

## ANNEXE B to the STATUTES

### COUNCIL

(Represented by the Chair)

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### DIRECTOR

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#### SECTION HEADS

ASSISTANT DIRECTOR	FITCH DIRECTOR	KNOSSOS CURATOR	ADMINISTRATOR	LIBRARIAN	ARCHIVIST	IT OFFICER
Contract teachers	Scientific Research Officer	Cleaner Handyman	Accountant (also takes instruction from the Deputy Honorary Treasurer) Athens Secretary London Secretary (except in her duties as secretary to Council, when she reports to the Chair)	Assistant Librarian Research Assistant Contract project staff	Contract project staff	
Athens domestic staff	Laboratory Administrator & Analytical Assistant Technician Lab Fellows Contract project staff	Contract Project Staff				

- i) In the absence of the Director, the Assistant Director assumes any urgent managerial/reporting duties with respect to the remaining section heads (but will not normally deal with appraisal or other major personnel matters).
- ii) Fellows (other than Laboratory Fellows) contracted to the School (i.e. in receipt of stipend) report to the Director. School Students (in receipt of stipend) report to the Assistant Director in respect of their conduct and performance of School duties.
- iii) Section heads have managerial responsibility for interns working in their sections, although this may be delegated to a member of the section staff depending on the purpose of the internship.

**ANNEXE B: IN ACCORDANCE WITH STATUTE 13.7, THE FOLLOWING DUTIES OF THE PRINCIPAL OFFICERS OF THE SCHOOL IN GREECE HAVE BEEN APPROVED BY COUNCIL ON THE RECOMMENDATION OF THE DIRECTOR.**

### **ASSISTANT DIRECTOR**

The Assistant Director is the School's second-ranking officer who may officially represent the institution at the request of the Director, and is thus required to work closely with colleagues from other Greek and foreign institutions. S/he resides on the Athens premises and takes charge of the daily running of the School when the Director is absent from Greece. The post is for a fixed term of 5 years because it is intended to enable an early-career scholar to establish a research, teaching and administrative profile and to complete a defined programme of original research.

#### **Duties**

- (1) To conduct his/her own programme of research and publication.
- (2) To take overall charge of the School's teaching programme (including QA) at all levels (undergraduate, postgraduate, professional development, interns).
- (3) To take overall charge of the School's communications with the academic community and with alumni, and to liaise with School members to ensure the smooth running of the academic life of the School.
- (4) To serve as Curator of the Museum.
- (5) To oversee the security and maintenance of the Athens premises.
- (6) To assist the Director in the preparation of *Archaeology in Greece Online*.
- (7) To perform such other duties as the Director shall from time to time request.

The Assistant Director is expected to be available in the Hostel for at least the hours 0900-1300 from Monday to Friday, and may not be absent from Athens unless the Director or some other person authorised by Council is in residence.

### **FITCH LABORATORY DIRECTOR**

The Fitch Laboratory Director is in overall charge of the Fitch Laboratory and is responsible for its financial and academic management, requiring effective liaison with the School Director and the Fitch Laboratory Subcommittee (hereafter *FLC*). The Fitch Laboratory

Director is a senior academic officer of the School, and works together with the Director and Assistant Director to ensure the effective conduct and promotion of the work of the School as a whole, and the Fitch Laboratory within it. S/he may be required to take charge of the School in the Director's absence and to represent the School at the request of the Director. S/he is required to conduct and publish research to an international level, integrating archaeology and science. The Fitch Laboratory Director will normally be affiliated with a UK university.

## **Duties**

### **(1) Academic conduct**

i) To oversee the academic life of the Laboratory, and to establish Laboratory research policy in consultation with the School Director and the *FLC*.

ii) with the approval of the *FLC* to determine Laboratory research policy and establish in consultation a research programme. To ensure the effective conduct, management and publication of Laboratory projects. To ensure that Laboratory projects are fully integrated into the wider work of the School and the School's Strategic Plan for Research.

iii) to ensure that the results of Laboratory research are effectively disseminated by all appropriate means. These shall include establishing a publication strategy appropriate to the current needs of the Laboratory and the School, ensuring that the Laboratory is represented at international meetings and conferences, maintaining the Fitch section of the School website, and organising events on behalf of the School.

iv) to organize a seminar series in science-based archaeology (currently the Fitch-Wiener series in collaboration with the ASCSA).

v) to develop collaborations both with UK institutions and internationally. To engage with the Greek academic community.

vi) to assist the School Administrator as required in preparing permit applications to the Ministry of Culture and Tourism and to IGME; to oversee the preparation of sampling permits for Laboratory projects.

vii) to conduct a programme of original research, and maintain a profile of publication and other academic activity which contributes to the overall School research profile (on the analogy of a senior member of academic staff in a UK HEI).

viii) to answer enquiries on any issue concerning the research fields of the Laboratory.

