



## Studio Technician (ClayArt)



37.5 hours per week



Project Leader



Basic/Standard DBS



ClayArt Studio Plymouth

### Purpose:

The purpose of this role is to support the smooth running of ClayArt, a creative, supported-employment pottery studio, ensuring excellent customer service, safe use of materials, and positive on-the-job learning experiences for adults with learning disabilities or autistic people. Studio Technicians help create a welcoming, inclusive environment where supported employees can develop skills, confidence, and independence while contributing to a public-facing creative enterprise.

### Objectives:

#### Studio Operations & Customer Experience

- Ensure the studio is opened, prepared, and closed safely each day, following all operational and security procedures.
- Deliver excellent customer service, welcoming visitors and supporting paint-your-own-pottery activities.
- Maintain high standards of studio presentation, cleanliness, and organisation throughout the day.
- Support marketing activity by engaging positively with customers and identifying opportunities to promote studio services.

#### Supported Employment & Day-to-Day Guidance

- Provide practical and encouraging support to adults with learning disabilities or autistic people within a working studio environment.
- Help supported employees develop confidence, independence, and workplace skills through meaningful, real-world tasks.

- Model positive professional behaviours and provide guidance in line with supported-employment principles.
- In the absence of the Project Leader, take responsibility for day-to-day studio supervision, with support from the Project Coordinator and Enterprise Manager.

### **Creative Process & Technical Support**

- Oversee the safe and correct use of ceramic materials, glazes, tools, and studio equipment.
- Support kiln operations, including packing, unpacking, firing checks, and record-keeping in line with agreed processes.
- Assist with delivery of workshops, classes, community events, and group sessions.
- Uphold high standards of quality and creativity in the studio's products and customer activities.

### **Health, Safety & Safeguarding**

- Follow all organisational policies including safeguarding, risk management, and health & safety.
- Ensure safe working practices are consistently applied by customers, supported employees, and colleagues.
- Escalate concerns appropriately and promptly when required.

### **Collaboration & Communication**

- Work closely with the Project Leader (ClayArt), Project Coordinator, Enterprise Manager, colleagues, volunteers, and supported employees.
- Communicate clearly and professionally with customers, suppliers, contractors, and partner organisations.
- Contribute positively to team meetings, service planning, and continuous improvement initiatives.

### **Recording, Reporting & Compliance**

- Maintain clear, accurate records relating to studio operations, kiln processes, stock, and any relevant support interactions.
- Support audits, reviews, and inspections in line with organisational standards.

### **Continuous Professional Development**

- Engage in training, supervision, and development opportunities relevant to the role.
- Maintain and build technical knowledge of ceramics, glazes, and studio equipment.

## **Key Relationships**

- Enterprise manager
- Project Leader
- Project Coordinator
- Supported Employees

- Enterprise Teams
- Customers and other members of the public
- Contractors and suppliers
- Partner organisations

## Skills and behaviours you need for this role

### CORE SKILLS

Skill	Level required for role				What this means
Data Literacy	■	■	■	■	People at this level can use data tools and follow GDPR rules to help understand what is happening in the organisation.
Digital Skills	■	■	■	■	People at this level choose and develop digital tools, promote secure working practices, and support innovation across their teams.
Governance and Compliance	■	■	■	■	People at this level use governance and compliance rules in their daily work to help keep the organisation safe and responsible.
Commercial Awareness	■	■	■	■	People at this level help manage budgets, track spending, and support good financial decisions.
Health and Safety	■	■	■	■	People at this level develop and implement health and safety strategies, ensuring the organisation prioritises compliance, risk reduction, and employee wellbeing.
Inclusion	■	■	■	■	People at this level lead on inclusive practice across teams or departments and influence change.

