Grade 8: Technical Management

Role Description

COMMUNICATION
a) Oral Communication
The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: discussing requirements and materials for classes, or explaining that heating/electrical equipment will need to be shut down.*
The role holder frequently receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others. *Example: explaining operational use of computer programmes.*
The role holder receives, understands and conveys complex conceptual ideas or complex information which may be highly detailed, technical or specialist. *Example: explaining new legislative requirements and their implications to colleagues.*
b) Written Communication
The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: answering enquiries regarding requirements and materials for classes via e-mail, or using e-mail to inform people of work-in-progress.*
The role holder frequently receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others. *Example: writing guidance notes on the use of specialist equipment or software, or recording technical details, or drawing schematic diagrams of electronic circuit designs, or writing reports.*
The role holder receives, understands and conveys complex conceptual ideas or complex information which may be highly detailed, technical or specialist. *Example: writing specifications.*

TEAM WORK AND MOTIVATION
The role holder is required to clarify the requirements and agree clear task objectives. They would organise and delegate work fairly according to individual abilities and help the team focus their efforts on the task in hand motivating individual team members. *Example: being responsible for operational issues and day-to-day matters.*
A further important requirement of the role is to form and communicate a clear vision of what is to be achieved overall by a team. They would encourage individuals to contribute to this common goal to the best of their ability and create a sense of common purpose. *Example: setting the overall objectives for the team, and establishing clear channels of communication.*

LIAISON AND NETWORKING
The role holder is required to carry out day to day liaison using existing procedures. The purpose of this is to ensure dissemination of information in the right format to the right people at the right time, building relationships and contacts to facilitate future exchange of information. *Example: liaising with staff and external contacts, ensuring that relevant and timely information is provided, and establishing useful contacts for the future.*
The role holder is required to participate in networks within the institution or externally. The purpose of this is to influence events or decisions or undertake active collaboration to pursue a shared interest. *Example: participating in internal or external networks to influence decisions.*
The role holder is required to initiate build or lead internal networks and maintain relationships over time. They would establish communication channels for self or others to use. The purpose of this is to ensure dissemination of information in the right format to the right people at the right time, building relationships and contacts to facilitate future exchange of information. *Example: initiating a University-wide network to deal with specific issues.*

SERVICE DELIVERY
The role holder is required to deal with internal or external contacts where the service is usually initiated by the role holder, working within the institutions overall procedures or policies. They would understand and explore customers needs, and/or adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost). *Example: being responsible for adapting the service according to the needs of individuals or in response to changing requirements.*

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DECISION MAKING PROCESSES AND OUTCOMES
The role holder is required to take independent decisions which have an impact of defined spread which may endure for sometime. *Example: deciding how best to conduct an experiment, or deciding which materials and equipment to purchase.*
The role holder is required to be party to some collaborative decisions which have a significant impact and work with others to reach an optimal conclusion. The decisions made would impact across a large area within the institution and have far reaching and long lasting implications. *Example: allocating overall resource requirements within University-wide plans.*
The role holder is required to provide advice or input to contribute to the decision making of others. The decisions made would impact across a large area within the institution and have far reaching and long lasting implications. *Example: providing advice regarding resource requirements for strategic planning decisions.*

PLANNING AND ORGANISING RESOURCES
The role holder is required to plan, prioritise and organise the work or resources of self and others within own area on a daily, weekly or monthly basis. They would plan and manage small projects, ensuring the effective use of resources. They would receive information from and provide information to others to complete their planning and monitor progress against the plan. *Example: planning the work of the team to ensure that timescales are achieved.*

INITIATIVE AND PROBLEM SOLVING
The role holder is required to use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros and cons of different approaches. They would identify and assess practical options and break the problem down in component parts. *Example: resolving errors in stores deliveries, or determining why an experiment has not worked and how to resolve it, or solving a building systems failure.*
A further important requirement of the role is to resolve problems where there is a mass of information or diverse, partial and conflicting data, with a range of potential options available. The role holder would apply creativity to devise varied solutions approaching the problem from different perspectives. *Example: resolving problems in validating data, or identifying resources to use in a project, or deciding the best way to conduct an experiment, or making changes to specifications when the original objective cannot be safely achieved.*

ANALYSIS AND RESEARCH
The role holder is required to analyse data or information using predetermined procedures and gathering the information from sources. They would work accurately to complete the task precisely as specified. *Example: researching information on the internet to resolve problems, or using the internet to research suppliers, or carrying out maintenance checks.*
A further important requirement of the role is to identify an appropriate existing method of analysis or investigation according to the data and objectives. They would recognise and interpret trends or patterns in data and identify or source additional information which could potentially help the investigation as the analysis progresses. *Example: interpreting results of experiments and identifying trends, or investigating complex software application or equipment failures.*

SENSORY AND PHYSICAL DEMANDS
The role holder is required to carry out tasks at a level which would require either learning certain methods or involve moderate physical effort. *Example: using highly specialised/complex equipment, or using precision in dismantling equipment, or working with electrical components and high voltage.*

WORK ENVIRONMENT
The role holder is required to understand variability in their working environment and its potential negative impact on the work process or health and safety of the individual or colleagues. They would determine the level of risk and appropriate response. *Example: working with hazardous materials, or alerting those who may be affected by urgent cases of risk, or being responsible for health and safety within the department.*

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PASTORAL CARE AND WELFARE
The role holder is frequently required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress. They would initiate appropriate action by involving relevant people. *Example: showing sensitivity for staff and students.*

The role holder is required to give advice on commonly occurring welfare issues or queries following the standard welfare procedures for the institution. They would recognise when an individual should be referred elsewhere for professional help and respect confidentiality. *Example: responding to the personal or welfare issues of members of the team.*

TEAM DEVELOPMENT
The role holder is required to advise or guide new starters working in the same role or unit on standard information or procedures. *Example: regularly helping to induct new members of staff, or organising their induction programmes.*

The role holder is required to train or guide others on specific tasks, issues or activities. They would give advice, guidance and feedback on the basis of their own knowledge or experience and deliver training. *Example: providing training or one-to-one coaching for members of the team.*

The role holder is required to identify the training and development needs of the members of the work team. They would normally be expected to ensure agreed action is taken and follow up to ensure it has occurred. *Example: conducting staff appraisals.*

TEACHING AND LEARNING SUPPORT
The role holder is required to introduce students or others who are new to the area to standard information or procedures. The role holder does this by providing standard information or delivering teaching or training. *Example: explaining how to operate equipment, or use software packages.*

The role holder is required to teach or train students or others on specific tasks, issues or activities. They would assess performance and provide feedback during the event. The role holder does this by providing standard information or delivering teaching or training. *Example: providing training to staff or students on specific tasks.*

KNOWLEDGE AND EXPERIENCE
The role holder is required to apply a breadth or depth of experience showing full working knowledge and proficiency in their own area of expertise. They would act as a point of reference to others and demonstrate continuous specialist development. They would acquire and refine their skills and expertise in new or related areas through undertaking and encouraging internal or external development activities. *Example: having a relevant qualification and specialist knowledge in the field, having management skills, participating in appropriate activities to keep professional knowledge up-to-date.*

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