

College/Service: Technical Services

Post/Job Title:

Reference number:

Grade: C

Responsible to:

Responsible for:

**Job Description**

*[Specific to role]*

**Key responsibilities**

1.

2.

3.

**Main Duties and accountabilities**

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

* Expected to deal with internal or external stakeholders creating a positive image of Technical Services by being prompt in responding to requests and referring the user to the right person if necessary. They will adhere to the overall standards of the service including H&S, compliance and regulatory standards.
* Provide regular and routine introductions – demonstrating the use of laboratory/workshop facilities and equipment to staff, students and visitors.
* Tuned into the needs of service users and is able to supply appropriately pre-scripted information when required.
* Provide daily assistance to team members with guidance from senior team members.
* Provide assistance to technical services colleagues with the preparation and provision of resources, and equipment, to service users.
* Assist Technical Services members with the construction of displays, mounting of coursework, artefacts and objects using a range of tools and equipment.
* Work alongside other technicians to operate fairly straightforward equipment, including stripping it down and carrying out basic maintenance tasks.

**Communications**

* Receive, understand and convey information in a clear and accurate manner - oral, written, electronic and visual media.

**Teamwork and motivation**

* Required to participate and contribute to the team.

**Liaison and Networking**

* 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 share information.

**Decision Making, Processes and Outcomes**

* Make decisions that affect themselves and their immediate team.

**Leadership, Planning and Organising Resources**

* Work to a set pattern, carrying out routine tasks and to work from a set of instruction.
* Plan, prioritise and organise their own work to achieve agreed objectives.
* Learn and adhere to organisational policy within own area of work as advised by more senior tem members.

**Initiative and Problem Solving.**

* Solve standard day-to-day problems as they arise. This may involve choosing between a limited number of options by referring to guidelines or to what has been done before
* Recognise when a problem should be referred to others.

**Analysis and Research**

* Establish the basic facts in situations that require further investigation and to recognise when to inform others.
* Record basic facts in a clear and methodical manner, carrying out mathematical operations in order to sort data for others.
* Take accurate readings from tools and instruments.

**Sensory and Physical Demands**

* Routinely demonstrate dexterity, co-ordination using materials, tools, equipment and machinery in accordance with their work.
* 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**

* Work in an environment where they will be required to show due care and diligence for the health and safety of themselves and others. 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.

**Pastoral Care and Welfare**

* 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.
* Encourage and promote behaviour consistent with University's values and standards, equality and diversity standards and guidance, and create a positive working environment.

**Personal and Team Development**

* Proactive personal and professional development including completion of mandatory training, skills courses and specialist training.
* Keep up-to-date technically and apply new knowledge.
* Undertake required training before being able to operate more complex pieces of equipment or machinery.

**Knowledge and Experience**

* Aware of basic principles and practices
* Have an understanding of the systems and procedures which directly impact on their own work and be supervised or work closely with colleagues they can turn to for support.

**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**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| **Attainments/ Qualifications** |
| NQF level 3Professional 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** |
|  |  |