### **(2) Managing the work of Laboratory staff and visitors**

i) To advise the School Director and *FLC* on Laboratory staffing, considering the form, duration and scope of Fellowships and ensuring that funding for bursaries is most effectively targeted.

ii) to serve on appointment committees for all Laboratory staff, fellows and bursary holders and, as requested by the School Director, on other School appointment committees.

iii) to conduct annual appraisal of Laboratory staff, submit progress reports on the work of Fellows to the *FLC* and School Director, and take such follow-up action as may be necessary. To support Laboratory Fellows in the management and development of their careers, in particular ensuring that they maintain links with the UK academic community.

iv) to admit short-term visitors to pursue independent programmes of research, following principles laid down by the *FLC*, and where appropriate to recommend the award of the title of Associate to the *FLC*.

iv) to accept interns, collaborators and short-term users according to the needs and capacity of the Laboratory, and to ensure that their work is effectively supervised (reporting formally where required).

### **(3) Teaching and training**

i) To remain fully informed of current training needs and associated funding opportunities in the UK, and to ensure that the Laboratory makes the most effective use of its position as a national resource located in Greece to provide training which meets the needs of a changing UK market.

ii) to develop and deliver a teaching programme (currently via short courses) which meets these needs and contributes to the overall School profile in skills training.

iii) to ensure that the Laboratory takes effective advantage of large scale funding programmes (notably on a European level) for researcher training and mobility.

iv) to meet all reasonable requests to show the Laboratory to school groups and other visitors.

### **(4) Finance**

i) In consultation with the Treasurer and School Director, to establish annual budgets for the Laboratory and to administer the funds therein. To ensure the effective use of restricted funds to further the scientific policy of the Laboratory.

ii) to establish a regime for charging within the Laboratory and to set fees accordingly.

iii) to report annually to the *FLC* on the Laboratory's accounts and financial policies.

iv) to secure grant income for equipment, projects, and staffing, in consultation with the School Director and Chair of the Fundraising Committee; to establish partnerships in collaborative funding applications.

v) to negotiate major capital purchases, seeking the advice of the *FLC* and following School policy (upon the advice of the Finance and General Purposes Committee).

vi) to identify objectives for fundraising and to assist the School Director and Chair of the Fundraising Committee whenever requested.

### **(5) Equipment and premises**

i) To ensure that the facilities of the Laboratory are developed in line with its scientific and research policy.

ii) to maintain and develop the Laboratory's scientific facilities and equipment, including its collections. To ensure that all Laboratory equipment and fittings are safe and fit for purpose. To purchase equipment as required, where appropriate (and in the cases of major capital purchases) seeking the advice of the *FLC* and Finance and General Purposes Committee.

iii) to ensure that the Laboratory premises are appropriately maintained and remain fit for purpose.

#### **(6) Working practices**

i) To define and enforce working practices in the Laboratory so as to ensure the effective conduct of research, adherence to health and safety standards, and the security of staff, equipment and premises.

ii) to appoint a Health and Safety Officer; to ensure that those working in the Laboratory receive appropriate training; and to ensure that Health and Safety policy is regularly reviewed.

iii) to allocate space within the Laboratory.

#### **(7) Other duties**

i) To take charge of the School in the absence of the School Director and Assistant Director, or in emergency upon specific request of the School Director. To represent the School as requested by the School Director.

ii) to sit on the *FLC* and any other committees or subcommittees as may be required by Council. To supply advice (in writing or in person) to Council, its officers, or to any of its committees or subcommittees as required.

iii) to supply to the School Director information about the work of the Laboratory as required, notably for the Newsletter, the annual funding bid to the British Academy, and for report to Council.

iv) to participate in appointments to School staff positions and research awards (such as Centenary Bursaries) as required.

v) to advise the School and its officers on scientific aspects of publication policy and publication submissions, and upon research proposals as requested.

vi) to ensure that the Fitch section of the School website is maintained.

vii) to perform such duties as the School Director may from time to time request, without prejudice to the duties set out above.

