

GENERIC ROLE PROFILE

Job Title:	Technician I
Grade:	G3
School/Division:	[school] – Technical Services
Location:	[location]
Responsible to:	[job title of line manager]
Key contacts:	[job title of key contacts].

Role description:

To assist in effective high quality [teaching and/or research support] within [group/department] relating to [can include one or more of laboratories, teaching laboratories, workshops, theatres, classrooms, studios, or controlled environments.]

PRINCIPAL ACCOUNTABILITIES

In relation to a range of named services or processes, to:

1. To assist with technical support activities within specialist teaching and/or research areas.
2. To be responsible for the tidiness, cleanliness and routine care of these specialist technical areas and the materials within.
3. To be a point of contact for service users in the effective and efficient delivery of services.
4. To assist with the upkeep, monitoring, operation and demonstration of equipment and techniques within [teaching and/or research] areas. This may include [area specific aspects, e.g. media prep etc.].
5. To liaise with technicians and academic staff to prepare equipment and materials for [student practical classes or research laboratories].

KEY RESPONSIBILITIES

1. **Working as part of a team and within the wider institution, in line with local policy and procedure, as directed assist with the planning, scheduling and delivery of [activities in area], including, but not limited to;**
 - Helping to ensure that time lines and resources are identified, realistic and achievable

- Proactively raising issues arising in advance for discussion and resolution
- Co-ordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery
- To act as an ambassador for the service, with a focus on customer service and delivery.

2. Communicating effectively with all stakeholders

- As directed, assist in the editing of local guidelines ensuring that content relating to own areas is clear and understandable to readers, up to date and accessible

3. Providing support, information and guidance to staff and students.

- To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements, referring to others as appropriate more complex issues or ones that are outside of normal practice
- Referring staff and students to procedures and processes when needed

4. Liaising with colleagues with similar areas of responsibility and being actively involved in team meetings, networks, attending meetings, sharing information and contributing to the development of processes

5. Creating and maintaining accurate information on activity that has taken place

- Ensure comprehensive records and files for future reference are maintained
- Providing usage and uptake reports as requested
- Presenting data on attendance and usage in the requested format

6. This role does not have any budget responsibility.

7. This role does not have any line management responsibility.

8. This role does not have any responsibilities for equipment or premises.

9. 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.

2. Key Responsibilities [options depending on role, not an entire list, but indicative of level]

General

- Assist with ensuring compliance-based actions are taken in a timely fashion
- Assist with the efficient and proper disposal of clinical and offensive waste from a defined area
- Assist in maintaining the required level of tidiness and ensuring that equipment is stored correctly and securely as directed by senior technical staff.
- Assist with field equipment management and upkeep.
- Assist carrying out maintenance, testing, adjusting and repair of equipment / apparatus within the laboratories under the direction of senior technical staff. (equipment that may be required

to be operated may include autoclaves, pH meters, balance and centrifuges together with specialist computer equipment).

- Assist clearing vacated labs in your area. Recycling or disposing of unwanted equipment with direction from Technical Supervisor or Technical Services Manager
- Following direction from Technical Supervisors, undertake the day-to-day provision of prep-room work, including media-prep, glassware prep, autoclaving and dish washing.

Teaching Specific

- To assist in the planning, ordering, preparing, constructing and laying out (/erecting or packing for fieldwork activities) of [teaching and/or project] materials and equipment according to schedule or instruction to ensure that [classes/experiments] run in a timely professional manner. This will also include the clearing and cleaning subsequent to the [classes/experiments]
- To assist in activities associated with specific practical classes and projects within the teaching schedule.

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

This Job Description sets out current responsibilities 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

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Usually educated to Level 2 - NVQ Level 2, BTEC award, certificate and diploma level 2, 4-5 GCSEs at grade A* - C, Higher Diplomas (England)
2. With guidance, effective organisational skills to organise own workload and priorities.
3. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
4. Ability to work flexibly within a small team.
5. Competent IT skills to effectively manager own workload – MS Suite.
6. Sufficient experience to monitor technical standards in own area, highlighting and prioritising any issues for further investigation.
7. Sufficient knowledge to ensure local health and safety, quality standards and specific aspects of compliance are upheld

8. Able to apply sufficient knowledge of relevant university systems and procedures and an awareness of activities in the broader work area.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Ability to work with specialist equipment and techniques of [area]
2. [add details as required]

DESIRABLE CRITERIA

1. Educated to Level 3 - NVQ Level 3, BTEC award, certificate and diploma level 3, GCE AS and A Level, Advanced Diplomas (England)
2. Proficient in the [technical area], acquired in relevant roles and job-related training
3. Significant experience working in a university or similar environment.