### BEHAVIOURS - VALUES

Behaviour	Level required for role				What this means
Equip	■	■	■	■	People at this level manage preparation and consistency with confidence. They support others in adopting effective practices and ensure that tools and information are accessible and reliable.
Involve	■	■	■	■	People at this level consistently involve and engage others, creating an environment where collaboration, inclusion, and shared decision-making are the norm.
Support	■	■	■	■	People at this level actively support, advocate for, and empower others. They help create a workplace where people feel valued, included, and confident in their abilities.
Recognise	■	■	■	■	People at this level consistently demonstrate excellent listening, communication, and responsiveness, ensuring clarity in all interactions.
Challenge	■	■	■	■	People at this level proactively take ownership, embrace change, and encourage innovation in their teams and work.

### SPECIALIST SKILLS

Skill	Level required for role				What this means
Production & Casting					People at this level manage production with confidence. They solve problems, support others, and make sure casting and clay work meet studio standards while staying safe and on time.
Decorating and Finishing					People at this level manage decorating work with confidence. They solve common glazing and painting problems, support others, and ensure finishes meet studio standards.
Customer Experience Events & Workshops					People at this level scale high-quality customer experiences, standardise best practice, and ensure events drive repeat visits and sales.
Quality Control, Fault Management and Product Recalls					People at this level lead quality checks, reduce faults, and make sure recall and rework are handled quickly and clearly.
Equipment, Kilns, Health & Safety and Dust Control					People at this level lead the studio's safety systems, equipment standards and kiln strategy.
Stock Handling, Materials and Supplier Liaison					People at this level plan stock to match demand, solve supply problems and support efficient production.
Workspace Organisation, Preparation & Workflow					People at this level design studio-wide workflows that increase throughput, reduce errors and keep people safe.
Documentation, Record Keeping & Customer Orders/Bookings					People at this level ensure records are accurate, timely and useful. They support traceability and smooth customer communication.

## COMPETENCIES

Behaviour	Level required for role				What this means
Customer-Centric					People at this level help create a customer-first way of working and support strong service across teams
Attention to Detail					People at this level embed accuracy and quality assurance across teams and core processes.
Initiative					People at this level demonstrate a proactive approach to problem-solving and business improvement.
Communication					People at this level lead with clarity and impact, using verbal communication to influence outcomes and build alignment.
Problem Solving					People at this level use strategic problem-solving to improve efficiency and support innovation.
Emotional Intelligence					People at this level lead teams with emotional awareness and help create a positive, engaged work culture.
Reliability					People at this level drive reliability across teams and functions, setting systems and standards to ensure follow through.
Flexibility					People at this level use flexibility to solve problems, support others, and respond proactively when things change.

<b>Teamwork</b>	■	■	■	■	■	People at this level lead and develop high-performing teams, fostering a culture of collaboration.
<b>Time Management</b>	■	■	■	■	■	People at this level balance multiple priorities confidently, supporting others to manage time and workload effectively.

## COMPETENCIES (Managerial)

<b>Behaviour</b>	<b>Level required for role</b>					<b>What this means</b>
<b>Coaching and mentoring</b>	■	■	■	■	■	People at this level give structured coaching and mentoring to help employees develop skills and confidence.
<b>Team Building</b>	■	■	■	■	■	People at this level help create a positive team environment by building trust, supporting teamwork, and helping resolve issues.
<b>Performance Management</b>	■	■	■	■	■	People at this level know performance management is important, but they need support to use it properly and consistently.
<b>Employee engagement</b>	■	■	■	■	■	People at this level help create a workplace where employees feel valued, motivated, and able to share their ideas.
<b>Workforce planning and Development</b>	■	■	■	■	■	People at this level understand that workforce planning and development are important, but they need support to apply them in their work.
<b>Conflict Resolution</b>	■	■	■	■	■	People at this level manage conflicts in a fair and constructive way while helping maintain good working relationships.
<b>Inclusive Leadership</b>	■	■	■	■	■	People at this level integrate EDI principles into leadership and team management. They help create a culture where everyone feels respected, valued, and supported.
<b>Empowerment and delegation</b>	■	■	■	■	■	People at this level delegate tasks effectively and help others build skills, confidence, and independence.
<b>Psychological safety and wellbeing</b>	■	■	■	■	■	People at this level design, lead, and support wellbeing and psychological safety initiatives. They help create a workplace where employees feel safe, respected, and supported