### **KNOSSOS CURATOR**

The Knossos Curator is in charge of the daily management of the School's Knossos Research Centre, requiring effective liaison with the School Director and the Chair of the Crete SubCommittee. The post provides an early-career scholar with the opportunity to develop

their career and establish their reputation. The Knossos Curator will be expected to contribute to the academic life and research culture of the School and to make good use of the time s/he can devote to research, as well as acquiring valuable administrative and managerial experience. S/he represents the School on Crete and works together with the Director to ensure the effective conduct and promotion of the work of the School as a whole, and the Knossos Research Centre within it.

## **Duties**

### **(1) Managerial**

- i) To manage the operation of the Stratigraphical Museum, Office, Library and Hostel; to exercise responsibility for health, safety, and security, noting especially the requirements of the Stratigraphical Museum (and the need to work with such staff as may be appointed by the Archaeological Service); to liaise with the School Accountant to ensure appropriate insurance cover for the Office, Library and Hostel.
- ii) To hold the budget for Knossos (managing and documenting equipment purchases, building repairs and maintenance, and daily running costs); to work with the School Accountant to ensure accurate financial reporting.
- iii) To serve as line-manager for the School's domestic staff at Knossos.
- iv) To maintain School premises in good order (including the Stratigraphical Museum and its annexes).
- v) To reside at Knossos throughout the period of the contract (except for statutory leave and any other leave on business, as pre-approved by the Director).
- vi) To keep the Director (and as appropriate the Crete SubCommittee) fully informed on all matters related to the School at Knossos.
- vii) To serve as the School's local representative on Crete: a) to conduct any School business related to the Knossos research centre; b) to maintain good relations with the Archaeological Service.
- viii) To provide and supervise access for researchers to the holdings and facilities of the Stratigraphical Museum; to advise the School Archivist (and, where appropriate, potential applicants) on applications for study permits.
- ix) To serve as curator of the holdings of the Stratigraphical Museum and to maintain the collection records in good order. This duty currently includes supervision of the School's Curatorial and Knossos EMu Projects.
- x) To contribute to the School's teaching programme (*the Curator currently has charge of the Postgraduate Training Course in Greek and Roman Pottery*).
- xi) To maintain the Library in good order, proposing locally-relevant purchases and processing acquisitions, and providing such assistance as the School Librarian may from time to time request (e.g. in liaising over local exchanges).
- xii) To organize or assist in organising School events at Knossos.

## (2) Research

- i) To conduct research in any subject area pertaining to Crete, potentially taking advantage of the research opportunities presented by the collections at Knossos.
- ii) To assist the School Director in the preparation of *Archaeology in Greece Online*, notably by preparing the entries on Crete.

## (3) Outreach

- i) To maintain and enhance the School's outreach and standing on Crete, for example by arranging seminars and lectures.
- ii) To work with the Director and Crete SubCommittee to develop the use of the School's establishment for suitable academic and educational programmes.
- iii) To conduct tours of the Knossos Palace, surrounding houses, the Stratigraphical Museum, and School premises, as requested by the Director or the Archaeological Service.
- iv) Upon request from the Chair of the Fundraising and Events Committee, the School Director and/or Chairman, to deal with any business related to PR and fundraising for Knossos.

## **SCHOOL ADMINISTRATOR**

The Administrator has overall charge of the School's administration, and is responsible to the Director (save for 2 (iv) as indicated) for its efficient conduct, notably via effective liaison with the London office and the Knossos Curator.

### **Duties**

#### **(1) Liaison with Greek authorities and the wider scholarly community**

- i) Preparing permit applications for School fieldwork projects as approved by the Committee for Archaeology, and for study permits by individual School Members.
- ii) Submitting reports on School fieldwork projects in Greek to the Greek Ministry of Culture.
- iii) Assisting School Members in their contacts with the Greek Ministry of Culture and the Greek academic community.
- iv) Assisting the Director in all matters concerning collaboration and co-operation with other Foreign Schools.
- v) Assisting the Director in maintaining relations with individual members of the academic community and with universities in Greece and the UK.
- vi) Preparing/translating Greek language correspondence and any other necessary documentation in Greek.

