

College/Service: Technical Services

Post/Job Title:

Reference number:

Grade: E

Responsible to:

Responsible for:

**Job Description**

*[Specific to role]*

**Key responsibilities**

1.

2.

3.

**Main Duties and accountabilities**

**Service Delivery (Teaching and Research Support)**

* The role-holder will be expected to deal with internal or external stakeholders creating a positive image of Technical Services by being responsive and prompt in responding to requests and referring the user to the right person if necessary; to initiate improvements to the service within their degree of influence; to ensure that overall standards of the service including H&S, compliance and regulatory standards are adhered to by all users within their degree of influence; ensure others have the support they need to fulfil their role.
* The role holder may also provide regular and routine introductions – demonstrating the use of laboratory/workshop facilities and equipment to staff, students and visitors.
* Considers the needs of service users and makes recommendations about the most appropriate equipment or resources to use and access to achieve required outcomes.
* Provides assistance and advice on more of an independent basis.
* Provides mentoring, training, instruction and gives feedback to learners as part of the support provision.
* Provides technical guidance to service users with the use and application of resources and equipment and information about risk assessments and best practice.
* Demonstrates the use of equipment and resources, taking time to prepare the script and order of presentation to ensure the user fully understands all health and safety considerations. Take responsibility for observing and monitoring use in the absence of academic staff.
* Provide support to service users in workshops, laboratories and other specialist teaching/research facilities.
* Provide support to service users in fieldwork sessions (if applicable) taking into account necessary accommodations to safe and best working practice and providing guidance to suit.

**Communications**

* Receive, understand and convey information needing careful explanation or interpretation to help others understand taking into account the level of knowledge of the recipient.
* Able to judge what to communication and how best to convey the information to others.

**Teamwork and motivation**

* The role-holder will be required to be supportive and encouraging of others, clarify the requirements of team members, agree clear task objectives, organise and delegate work fairly according to individual abilities, help the team focus their efforts on the task in hand and motivate individual team members.
* Provide guidance to others in absence of more senior team members as a more experienced team member, team leader or supervisor.
* Act as a role model to others within the team.

**Liaison and Networking**

* The role-holder will be required to: build and develop on-going relationships to ensure effective communications and effective working; be a member of cross-functional or technical service-wide working teams or groups where the main purpose is to build and develop ongoing relationships to ensure effective communications and effective working.

**Decision Making, Processes and Outcomes**

* The role-holder will be required to: work in partnership with academic colleagues to make local decisions regarding the allocation of resources such as space and purchase of equipment/consumables; implement decisions made by a project team/working group such as initiating projects and updating and amending procedures; advising on a choice of operational options which will have an impact on the work area and/or work-flow.

**Leadership, Planning and Organising Resources**

* The role-holder will be required to: plan, prioritise and organise the work and resources of themselves and others within their area; be accountable for ensure effective use of resources within their area; receive information from and provide information to others to achieve effective service delivery; monitor progress against action plans and/or objectives for their area.

**Initiative and Problem Solving.**

* The role-holder will be required to: use initiative to resolve problems where the optimal solution may not be immediately apparent – this may include weighing up the pros and cons of different approaches to identify and assess practical options.
* Has a certain amount of autonomy within an identified area, as such provides feedback, guidance and advice to staff and students.
* Helps others to problem solve by posing questions and encouraging others to think and develop ideas.

**Analysis and Research**

* The role-holder will be required to: identify an appropriate existing method of analysis or investigation according to the data and objectives; to recognise and interpret trends or patterns in data and identify or source additional information that could potentially help the investigation as the analysis progresses.

**Sensory and Physical Demands**

* The role-holder will routinely demonstrate dexterity, co-ordination using materials, tools, equipment and machinery in accordance with their work.
* They will use their physical and sensory abilities and skills to perform complex tasks at a level which would require either knowledge of relevant methods or routines.

**Working Environment**

* The role-holder will be required to: manage the safety of others in their area of responsibility; to implement and monitor progress against health and safety standards where applicable; to carry out risk assessments and COSHH assessments.
* This may take place in a high risk laboratory/workshop environment where you will be required to follow and enforce safety procedures.
* There may be the requirement to wear personal protective equipment. Actively contribute to continuous improvement strategies.
* Implement, adhere to and promote relevant Work Health and Safety policies/guidelines, University Environmental Sustainability and waste management guidelines/policy and carry out any responsibilities outlined in Safety Management Plans and H&S audit recommendations.
* Take responsibility for ensuring risk assessment documentation is completed correctly and reference copies are available to all those affected.
* Provide guidance to others regarding safe use and conduct in line with H&S guidelines.
* Act as a recognised source of information or guidance in the event of an accident or emergency situation.
* Able to operate, maintain and repair specialist machinery or equipment as an experienced and proficient user.
* Trains and supervises less experienced users and colleagues.
* Use a range of specialist tools and instruments after undergoing training to a recognised level of accuracy and proficiency.

**Pastoral Care and Welfare**

* The role holder will be expected to show sensitivity to those who may need help or, in extreme circumstances are showing signs of obvious distress – initiating appropriate action by involving relevant people.
* Giving pastoral care and guidance on commonly occurring welfare issues/queries; following standard welfare procedures for the University; recognising when an individual should be referred elsewhere for professional help; at all times respecting confidentiality.
* Encourage and promote behaviour consistent with University's values and standards, equality and diversity standards and guidance, and create a positive work environment.

**Personal and Team Development**

* Proactive personal and professional development including completion of mandatory training, skills courses and specialist training.
* Provide training and guide others on specific tasks, issues or activities; giving advice; guidance and feedback on the basis of their own knowledge or experience; and delivering in house training where appropriate.
* This will occasionally involve coaching and mentoring members of the work team formally or informally. Keep up-to-date technically and apply new knowledge.

**Knowledge and Experience**

The role-holder will apply a working knowledge of theory and practice, sharing this knowledge with others as appropriate; demonstrating continuous specialist development by acquiring relevant skill and competencies.

**This job description summarises the main duties and accountabilities of the post and is not comprehensive. There is a clear expectation that the post-holder will support other areas of Technical Services and will undertake other duties of similar level and responsibility.**

**Person Specification**

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| --- | --- |
| **Essential** | **Desirable** |
| **Attainments/ Qualifications** | |
| NQF level 5  Professional registration or willingness to work towards registration with a relevant professional body |  |
| **Skills and Understanding** | |
|  |  |
| **Prior Experience** | |
|  |  |
| **Behavioural Characteristics** | |
|  |  |
| **Other requirements relevant to this role** | |
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