GENERIC ROLE PROFILE

Job Title:	Technical Manager
Grade:	Grade 7
School/Division:	[school] – Technical Services
Location:	[location]
Responsible to:	[job title of line manager]
Direct reports:	[job titles of direct reports or n/a]
Key contacts:	[job title of key contacts].
Role description:	The Technical Manager will provide Teaching and/or Research technical management support to Senior Technical Managers in operational resilience, strategy implementation, and indirect research coordination and personally organise requests for direct research support.

PRINCIPAL ACCOUNTABILITIES

1. Manage, promote and maintain a high quality Technical Services, engendering a culture of continuous improvement.

2. Manage the operational outputs of the team.

3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.

4. Work in partnership with other key stakeholders to ensure seamless service

5. [brief description of up to a maximum of 5 principal accountability of the role holder].

KEY RESPONSIBILITIES

1.   Team Management and Leadership
1.1   Provide management and leadership to motivate the team to achieve targets and objectives delegating according to ability
1.2   Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of all team members

1.3 Ensure team understanding and application of operational standards are embedded in the team culture and methods of working
1.4 Support the development of others, providing training and coaching in area of expertise
1.5 Foster an ethos of continuous improvement

2. Service Delivery
2.1 Working within university policy and procedure, undertake day-to-day management of operational matters in the process and/or procedure in the area of expertise. Plan and implement activities across the team to ensure the achievement of departmental targets and objectives.
2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.
2.3 Plan and implement improvements to systems and procedures in area of responsibility to ensure effective administration within area of responsibility.
2.4 Maintain appropriate records and documentation commensurate with policy and procedure.
2.5 Provide reports internally and externally as appropriate. To undertake analysis, interpretation and presentation of standard data to inform decisions related to subject area.
2.6 Identify critical issues when resolving problems and use university policy and procedure to support the application of appropriate resolutions.

3. Policy and Procedure
3.1 Work within policy and procedure, providing advice to enquiries on the application of policy/procedure as required.
3.2 Contribute to policy decisions and improvement in area of expertise.

4. Customers and Stakeholders
4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure the effective service delivery, exchange information and provide data to inform decisions as necessary, showing appropriate sensitivity when needed.

5. Key Responsibilities
5.1 Working with division Senior Technical Manager, to ensure the teaching and/or indirect research support is suitable for an area, to maximise output from the joint resources, knowledge and skills.
5.2 Responsible for the induction, supervision and development of other technical staff within own area of responsibility. Monitoring performance of staff and undertaking appraisals when required
5.3 To take a lead role in developing new ways of working associated with technical teaching and/or indirect research support activities.
5.4 To ensure that technical staff are trained in the use of safety critical equipment relating to teaching and/or indirect research support and that they are then deemed competent to train others
[details of the key responsibilities]

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

- Leading a team of [x number of] staff

- Work within a budget of £[x]

- Responsible for [x] equipment/premises.

- Responsible for the achievement of [x] target(s).

- [add further bullets as required].

- The post holder reports to the [manager job title], working under general direction within a clear framework the post holder will manage their own work (and possibly their direct reports) to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

- Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Normally educated to Level 5 - Diplomas of Higher Education (DipHE), Higher National Diplomas (HND), BTEC Professional award, certificate and diploma level 5

2. A detailed practical knowledge and understanding of specialist area.

3. Effective management skills

4. Well developed oral and written communication skills with the ability to present policy and procedure in a way that can be understood the audience.

5. Planning and organisational skills, including project management with the ability to delegate to team members where appropriate.

6. Well developed interpersonal skills with the ability to effectively influence in area of expertise, effectively contribute to team working to build and develop working relationships.

7. Analytical skills with the ability to generate effective solutions and make effective decisions

8. Commitment to customer excellence

9. Effective IT Skills on MS platform. Experience using functional databases.

10. [details of essential criteria].

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. High level of technical skill and expertise with ability to work on own initiative or manage a small team.
2. Change management skills
3. Detailed knowledge of the University's systems and procedures relevant to the role.
4. [details of essential criteria].

DESIRABLE CRITERIA

1. Knowledge of the Higher Education sector.

2. [add further bullets as required].