## (2) Governance

- i) Maintaining records of Council and Committee membership, and ensuring (in consultation with the relevant Chairs) that Committee vacancies are advertised on the School's website.
- ii) Assisting the Director with the compilation of the *Newsletter*, as necessary.
- iii) Ensuring that the governance section of the School's website is kept up to date.
- iv) Preparing and circulating Council and Committee agendas and other papers; instructing the London secretary to arrange meetings (or in the event that meetings are held in Athens, covering these duties); receiving minutes from the London secretary and, as required (and in consultation with the Director), arranging for decisions to be implemented. *\*Here the Administrator shall report not to the Director, but directly to the Chair of Council.*
- v) In consultation with the Archivist, ensuring that a full record of the School's conduct and business is archived in Athens.
- vi) Arranging secretarial services for senior non-executive officers of the School (Chairman, Treasurer) while in Athens.

## (3) Personnel and Finance

- i) Maintaining confidential personnel files.
- ii) Initiating routine personnel procedures (eg. the annual appraisal cycle).
- iii) Managing the staff of the School's Administrative section.
- iv) Making practical arrangements and providing clerical support for appointments committees for Athens-based posts, or for any other School appointment committee that meets in Athens. *\*In cases where the conduct of such appointments has not been delegated to the Director, the Administrator shall report not to the Director, but directly to the Chair of Council.*
- v) Providing administrative support for the fundraising activities of the School.
- vi) Serving as a signatory on cheques issued by the School.

## (4) Fellowships, studentships and bursaries

Supporting the process of appointment to the School's research positions (currently the \*Centenary Bursary Awards, +Visiting Fellowship, +Early Career Fellowship, +Fitch Laboratory Senior Visiting Fellowship, #Leventis Fellowship, #Fitch Laboratory Fellowships, and #School Studentships and Research Awards). Where awards are made after interview in London (#), the Administrator will organize advertisements, receive applications, and support the shortlisting process, and then instruct the London secretary to organize interviews and communicate decisions to back for report to Council (in accordance with his/her duties under section 2 above), and subsequent implementation. Where awards are made by e-conference (+) or in Athens (\*), the Administrator will support the entire process.



## (5) Academic Programme and Events

- i) Liaising with the directors of taught short courses (including the Undergraduate Course and the Teachers' Course) to obtain the necessary permits, and to facilitate contacts (e.g. with guest speakers) as required before and during the programme; receiving applications for courses on behalf of the course director, and liaising with the Accountant to ensure that full payment is made and bursaries distributed.
- ii) Supporting the Director in the organization of the Upper House Seminar series, including contacting speakers and guests, and arranging publicity.
- iii) In consultation with the Director, making practical arrangements for major events organized by the School in Greece, including liaising with speakers, booking rooms and catering, arranging publicity, establishing the invitation list and making follow-up calls.
- iv) Offering administrative support for outside organizers of conferences held at the School as agreed with the Director; providing estimates of costs for such services and keeping records to support subsequent billing.
- v) Maintaining contacts with funding bodies in the UK and Greece who offer support for taught courses or academic events.
- vi) Attending School functions and assisting in welcoming guests.
- vii) As requested by the Director and where possible, representing the School at outside functions, whether or not they be held in office hours.

Such other duties as occasionally may be required by the Director, Chair of Council, Vice-Chair or Treasurer, especially during periods of staff leave.

## **LIBRARIAN**

The Librarian takes full responsibility for the development and operation of the BSA academic research library serving post graduate research on the Hellenic world. This position is both managerial and administrative, focusing on positive interaction with the Library's users.

- Is responsible for planning and coordinating activities related to the Library's operation.
- Has primary responsibility for all library services, resources and staff in Athens and at Knossos.
- Integrates Library services with the BSA's mission, strategic plan, and objectives.
- Works collaboratively with other Library staff to deliver a professional quality library service to the members of the BSA and the wider academic community in Greece.

- Plans for the future direction of the Library with an emphasis on the development of digital assets.
- Works collaboratively with the Development Officer and senior colleagues to facilitate the BSA's broader fundraising initiatives.

