



KENT TECH TECHNICIAN



Recruitment Pack



Welcome From The CEO

Thank you for your interest in the position of **Kent Tech Technician**, at Kent Students' Union (KSU), and considering us as your new employer.

This is an exciting opportunity to join Kent Tech, an award-winning technical AV service run by Kent Students' Union. You will become part of a student team supporting everything from society activity and live music to corporate events and festivals.

You will help turn event plans into safe, professional experiences—learning practical skills, working with others and making a visible difference to student life at Kent.

Students are the reason Kent Students' Union exists. We are there through their university journey. Our amazing staff and volunteers work towards improving their experience and you will be joining a talented and committed team.

Thank you for your interest in the role, this pack should provide everything you need to support your application. However, for more information or for an informal chat about the role you can contact us at kentunionrecruitment@kent.ac.uk.

We look forward to hearing from you.

Mel Sharman

Chief Executive

About Us

OUR MISSION

Why we're here

We are a charity that supports students at the University of Kent.

We are:

- Student led
- Here for our members
- A place of opportunities



OUR BELIEFS

Why we do it

We believe every student should have the opportunity to try out new experiences, have fun, make new friends and be part of a community; we believe every student should **have the opportunity to fulfil their potential** in life, have a voice in society and make a difference.

OUR VISION

Where we're going

Our vision is to provide the best student experiences on the planet

OUR VALUES

How we're perceived

Bold

- We are brave and courageous; we stand up for students' rights
- We are innovative
- We challenge the status quo

Inclusive

- We welcome all people and appreciate their uniqueness
- We are champions of equality and diversity

Supportive

- We look out for people
- We want students to succeed in life so we offer transformative experiences for them to get involved in
- We ensure our staff have a healthy work-life balance

Find out more at www.ksu.co.uk/strategy



How We Are Run

How Are We Financed?

We have two income streams: University core grant funding and generating income through KUTL, our commercial services trading company.

Our KUTL profits are gift aided into the Kent Student's Union charity and reinvested back to provide essential services and activities for our students and members.

Our Trustee Board

As a registered charity, we are governed by a Board of Trustees. It is made up of the 3 elected **Full-Time officers, 4 External Trustees and 4 Student Trustees**. Our Board of Trustees has ultimate responsibility for directing the affairs of Kent Student's Union, ensuring we are solvent, well-run and delivering our objectives. The day to day running of the Union and KUTL is delegated to **the Chief Executive, Senior Management and staff team**.

KUTL Board

Kent Union Trading Limited (KUTL) Board of Directors has ultimate responsibility for directing the affairs of Kent Union Trading Limited, ensuring it is solvent, well-run and delivering its objects. KUTL is a wholly owned subsidiary of Kent Student's Union, which exists to run activities on behalf of Kent Student's Union that are outside the scope of Kent Student's Union's charitable purpose. The Board is made up **the External Chair, President, 3 Trustees and the Executive Directors which include the Chief Executive and Director of Commercial Services**.

Staff And Management Structure

Kent Student's Union employs approximately 411 staff to provide services for its members. Staff are of two types: approximately 300 student staff, who work whilst completing their studies at the University of Kent and 111 career roles – professionals who have made working at Kent Student's Union part of their career. Staff are employed by either the charity or for the Commercial Services employed directly by KUTL.

Working With Us



We're Bold

You'll be working for an organisation that is innovative and challenges the status quo to stand up for students and ensure they have the best time at university. You'll get to directly shape what we do and pioneer new areas of work.



We're Supportive

We're really flexible as we understand that life isn't 9-5 and we'll always look at how we can best adapt to meet your needs; this includes the ability to work remotely.



We're Inclusive

We are an organisation that champions equality and diversity and works to embed this in everything we do. We positively encourage applications from all individuals irrespective of their gender, age, ethnicity, sexuality, religious beliefs, or disability.



It's Great Fun

We are always working hard to improve the student experience, but we have a great time doing it. You'll be joining a team of passionate and friendly people and get to be involved in all the incredibly random fun things we do that make Students' Unions such amazing and unique places to work.

Our Commercial Services

The commercial services through KUTL include catering and licensed trade, retail, business development and the nursery. The total budget across all commercial services is over £9million and the staff team is around 70 career staff and 300 student staff.



