

College/Service: Technical Services

Post/Job Title:

Reference number:

Grade: D

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
* Initiate improvements to the service within their degree of influence
* 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.
* Provide regular and routine introductions – demonstrating the use of laboratory/workshop facilities and equipment to staff, students and visitors.
* Explain booking or loan procedures clearly, and check the understanding of service users to ensure they understand the parameters and timescales.
* Provide daily assistance to service users and students, with autonomy to practice within a specified area. This may include training, demonstrating or instruction within the environment to staff or students.
* Prepare and provide resources and equipment to service users, making sure they are aware of health and safety guidance for best practice.
* Engage with team colleagues and service users to construct/use equipment to agreed specifications.
* Operate equipment/machinery without the supervisor of team members (if competent to do so) and is responsible for cleaning and first level maintenance.

**Communications**

* Receive, understand and convey information in a clear and accurate manner - oral, written, electronic and visual media.
* Provide feedback to others within own area regarding the use or application of resources for improvement purposes.

**Teamwork and motivation**

* Participate and contribute to the team and to act as a role model to less experienced colleagues.

**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.

**Decision Making, Processes and Outcomes**

* Make decisions that affect themselves and their immediate team and implement decisions made by a project team/working group, such as initiating projects and updating and amending procedures
* Advise on a choice of operational options which will have an short-term impact on the work area and/or work-flow.

**Leadership, Planning and Organising Resources**

* Complete tasks to a given plan within allocated resources.
* Plan, prioritise and organise own work to achieve agreed objectives.
* Has specific responsibilities and joint responsibilities with other team 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**

* Analyse routine data or information using predetermined procedures and to gather information from standard sources.
* Work accurately to complete the task precisely specified and gather, and manipulate, data so that it can be interpreted by others.

**Sensory and Physical Demands**

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

* Show due care and diligence for the health and safety of themselves and others and to understand how the work environment could impact on staff and students working in their area.
* Implement appropriate health and safety standards. 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.
* Carry out risk assessments for specific and more generalist areas within own role, authorised by others.
* Practiced and able to take remedial action to ensure a safe working environment for self and immediate team, colleagues and students.

**Pastoral Care and Welfare**

* 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. This will be carried out in accordance with the University equality and diversity standards and guidance.
* 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.
* Occasional requirement to advise or guide new starters working in the same role/laboratory or area on standard information and procedures, where to obtain information/materials, and how to use of routine equipment. Keep up-to-date technically and apply new knowledge.

**Knowledge and Experience**

* Have sufficient knowledge and expertise to work on day to day issues in their own area without direct or continuous reference to others.

**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 4  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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