## Duties

- (1) Collection development, management, maintenance and preservation of the Library's resources in both print and electronic format.
- (2) Reference assistance, including guidance and instruction for students and visiting scholars in the use of print and electronic materials.
- (3) Maintenance and development of Library facilities including building fabric and furnishings.
- (4) Annual estimates and budgeting for Library running costs, plus additional funding for special projects.
- (5) Selection and use of library management systems and software and other information technology resources.
- (6) Overseeing the daily operation of the Library.
- (7) Coordination and supervision of the work and professional development of the Library staff:
  - i) Two full time employees (Librarian and Assistant Librarian).
  - ii) One temporary part-time student assistant for 10 months of the year.
  - iii) One fulltime trainee intern for 3-6 months.
  - iv) A regular volunteer for 4 hours per week.
  - v) Full time library cleaner.
- (8) Collaborating with other departments of the BSA, especially the Archive, to facilitate the research goals of the BSA.
- (9) Co-operation with other libraries in Greece and internationally:
  - i) The ASCSA libraries through: informal acquisition policy; shared Bibliographic management system and IT support; Readers' access.
  - ii) DAI through shared bibliographic data: Contributes metadata to ZENON.
  - iii) Annual meetings of 20 research libraries in Athens.
  - iv) National Bibliographic Knowledgebase (NBK) in the UK: contributes regularly to shared catalogue.
  - v) Informal communication with other British International Research Institutes (BIRI): BSR (Rome); BIAA (Ankara).
- (10) Providing original data for inclusion in academic publications and resources.
- (11) Overseeing the Library's web presence and contributing to the BSA's social media visibility.
- (12) Collaborating with the Development Officer and senior colleagues to raise external funds for the Library and for the BSA's activities more generally.

### **Librarian Qualifications and Experience essential:**

- Postgraduate degree or Diploma in Library Science or Information Studies accredited by the Chartered Institute of Library and Information Professionals (CILIP), or the American Library Association (ALA), or equivalent.
  - Undergraduate degree in a relevant field.
  - Proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel) and a general understanding of the technology-driven information environment.
  - An understanding, based on experience, of the unique needs of a postgraduate research library and familiarity with the current issues of academic librarianship
  - Ability to work independently or as an active member of a team.
  - English-speaking with some knowledge of or willingness to learn Modern Greek.
  - Strong interpersonal skills and communication (oral and written) with all levels of staff.
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- **Librarian Skills and Experience desirable:**
  - Library scheduling and management software and systems experience, familiarity with ExLibris' ALEPH500 desirable.
  - Experience of budget planning and management.
  - Experience with Data Management Systems (e.g. Axiell EMu).
  - Ability to multitask, prioritise, and manage time efficiently.

### **ARCHIVIST**

The Archivist applies principles, methods, and practices of archival management and services to the BSA archive collection.

- Provides reference services to members and other researchers by providing access, interpreting finding aids, giving instruction on the proper handling of materials and providing knowledge of the records relevant to the individual researcher's needs. May respond in person, by phone, email or fax. May refer researchers to other resources, as needed.
- Manages the Archives of the Library of the British School at Athens.

### **Duties**

#### **(1) Archive, Collection development and Maintenance**

- i) Acknowledges donations.

- ii) Directs the cultivation of potential donors of excavation records, personal papers, correspondences, diaries, historical documents and artefacts to build a comprehensive archival collection to provide primary source materials for research.
- iii) Evaluates the relevance of material to the archive collection.
- iv) Identifies archival material for preservation and determines the proper storage, restoration of archival materials.
- v) Identifies archival material for dissemination through digitisation and other forms of reproduction.
- vi) Sets up projects, relating to the School's strategic aims, to use external funding for the processing and cataloguing of specific collections.
- vii) Researches and prepares permits for study/ reproduction and publication of BSA copyright material in the archive collection.
- viii) Provides research assistance to scholars and the general public through the development of finding aids and other tools for retrieving information.
- ix) Conducts research activities as directed.

**(2) Archive: technical services**

- i) Administers a descriptive inventory of archival records and papers in accordance with professionally accepted standards and practices (ISAD-G and EAD).
- ii) Oversees the processing of archive materials to include accessing, arranging, describing, preserving, classifying, and referencing to professionally accepted standards. (MARC, ISAD-G and EAD).

**(3) Staff and Training**

- i) Hires and supervises project staff to work on specified collections.
- ii) Provides training opportunities for Archive Students at UK universities.