The Venue Nightclub

The Venue is the largest student night club in Canterbury and plays host to a wide range of late-night entertainment from Welcome Week, Summer Balls to regular weekly club nights.

thevenuekent.co.uk



Woody's

Woody's has been renovated to an exceptional standard and is a social hub for students to build student communities, providing everyday food and drink for students on campus.

ksu.co.uk/woodys



Campus Coffee

Campus Coffee is a hive of activity and the perfect place for coffee, soft drinks, light snacks and lunch, located in the library.

ksu.co.uk/campus-coffee



Oaks Nursey

Kent Student's Union operates a 95 capacity children's nursery. This is a key service to both staff and students, enabling them to study and work.

oaksnurserykent.co.uk/



Retail

Kent Student's Union was sector leading in the development of retail and is host to two Co-op franchise stores. Collectively these turnover £5 million and are an essential service to students and staff on campus.



SU Network

SU Network specialises in student market advertising, with deep insight into campus culture. It has grown to support over 25 campuses and many more bookings nationwide.

sunetwork.co.uk/

Where We Work

This post is based at the University of Kent, Canterbury Campus. Events further afield may be available to staff who are willing to travel.

When We Work

This is a flexible role, with shifts available when events and organisational needs arise. Post holders put themselves forward for shifts when they are available.

Work may take place in the morning, daytime, evening or at weekends around study commitments. The role is mainly term-time, with increasing demand outside term for non-student events.

Hours vary according to bookings: there may be a couple of weeks between shifts, while busy periods with several events can offer more than 30 hours in a week.

Equality, Diversity & Inclusion

Kent Student's Union is committed to the principles of equality of opportunity. A key priority for us is to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from racially and ethnically **marginalised backgrounds candidates (REMP)**.

Racially & Ethnically Marginalised Peoples (REMP) Priority Interview Scheme

We recognise that applicants from racially and ethnically marginalised backgrounds may have experienced additional barriers when applying for new roles.

Therefore, if you meet the minimum criteria (at least 80% of the 'essential' criteria in the person **specification**) **and are from a REM background**, you'll be guaranteed an interview.

If you are a REM applicant and would like to be considered under our guaranteed interview scheme, you must indicate this by selecting the relevant box on the application form.

If you do not select this box, your application will be considered alongside all other applications. It is important to note that this scheme guarantees **an interview for REM applicants who meet the minimum criteria**. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.



About The Department

Department Name	KSU Technology – Kent Tech
Description	Kent Tech is Kent Students' Union's award-winning technical AV hire service at the University of Kent in Canterbury. The service is delivered through a student team and supports student, commercial and internal events across the University and further afield. From student society activity and live music to corporate events and festivals, the team brings together sound, lighting, staging, power, visual and IT support to help turn ideas into safe, successful live experiences. You do not need to arrive knowing every system. Relevant AV, IT or events experience is welcome, but on-the-job training is provided. What matters most is your motivation, willingness to learn and readiness to work positively with others.
What We Do	Kent Tech supports events from the first equipment check and set-up through live operation to the final de-rig and turnaround. Its work can range from a simple microphone and music playback system to live audio, lighting, visual, streaming and festival-stage solutions. The team also provides technical guidance and consultancy to societies, bars, individuals and other groups and organisations on and off campus. Alongside event delivery, technicians help administer, check and maintain equipment so that it is safe, secure and ready for the next booking. Joining Kent Tech means becoming part of a practical, collaborative student team. You will meet new people, learn through hands-on experience and help students, staff and external clients enjoy events that run smoothly and professionally.

About The Role

Job Title	Kent Tech Technician Student Staff
Salary Range	£14.57 per hour, including holiday pay
Annual Leave	Holiday pay is paid on top of the basic hourly rate.
Probationary Period	9 months
Notice Period	4 weeks
Reports To	Head of Technology / Technical Operations Manager
Place Of Work	University of Kent, Canterbury Campus. Events further afield may be available to staff who are willing to travel.
Working Hours	Zero hours contract. Hours vary across the term. Flexible shifts according to organisational needs and event bookings; post holders put themselves forward for shifts when available. Work may include mornings, daytime, evenings and weekends around study commitments. The role is mainly term-time, with some out-of-term demand.

Pension	N/A
Role Purpose	As a Kent Tech Technician, you will be part of the student staff team that supports primarily student-led events across the University and further afield. You will help take each event from its initial set-up through live delivery to a safe and efficient de-rig, contributing to a professional experience for everyone involved. Working alongside other technicians, supervisors and event organisers, you will prepare, set up, operate and pack down AV, IT and staging equipment. Depending on the booking, this may include live audio, microphones and instruments, lighting and DMX, screens and presentations, streaming, staging, rigging, generators and power cabling. The work is varied. One shift might involve a simple microphone and music playback system, while another could support a hybrid meeting, live music, a DJ event or a larger festival-style stage. Across every booking, the focus is on safety, clear communication, careful use of equipment and excellent customer service. You do not need to know every system before you start. Relevant AV, IT or events experience is welcome, but training is provided on the job. We are equally interested in your motivation, teamwork, logical problem-solving, calmness under pressure and willingness to learn. You will work with fellow student staff, colleagues, societies, event organisers and external clients. You will be encouraged to contribute, ask questions and build confidence while representing Kent Tech and Kent Students' Union professionally and helping create a supportive and inclusive working environment.

