

<b>Job Title:</b>	Master Glass Blower
<b>Reference No:</b>	NGC089
<b>Reports to:</b>	Head of Commissioning & the Studio
<b>Grade:</b>	E
<b>Working Hours:</b>	37
<b>Faculty / Service:</b>	Faculty of Arts, Design and Media
<b>Location:</b>	National Glass Centre (NGC)
<b>Main Purpose of Role:</b>	<p>The NGC Hot Glass Studio is central to the NGC's offer by providing several functions and services. The Master Glass Blower will lead the production team and hot glass manufacture within the Studio. He/she will be a key member of the Studio Team and work closely with other NGC staff.</p> <p>The purpose of the post is to be responsible for the daily running of the hot glass studio, production &amp; of Studio commissions. The Master Glass Blower will play a key role in contributing to Studio Enterprise targets– including the design &amp; production of products and ranges, provision of support for practitioners, the visitor attraction and the facilitation of some educational activities including master classes.</p>
<b>Key Tasks and Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Design, prototype and manufacture glass ranges for the glass Studio.</li> <li>• Manage, deliver and contribute to Enterprise, undertaking and directly supporting a range of agreed projects and bespoke commissions.</li> <li>• Liaise with customers and clients in a professional manner.</li> <li>• Plan, manage bespoke &amp; deliver bespoke production with/for artists; one-to-on teaching sessions; short courses; master classes and other activities.</li> <li>• Undertake public hot glass demonstrations as part of the Visitor Attraction.</li> <li>• Establishing and participating in external networks to support development of a reputation in the field</li> <li>• Share Responsibility for basic daily maintenance of Studio facilities and ensure that the Studios operate with best Health and Safety practice.</li> <li>• Maintain accurate records</li> </ul>
<b>Special Circumstances:</b>	Some Weekend & Bank Holiday working will be required

<p><b>Part 2A</b></p> <p><b>Qualifications and Professional Memberships:</b></p> <p><b>Experience:</b></p> <p><b>Key Knowledge and Expertise:</b></p>	<p><b>Essential:</b></p> <p><b>Qualifications and Professional Memberships:</b></p> <ul style="list-style-type: none"> <li>• Educated to degree level, or equivalent within an industrial related subject area.</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Extensive experience of working in hot glass production</li> <li>• Experience managing a team.</li> <li>• Highly refined hot glass making skills and some technical knowledge of studio equipment.</li> <li>• Flexible range of skills using Hot glass</li> <li>• Extensive experience with production blowing</li> <li>• Experience with stem ware</li> <li>• Experience &amp; refined skills with application of colour</li> <li>• Demonstrate versatility in various hot glass techniques</li> </ul> <p><b>Key Knowledge and Expertise (generic):</b></p> <ul style="list-style-type: none"> <li>• Applies knowledge and experience.</li> <li>• Shares learning and experience with others.</li> <li>• Engages in updating and training activities.</li> </ul> <p><b>Key Knowledge and Expertise (specific):</b></p> <ul style="list-style-type: none"> <li>• Customer relations experience</li> </ul>
	<p><b>Desirable:</b></p> <p><b>Qualifications and Professional Memberships:</b></p> <ul style="list-style-type: none"> <li>• Well networked in the glass constituency</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Mould blowing experience</li> <li>• Hot glass sculpting skills</li> <li>• Sand casting experience</li> <li>• Cold working skills</li> <li>• Confidence in handling large pieces of glass</li> <li>• Good knowledge of kiln and cold working</li> <li>• Experience with cane ware</li> <li>• Exhibition knowledge and selling experience</li> <li>• Working with creative practitioners &amp; the public</li> <li>• Experience delivering master classes</li> </ul>

<b>Part 2B Competencies</b>	<p><b>Communication</b></p> <p><b>Oral Communication</b></p> <ul style="list-style-type: none"> <li>• Delivery methods are chosen and tailored to aid understanding and meet the needs of others</li> <li>• Takes action to correct any misunderstandings or mistakes</li> <li>• Checks on recipient's understanding and takes action to remedy any miscommunications</li> <li>• Adapts style in response to feedback</li> </ul> <p><b>Written Communication</b></p> <ul style="list-style-type: none"> <li>• Anticipate others' needs for information</li> <li>• Adjusts the level of content to suit audiences with varying levels of understanding and ability</li> <li>• Provides information in a suitable format so that the others' needs are met</li> <li>• Uses a range of different formats, chosen to the diverse needs and ensure understanding</li> </ul>
	<p><b>Initiative and Problem Solving</b></p> <ul style="list-style-type: none"> <li>• Analyses problems to identify their cause</li> <li>• Takes action to prevent recurrence of problems</li> <li>• Considers possible solutions to identify those which offer wider benefits</li> <li>• Obtains evidence to support intuition</li> </ul>
	<p><b>Planning and Organising Resources</b></p> <ul style="list-style-type: none"> <li>• Actively seeks information to support planning and prioritisation of work</li> <li>• Ensures that time and resources are used effectively to their maximum efficiency</li> <li>• Checks and reports on progress and achievement against plans to key parties</li> <li>• Develops plans to take account of problems, delays and new priorities</li> </ul>
	<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Adapts services and systems to meet customers' needs and identifies ways of improving standards</li> <li>• Learns from complaints and takes action to resolve them</li> <li>• Collates feedback and views from customers and keeps up-to-date with market trends to inform service development and make changes</li> <li>• Actively promotes services</li> </ul>
	<p><b>Teamwork and Motivation</b></p> <ul style="list-style-type: none"> <li>• Ensures appropriate resources and support are available so that the team and individual members are able achieve their objectives</li> <li>• Monitors progress and takes appropriate action to deal with difficulties or slippage</li> <li>• Deals with conflict within the team</li> </ul>

	<b>Work Environment</b> <ul style="list-style-type: none"><li>• Ensures that others are equipped and able to follow safe working practices</li><li>• Ensures that appropriate action plans are drawn up to address risks</li><li>• Monitors incidents and issues to identify trends and patterns so that policies, procedures and systems of work can be put in place to eliminate risk</li></ul>
<b>Date Completed:</b>	June 2013