**(4) Archive: Automation**

- i) Evaluates the collection and individual subjects for appropriate formatting applications: database indexing, digitisation (scanning).
- ii) Co-operates with IT officer in the selection of appropriate software and systems.
- iii) Coordinates the use of technology to retrieve archival information.
- iv) Skilled in the use of the following automated systems and programs:
  - **KeEMU:** Archive records and data;
  - **WORD, EXCEL, ACCESS** for archive office mailing lists; correspondence, reports, data; internal accounting spread sheets
  - **PHOTOSHOP, ADOBE,** for scanning of images for digital records, website, requests

- **e-MAIL TWITTER, FACEBOOK:** queries, requests, networking

**(5) Fund Raising, Budget and accounting**

- i) Estimates sources and costs for future budget.
- ii) Prepares annual budget.
- iii) Keeps record of annual expenditure under separate headings.
- iv) Seeks additional external funding for preservation, conservation, processing and computerisation of existing collections.
- v) Estimates costs and seeks external funding for special outreach projects (exhibitions, lectures, publications).
- vi) Prepares charges and records receipts for use and duplication of BSA copyright material.

**(6) Academic: Records, Reports, Publications**

- i) Provides technical knowledge of the collection through research guides.
- ii) Selects and prepares materials for exhibits and publications.
- iii) Provides written reports of various activities.
- iv) Makes presentations to local and visiting academic groups.
- v) Participates and publishes papers in relevant conferences concerning B.S.A. Archive material.
- vi) Prepares material and artefacts for inclusion in exhibitions.
- vii) Prepares material for inclusion on the BSA website.
- viii) Keeps log of requests for inclusion in Reports to Managing Council.
- ix) Contributes to annual reporting to the British Academy.

**(7) Professional**

- i) Liaises with other archivists and archival services within Greece and abroad.
- ii) Keeps abreast of developments in archival management.
- iii) Seeks support from the School's staff development fund where appropriate.

**(8) General**

- i) As a member of the School's staff is required to keep abreast of all the School's activities and priorities, with particular focus on how these priorities might affect responsibilities and activities of the Archive.
- ii) Liaises with librarian on proposals, funding and procedures where helpful.
- iii) Attends BSA events, lectures and seminars and keeps photographic record.
- iv) Maintains BSA social networking site the BSA Facebook.

## **IT OFFICER**

The IT Officer develops and maintains the BSA's ICT infrastructure, coordinating with its departments to maintain services and develop new projects. The work of the IT Officer plays a central role in the operation of the BSA, interfacing with all departments and helping to organize administration, research and outreach.

### **Duties**

- (1) Control of the IT budget.
- (2) The ongoing development of long-term IT strategies for the School.
- (3) The formulation of specific IT projects, and fundraising for those beyond the scope of the IT budget.
- (4) Technical and operational advice to other members of staff developing IT-dependent projects and systems.
- (5) Identification and prioritisation of IT needs in each financial year.
- (6) Specification, ordering and installation of equipment and software.
- (7) Software support (within reason).
- (8) Maintenance and repairs to systems at all levels.
- (9) Maintenance of network software systems.
- (10) Control over software licensing.
- (11) Data and network security.
- (12) Control over and maintenance of user accounts.
- (13) The development of custom software solutions, where possible and/or reasonable within time constraints.
- (14) Support of School IT facilities for seminars and conferences.
- (15) Maintenance of 24-hour email and internet access.
- (16) Design and maintenance of the BSA website, consisting of:
  - In coordination with other members of staff, continuously monitoring the development of the site and pushing its integration into all School activities.
  - Designing the site.
  - Producing all HTML on the site.
  - Maintaining the quality and relevance of information, including updating the site as required, in consultation with the Director

The requirements for the role of the IT Officer, as currently constituted, are as follows:

- Server maintenance: Windows 2012R, CENTOS.
- Workstation maintenance: Windows 7, Windows 10.
- Network maintenance: LAN setup, VPN setup, Router maintenance.
- Website maintenance/development: Joomla CMS as well as basic skills in HTML, Php, MySQL, CSS Javascript, XML.
- Database: Axiell EMu, Microsoft Access, Aleph, E-Tapestry.
- Social media: Facebook, Twitter, Youtube.

- Communication systems: telephone centre operation (basics), VoIP, alternative carriers, Google Apps.
- Audio/visual: video and audio editing.
- Graphic design: advanced Adobe suite.
- GIS basic knowledge.

*November 2020*