Duties And Responsibilities

Operational Duties

- Set up, operate and de-rig AV, IT and staging equipment for a wide range of events.
- Assist with live audio, power, lighting, visual and streaming systems, ensuring smooth operation.
- Provide basic IT support during events, including presentations, hybrid or online meetings and connectivity.
- Help prepare, check, administer and maintain equipment so that it is ready for safe and effective use.
- Follow health and safety, fire safety and manual handling procedures at all times.
- Support manual handling, event turnaround and the careful movement of equipment.
- Ensure event spaces are left clean, safe and ready for future use.
- Communicate clearly with event organisers, clients and supervisors to ensure high-quality service.
- Be adaptable and willing to learn new technical skills as required.

People Responsibilities

- Work effectively as part of the Kent Tech student staff team.
- Support and collaborate with fellow team members during event set-up and delivery.
- Provide professional and courteous assistance to clients, event organisers and colleagues.
- Communicate problems or changes promptly and ask for guidance whenever it is needed.
- Contribute to a safe, supportive and inclusive working environment.

Duties And Responsibilities

Financial Responsibilities

- Ensure all Union AV and IT equipment is used responsibly and securely.
- Report any faults, damage or losses promptly to the Head of Technology.
- Assist with basic equipment inventory checks and asset tracking.
- Support the efficient use of resources, avoiding unnecessary waste or damage.
- Promote the availability of Kent Tech services to other students, groups and societies.

Expected Behaviours

- Enthusiastic and proactive – brings motivation, curiosity and a positive attitude to every task.
- Reliable and professional – arrives punctually, communicates clearly and follows through on agreed duties.
- Calm and resourceful – uses initiative and logical thinking to solve problems under pressure.
- Inclusive and respectful – works positively with colleagues, clients and students from all backgrounds.
- Flexible – is prepared for varied shifts, including mornings, daytime, evenings and weekends.
- Committed to learning – takes responsibility for feedback and continuous improvement in technical skills.

What We're Looking For

Personal Specification

Essential requirements should be demonstrated before appointment and maintained in post. Desirable elements should be developed and maintained once in post as needed.

Essential, Desirable, Tested at Interview and Application

Qualifications	E	D	I	A
No formal qualifications required				
Any technical or IT/AV-related training, certification or qualifications		X	X	X
Experience	E	D	I	A
Evidence of motivation and interest in AV/IT support	X		X	X
Experience of teamwork and communication in any setting, such as study, work or volunteering	X		X	X
Demonstrated ability to problem-solve or think logically in pressured situations	X		X	X
Examples of being adaptable and quick to learn new skills	X		X	X
Relevant experience in AV/IT support, live events or technical roles		X	X	X
Knowledge	E	D	I	A
Basic awareness of health and safety and manual handling	X		X	
Awareness of AV/IT systems, event operations or technical troubleshooting		X	X	X

Skills And Abilities	E	D	I	A
Ability to work effectively in a team and communicate with a wide range of people	X		X	X
Ability to remain calm and use initiative to solve problems under pressure	X		X	X
Willingness to self-assess skills honestly and take feedback constructively	X		X	X
Flexibility to work early mornings, late evenings and weekends, sometimes at short notice	X		X	
Live audio set-up, including microphones and instruments		X	X	X
Live audio mixing		X	X	X
Lighting set-up using DMX		X	X	X
Lighting control		X	X	X
Power set-up, including generators and cabling		X	X	X
Visual set-ups, including screens and presentations		X	X	X
Staging and rigging		X	X	X
Live streaming		X	X	X
Values And Behaviours	E	D	I	A
Enthusiasm and motivation to learn and contribute positively	X		X	X
Reliability, punctuality and professionalism in all duties	X			X
Commitment to excellent customer service	X			X
Inclusive and respectful approach towards colleagues and clients	X			X

How To Apply

Position Advertised	28/09/2026
Applications Close	20/10/2026 at 23.59pm
Shortlisting	21/10/2026
Interviews	26/10/2026 and 27/10/2026

To apply, please submit your application through our recruitment portal at ksu.co.uk/careers.

Please ensure that you pay particular attention in your application to detailing how your experience meets the requirements of the person specification and why you are interested in the position.

If you have any further questions about the role or the application process, please contact **David Scopes, Technical Operations Manager**, by emailing d.scopes@kent.ac.uk.

Completed applications must be received by 20/10/2026 at 23.59pm.



— ksu.co.uk —