

GENERIC ROLE PROFILE

Job Title:	Technician II
Grade:	G4
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:

To deliver 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 be responsible for technical support activities within specialist [teaching and/or research] areas.
2. To be responsible for upkeep of consumables, collections and equipment and to carry out minor maintenance activities, housekeeping, waste management, stock control, ordering and record keeping.
3. To act as the main point of contact for service users in the effective and efficient delivery of services.
4. Where appropriate, to train [students and/or researchers] in safety critical activities according to Standard Operating Procedures.

KEY RESPONSIBILITIES

1. **Working as part of a technical team and within the wider institution, in line with local policy and procedure, 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**
 - Contributing to the editing of local guidelines ensuring that content relating to own areas of responsibility is clear and understandable to readers, up to date and accessible
 - Where appropriate, to train students and researchers in safety critical activities according to Standard Operating Procedures.
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, providing explanations where necessary and knowing when to escalate queries
 - Providing guidance on relevant procedures and processes
 - Ensuring staff and students are aware of procedures and processes
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**
 - Creating comprehensive records and files for future reference
 - Providing usage and uptake reports as requested
 - Involvement in the collection, interpretation, recording, analysis, summarisation and presentation of data and results to specified requirements.
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.**
10. **Key Responsibilities** [options depending on role, not an entire list, but indicative of level]

General

- Ensure that compliance-based actions are taken in a timely fashion
- Ensure the efficient and proper disposal of clinical and offensive waste from research labs
- Involved in the construction, operation, setting up and/or testing of apparatus/equipment.
- Maintaining the required level of tidiness and ensuring that equipment is stored correctly and securely as directed by senior technical staff.
- Field equipment management and upkeep. Ensuring local relationships with land owners/field sites maintain, transport for students/projects.
- 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).
- Clearing vacated labs in your area. Recycling, selling or disposing of unwanted equipment - liaise with 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 be responsible for 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]
- The preparation of specialist (i.e. not generally commercially available) materials, compounds and solutions and setting up, using or constructing apparatus involving the modification and/or manufacture of equipment/instruments using various techniques as directed by senior technical or academic staff.
- To support the delivery of technical training (equipment and techniques) to students and researchers.
- Assist in the design and planning of teaching practical sessions, in relation to the particular equipment / apparatus required, as directed by a supervisor or member of academic staff.

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

- Responsible for supporting [x] equipment/premises.
- Responsible for the achievement of [x] target(s).

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Usually educated to Level 3 - NVQ Level 3, BTEC award, certificate and diploma level 3, GCE AS and A Level, Advanced Diplomas (England)
2. Effective planning and 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 and also on own initiative.
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. Proficient in the use of specialist equipment that requires significant training and/or certification.
8. Sufficient knowledge to draft local health and safety and quality standard documentation
9. Able to apply a comprehensive knowledge of relevant university systems and procedures and an awareness of activities in the broader work area.
10. Significant knowledge to understand the impact of non-compliances and to identify and implement corrective actions

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. [add details as required – link to further responsibilities, where possible]

DESIRABLE CRITERIA

1. Excellent technical work experience, acquired in relevant roles and job-related training
2. Significant experience working in a university or similar environment.