



Role Profile

Job Title	Member Technician (Immersive)
Location	Market Hall, Devonport, Plymouth
Hours	Hours to be worked flexibly including evening & weekends to suit the needs of the business/team
Salary	£15 per hour
Contract type	Zero hour (casual)

About Real Ideas

At Real Ideas we believe in a better and fairer world; where society values more than just money, where learning is exciting, relevant and opens a lifetime of opportunities, and where people can connect and be part of something meaningful that helps them move forward in life. In short, we exist to make positive social change.

The impact of our work is varied and wide reaching. We create social impact through delivering high quality, customer-focused experiences; from learning and professional support and development through to arts and entertainment, engaging with thousands of people every year. We make a positive difference in key places and communities through the buildings we develop and the regeneration we create around them.

Creating a welcoming environment with excellent food, great spaces and a stimulating programme is vital to our success.

We have a vision for what a better future could look like, but there's no point us going alone; the only way forward is together. That's where you come in...

Job Purpose

The Member Technician (Immersive) plays a vital role in ensuring Dome visitors and content creators receive an amazing experience. The Member Technician (Immersive) will help facilitate creative and collaborative content design and related processes through provision of technical support, data management, operational skills training, and specialist advisory support for Real Ideas staff, members and partners.

Main Duties & Responsibilities

- Technical and operational management of Real Ideas' dome facilities.
- Resource scheduling, management of physical and digital assets, ensuring effective communication between Real Ideas and members/partners.
- Work with Real Ideas in the coordination of planning, acquisition, and provision of specialist digital resources.
- Calibration of dome projectors
- Provide specialist support for the processes that form dome content design, including coding, motion capture, virtual/augmented/mixed reality, animation, visual effects, digital artwork, sound recording/ sound design, and quality control.
- Work with Real Ideas staff in the planning and management of dome workshops and junior tech clubs.
- Work with Real Ideas in the ongoing review of Safe Systems of Work and Risk Assessments related to the dome.
- Organisation and management of portable digital equipment.
- Ensuring areas, cabling etc are kept tidy and organized and that kit is charged.
- Working with Real Ideas IT service provider to ensure continuity of Market Hall PWAN infrastructure, in particular workstation performance, software and firmware upgrades, etc. to ensure optimum and consistent service provision.
- Ensure our specialist media server system is backed up and secure.
- Maintain, update Real Ideas CRM and feedback loops relating to participants in workshops and members using the space for content creation, including utilising dashboards, as necessary to meet reporting requirements.
- Support event/experience delivery and facilitation including set up and take down.
- Answer general enquiries from visitors and members about dome content, Real Ideas and our events and activities and help with orientation.

Real Ideas wide responsibilities

- To represent Real Ideas well, understanding and talking coherently about Real Ideas products and our programme to provide more value for customers and members.
- To adhere to and uphold Real Ideas social purpose, strategic aims, and policies.
- To contribute to a culture of inclusion and equality and demonstrate a commitment to removing all forms of discrimination.
- To act with integrity and always maintain the highest professional standards.
- To strive to meet individual and collective targets.



- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this.
- To use all Real Ideas reporting and other systems proactively and effectively.
- A flexible approach is required for the role.
- Additional, reasonable duties commensurate with the role and as agreed in advance from time to time.

This job description is not necessarily an exhaustive list of duties and is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.



Person Specification

Working at Real Ideas is exhilarating, but it can also be challenging; we're not a typical organisation and by design we don't fit into traditional business structures or strict 9 to 5 working hours.

Principally we're looking for people who embrace our vision and values, and who want to join us on this journey. Whilst your technical skills and abilities are important, being on board with our vision is crucial.

You'll need to be dedicated, tenacious and enjoy the challenges of working as part of multi-disciplined team. In Real Ideas collaboration is key, so you'll need to be a great team player, up for working with a wide range of people from colleagues and partners to members and suppliers.

We're interested in finding people who are proactive, hungry for opportunities to be responsible and accountable, and who can ride the waves of change with the wind in their hair and a smile on their face.

And because we always strive to be the best we can be, you'll be happy to challenge and be challenged.

If this sounds like you, then read on...

We use the following criteria to assess your suitability for the role. Please note that requirements at the application stage represent the minimum requirements for shortlisting purposes.

Qualifications	L2 (or equivalent) Numeracy & Literacy	EOI/ Interview
Behaviours	Adaptability: Looking at your ability to adapt to change	EOI/ Interview
	Culture Add: Do you share our beliefs/values and bring about diversity within Real Ideas?	EOI/ Interview
	Collaboration: Can you collaborate effectively and work well with others?	EOI/ Interview
	Growth Potential: Do you have the potential to grow with Real Ideas and can evidence goal setting and motivation?	EOI/ Interview

	Prioritisation: Are you able to decide which task needs to be tackled immediately and which ones can wait – someone who can manage their time and prioritise effectively.	EOI/ Interview
Experience	<ul style="list-style-type: none">• Using a range of digital/immersive technologies.• At least 2 years' experience operating in an immersive/digital environment.• Data management: using data systems effectively, appropriately and securely to meet business requirements and in line with organisational procedures and legislation	EOI/ Interview
Knowledge	<ul style="list-style-type: none">• Strong theoretical and technical knowledge in immersive sector technology including media and the arts, VR, AR and mixed reality technologies.• Immersive operating systems, hardware and software• Working knowledge of Health & Safety and Data Protection legislation	EOI/ Interview
Skills	<ul style="list-style-type: none">• Digital security: application of information security principles to information transfer, deletion, storage, usage and communications – using mobile devices where appropriate• Friendly, approachable, able and willing to work with a smile• Ability to multitask with a willingness to help and get stuck in• Close attention to detail• Ability to follow instruction• Determination and grit	EOI/ Interview
Other	<ul style="list-style-type: none">• Heart for great customer experience• Strong commitment to equal opportunities	EOI