and software for performance studios and creative spaces (e.g., Dance and Drama studios) in support of academic requirements. • Deliver flexible and responsive technical advice and support services, assisting students with equipment setup, troubleshooting, and optimising facility use for their projects and performances. • Oversee the day-to-day upkeep of performance studios and creative spaces, ensuring facilities are safe, fully operational, and in compliance with the university's standards and policies. • Oversee the provision of the University's content management system delivered across the digital signage estate using OneLan, providing end user support and training. • Update and manage the Directorate Asset Register and Configuration Management Database (CMDDB) to ensure asset tracking and maintenance records are accurate and up to date. • Share expertise and practical knowledge with colleagues to promote cross-training and ensure adequate coverage of essential technical functions within the team. • Establish and maintain productive relationships with internal and external stakeholders, raising the profile of the team and ensuring clear, effective communication for event and project coordination. • Act as the Safety Manager for designated work areas, conducting risk assessments, ensuring compliance with health and safety standards, and developing risk documentation and protocols for staff and student use.

	Duties of the role
	• Contribute to a culture of continuous improvement by identifying opportunities to enhance service delivery and technical support for digital media and performance initiatives. • Keep up to date with developments in technical theatre, live events, and performance technologies, identifying opportunities to enhance teaching, learning, and event delivery while supporting the University's strategic objectives. • Perform any other duties commensurate with the job grade as reasonably required from time to time. Act in accordance with DMU Values: ○ Collaborative – Work together to achieve joint outcomes, understand how your work contributes to DMU, and be aware of your personal impact on others. ○ Compassionate – Be open, honest, and caring, work on a basis of trust, and hold yourself accountable for your actions. ○ Creative - Strive for better, challenge bureaucracy, explore digital solutions, and innovate creatively. ○ Community minded - Embrace alternative views, treat others with respect, and tackle inequalities. • Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. • All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land. • The postholder should have a positive attitude towards health and safety and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Educated to degree level or equivalent work experience	Essential		X			X
	Relevant qualification in Technical Theatre or a closely related subject such as Multi-Media Technologies		Desirable	X			X
Previous Work Experience	Demonstrable experience providing specialist technical support for teaching, live performances, productions, and events, with expertise in lighting, sound, video, stage technologies, and associated audio-visual systems.	Essential		X	X	x	
	Experience of inducting/instructing students or equivalent in use of digital technology within Performing Arts		Desirable	X	X		
	Proven experience in the setup, operation, maintenance, and troubleshooting of technical theatre and event production equipment, including lighting control systems, audio systems, video and digital AV equipment, IT technologies, and associated production systems, within performance, teaching, or live event environments.	Essential		X	X	x	
	Experience in managing safety standards, conducting risk assessments, and maintaining compliance within a technical or performance setting		Desirable	X	X		
	Experience of providing direct student facing interaction in the Higher Education context or experience of providing direct facing interaction with users		Desirable	X	X		
Specific Knowledge/Skills/ Abilities/	Strong technical knowledge of lighting, sound, video, stage, and audio-visual systems, with experience of industry-standard production technologies used in	Essential		X	X	x	

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Motivation/ Attitude Required	technical theatre, teaching, and live event environments.						
	In-depth understanding of creative technologies used in performance and creative spaces, including AV, IT, lighting systems, and other relevant digital content platforms	Essential		X	X	X	
	Ability to communicate effectively with a range of stakeholders, translating complex technical concepts to non-technical audiences	Essential		X	X	X	
	Knowledge of health and safety standards and regulations in relation to performance and events	Essential					
	Proven ability to build and maintain effective relationships with internal and external stakeholders, managing expectations and delivering high level of customer service	Essential		X	X	X	
	Strong troubleshooting skills with the capability to provide responsive technical support and resolve issues swiftly	Essential		X	X		
Equality and diversity	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		X	X		
Our Values and Behaviours at DMU							
We are Collaborative – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential			X		
We are honest and Compassionate	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential			X		
We are innovative and Creative	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential			X		
We are a community – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential			X		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**