

## GENERIC ROLE PROFILE

<b>Job Title:</b>	Senior Technician – Technician Demonstrator
<b>Grade:</b>	G5
<b>School/Division:</b>	[school] – Technical Services
<b>Location:</b>	[location]
<b>Responsible to:</b>	[job title of line manager]
<b>Direct reports:</b>	[job titles of direct reports or n/a]
<b>Key contacts:</b>	[job title of key contacts].

### Role description:

To provide and oversee the delivery of effective high-quality teaching OR research support within a defined division of [group/department responsible], relating to [can include one or more of laboratories, teaching laboratories, workshops, theatres, classrooms, studios, or controlled environments.]

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### PRINCIPAL ACCOUNTABILITIES

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

1. To be responsible for the delivery of technical support activities associated with specialist teaching OR research across the equivalent of a departmental/School wide area to ensure that provision is of an excellent quality and delivered in a timely, professional fashion.
2. Maintain, publish and disseminate information and appropriate communications to ensure services and processes are understood, utilised and applied
3. To act as the main point of contact for service users in the effective and efficient delivery of technical services.
4. Provide support for quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.

### KEY RESPONSIBILITIES

- To exemplify good working practice to achieve departmental objectives, in line with local policy and procedure, assist with the planning, scheduling and delivery of activities, events and meetings including, but not limited to;

- Helping to ensure that timelines 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.
- 1. 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
    - To deliver training (e.g. data logging, production work, equipment usage and techniques) to students, technicians and other demonstrators and provide day to day advice, supervision and demonstrating as required.
  - 2. 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/KPIs, 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
  - 3. 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**
  - 4. 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
    - Where required, to ensure staff and students working within specialist areas have received safety inductions and safety critical training according to Standard Operating Procedures, and that this is recorded.
  - 5. There may be responsibility for recharging and/or a small budget.**
  - 6. This role may have supervisory responsibility for a small team of technician colleagues.**
  - 7. Key Responsibilities**
    - Provide expertise and advice on current and emerging tools to be used in research and teaching in order to assist with the development of the school technical research or teaching strategy.
    - Maintain the technical web pages for the school and ensure any/all changes to policy (School and University) are accurately reflected in a timely manner
    - Provide support for setting up and using specialist equipment
    - Advise and assist on the development, construction, assembly and application of equipment and techniques
    - Carry out basic risk assessments as required under the direction of the Technical Manager and ensure these are reviewed and revised as/when required.

- Procure equipment and software as required/directed by the (Senior) Technical Manager. Ensure accurate inventory is maintained and that all required subscriptions/licenses are in place and remain up to date.

Demonstrator Specific;

- Demonstrations: Instruct, train and provide guidance/support to other staff and students in the operation of particular equipment / apparatus/software as directed by the [Senior Technical Manager, Technical Manager, or Technical Supervisor].

[details of the other key responsibilities]

8. To maintain specialist areas and the associated teaching and research materials by overseeing and participating in upkeep of allocated equipment including servicing (by external engineers if required), housekeeping, data recording, waste management, stock keeping, ordering and to ensure that local safety requirements are in place. This may include administration of the Permit to Work system.
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.

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 [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. The ability to lead and motivate a small team.
3. Effective planning and organisational skills to organise own workload and priorities.

4. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
5. Ability to work flexibly within a small team and also on own initiative.
6. Competent IT skills to effectively manage own workload – MS Suite. Or other IT software relevant to role.
7. Technical work experience relating to the area/department, acquired in relevant roles and job-related training
8. Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them.
9. Knowledge of health and safety procedures and practices relating to relevant area

#### **ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Relevant technical experience, acquired in relevant roles and job-related training
2. Ability to interpret guidelines, Standard Operating Procedures and Risks Assessments
3. [any other role specific criteria]

#### **DESIRABLE CRITERIA**

1. Desirably educated to Level 4 - BTEC Professional award, certificate and diploma level 4, Higher National Certificates (HNC), Certificates of Higher Education (CertHE)
2. Supervision of trainees/students/contractors undertaking practical's/work tasks.
3. Sufficient experience to advise and assist on the development, construction, assembly and application of equipment and techniques
4. [any other role specific criteria]