1 Advertisement

Post Title: Technical Services Manager  
School/department: School of Engineering and Informatics  
Hours: full time - Requests for flexible working options will be considered (subject to business need).  
Contract: permanent  
Reference: 2896  
Salary: starting at £41,526 and rising to £49,553 per annum  
Closing date: 07 February 2020. Applications must be received by midnight of the closing date.  
Expected start date: as soon as possible.

The University of Sussex School of Engineering & Informatics is seeking an experienced Technical Services Manager to deliver efficient and effective technical support across teaching, research and engagement. The Technical Services Manager will have responsibility for managing a large multi-functional team, and for ensuring the smooth operation of the School.

For full details and how to apply see our vacancies page

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.
2. The School / Division

Please find further information regarding the school/division at http://www.sussex.ac.uk/ei/

3. Job Description - please see attached

Department: School of Engineering and Informatics
Section/Unit: Professional Services
Location: Shawcross GB04
Job title: Technical Services Manager
Grade: Grade 8

Responsible to: The Chief Technical Officer, and to ensure an effective partnership between the academic and the professional services, there will be a “dotted reporting line” to the Head of School

Responsible for: Professional lead for all Technical staff within the School of Engineering and Informatics and day-to-day line management of all core funded Technical staff, currently 13 staff.

Purpose of the Post:

The management of, and provision, of an effective, efficient and flexible technical service in support of the core business activities of the School. Ensure a safe working environment for staff, student and visitors

Key working relationships

Chief Technical Officer (CTO); Head of School; Deputy Head of School; Technical and Academic staff, including Principal Investigators; School Administrator; School Management Team; Health & Safety staff; Sussex Estates and Facilities staff; Finance and Procurement staff.
Main areas of responsibility:

**Technical Staff**

- Day to day management of core technical staff and overarching line management of research funded technical staff
- Responsible for recruitment, training and development of all technical staff
- Responsible for ensuring all technical staff appraisals are completed in line with current University policy
- In collaboration with Head of School and CTO, review and ensure structures for technical services continue to deliver high quality and relevant/appropriate support to the School

**Health & Safety**

- Responsible for ensuring there is effective management of H&S at a local level, and compliance with University/local H&S policies
- Provide advice to staff and students with regard to basic management of H&S at the local level. Liaise with, and seek advice from, the University Head of Health and Safety as/when required
- To ensure that staff have completed suitable and sufficient risk assessments covering all work activities, including research and teaching. To include COSHH, manual handling, DSE
- To ensure required SOPs for use of specific equipment and facilities are in place and are reviewed/revised as/when required
- To ensure that work is carried out in line with local School & University Safety Policies
- Report incidents, non-compliances and other safety related issues to Head of School
- Support the Chair of the School Health & Safety committee in organising meetings
- Establish close working relationship with the University’s central H&S advisory team
- Ensure relevant audits are undertaken in line with current policies and timelines, and appropriate action plans are established and discharged
• Responsible for ensuring that checks and services are carried out on relevant safety equipment other than those maintained by SEF

**Specific/High risk Facilities**

• Responsible for effective management of School facility from an operational perspective

• Working closely with the academic lead, ensure all SOPs and policies are in place and up to date. Ensure all required audits are undertaken and relevant action plans established/discharged

• Liaise with SEF on service and maintenance arrangements.

**Specific section on workshop**

• In collaboration with senior technical staff in the School of Mathematical and Physical Sciences, ensure the joint workshop facilities operate effectively and efficiently, and support the core business of both Schools

• Work closely with respective Heads of School from EngInf and MPS with regard to equipment and operational issues linked to workshop facilities.

• Ensure all required training takes place and that safety remains paramount in these facilities

• Manage internal audits of facilities, equipment etc and advise the respective Heads of School of areas of non-compliance

• Provide appropriate guidance and training to staff and students for access to, and use of, facilities, equipment and materials

**Facilities**

• Ensure all facilities within the School are fit for purpose and support the business needs of the School for the delivery of teaching and research

• Ensure there is effective use of space/facilities. Provide advice to the Head of School and senior managers within the School with regard to effective space planning, refurbishment of space and contribute to the design for any new building or refurbishment projects

• Work closely with Sussex Estates and Facilities with regard to the reporting of faults/failure of service, and ensure remedial works/repairs are carried out in good time
• Ensure appropriate maintenance contracts are in place for all core equipment within research and teaching facilities

Finance

• Manage delegated budgets and ensure expenditure is within agreed levels
• Responsible for managing purchase orders for technical-related procurement
• Ensure the School receives value for money for all areas of delegated financial responsibility
• Work closely with suppliers to ensure most competitive costs are established and maintained
• Take a proactive approach in researching and instigating cross School/Institutional consumable/equipment procurement initiatives, which would benefit the University financially

Committees (to include but not limited to)

• Member of the School Health, Safety and Environment Committee. Provide support to the Chair of the committee with regard to papers, action plans and reports etc.
• Represent School on the relevant/appropriate University of Sussex committees
• Member of the CTO Senior Management Group
• Member of the School Management Team (SMT)

Other Duties

• Any duties as directed by the CTO and/or Head of School in support of the business needs of the School and commensurate with the grade, expertise and experience of the post holder

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 the level of responsibility entailed.
## Person specification

### Skills and abilities

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<tr>
<th>Skills and abilities</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Good organisational skills and an understanding of laboratory methods and equipment, and workshop practice</td>
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<td>Excellent organisational and administrative skills with an ability to review and prioritise tasks to meet required deadlines</td>
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<td>Solid understanding and practical hands-on engineering experience, so that the TSM can advise academic and technical staff</td>
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<tr>
<td>Able to communicate effectively and work collegiately with a wide range of academic, technical, scientific and educational personnel and to interact with funding bodies, media and the public</td>
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<td>Proficient in the use of Microsoft Word, Outlook, Excel, PowerPoint and internet searches</td>
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<td>Able to produce and when required present concise reports and notes of appropriate</td>
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<td>Analytical and numerate and capable of assimilating complex data and information, subsequently translating this for dissemination to a wide spectrum of staff and students as/when required</td>
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### Knowledge

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<tr>
<td>Knowledge of laboratory management and day to day running of a research and workshop facilities</td>
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<td>Knowledge of Health and Safety issues as they pertain to a proficient and secure running of a laboratory and workshop facilities.</td>
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## Experience

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<td>Experience of writing of standard operating procedures.</td>
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<td>Experience in the use of computerised record keeping systems</td>
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<td>Experience in a lead safety role</td>
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<td>Experience of effective management of a budget</td>
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<td>Experience of effective line managing staff</td>
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## Qualifications

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<tr>
<td>Research degree or extensive experience in managing laboratory research and teaching workshop facilities</td>
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## Personal attributes and circumstances

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<td>Able to work flexibly and independently with a high degree of responsibility</td>
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<td>Prepared to work out of normal business hours as/when required</td>
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<td>Willing to act as a point of reference to others and demonstrate continuous specialist development, acquiring and refining skills and expertise to support core business needs</td>
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<td>Able to develop and coach technical team in a constructive and empowering environment</td>
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<td>Able to undertake all the physical requirements of the job</td>
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