

GENERIC ROLE PROFILE

Job Title: Senior Technical Specialist – [Area]

Grade: Grade 7

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: The Senior Technical Specialist - [Area] will provide specialist support for [defined area] for [research and/or teaching] activities being undertaken within [school].

PRINCIPAL ACCOUNTABILITIES

1. Manage, promote and maintain a high quality Technical Services, engendering a culture of continuous improvement.
2. Manage the operational outputs of the specialist area or facility they have responsibility for
3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4. Work in partnership with other key stakeholders to ensure seamless service
5. Day-to-day running of a state of the art specialist teaching and/or research areas across the departmental/School, ensuring an effective service for staff, students and visitors

KEY RESPONSIBILITIES

1. Service Delivery

- 1.1 Working within university policy and procedure, undertake day-to-day management of operational matters in the process and/or procedure in the area of expertise. Plan and implement activities across the team to ensure the achievement of departmental targets and objectives.
- 1.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.

- 1.3 Plan and implement improvements to systems and procedures in area of responsibility to ensure effective administration within area of responsibility.
- 1.4 Maintain appropriate records and documentation commensurate with policy and procedure.
- 1.5 Provide reports internally and externally as appropriate. To undertake analysis, interpretation and presentation of standard data to inform decisions related to subject area.
- 1.6 Identify critical issues when resolving problems and use university policy and procedure to support the application of appropriate resolutions.

2. Policy and Procedure

- 2.1 Work within policy and procedure, providing advice to enquiries on the application of policy/procedure as required.
- 2.2 Contribute to policy decisions and improvement in area of expertise.

3. Customers and Stakeholders

- 3.1 Proactively work with internal and external stakeholders, colleagues or students to ensure the effective service delivery, exchange information and provide data to inform decisions as necessary, showing appropriate sensitivity when needed

4. IT Specific

- 4.1 Engage in University wide initiatives or groups relating to Research software development
- 4.2 Responsible for ensuring adherence with ITS professional standards and policies (including the University's Information Security policy) and thus the University's digital and cybersecurity strategy for equipment in area of responsibility.

5. Key Responsibilities

- 5.1 Responsible for the induction, supervision and development of research staff within own area of responsibility.
- 5.2 Offer expert advice and support to members of the research community to support their research activities
- 5.3 To take a lead role in developing new ways of working associated defined specialist support activities.
- 5.4 Manage and prioritize incoming job requests and the list of tasks in an efficient and self-directed manner.
- 5.5 Ensure the implementation of a safe working environment using good working practices, in line with relevant local and legal requirements. Undertake risk, or other safety, assessments and ensure standard operating procedures are in place and being followed to ensure the safety of others.
- 5.6 Instruct, train and supervise academic and junior technical staff and students in procedures, techniques and the use of equipment, systems, operations and techniques, providing an understanding of underlying operational and practical principles.
- 5.7 Analyse performance, and develop and implement plans to improve performance where it is found to be sub-optimal
- 5.8 Analyse use of the service to determine any underlying problem(s) and where appropriate, work with members of target audience and colleagues to resolve these in a timely fashion, considering the requirements to provide consistent services to the user community.
- 5.9 Contribute to grant applications that require provision of technical information or development of new techniques.
- 5.10 To represent [department/school] and the University at national and international specialist workshops and committees relating to their technical role.

5.11 To continuously keep track of developments in the field of [are of expertise] and regularly attend courses and workshops to transfer knowledge to the Sussex research community.

[any other teaching/role specific key responsibilities]

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

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 level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

- This role has a small budget responsibility.
- This role has responsibilities for equipment or premises relating to [are of expertise].
- Responsible for the achievement of [x] target(s).
- [add further bullets as required].
- The post holder reports to the [line manager], working under general direction within a clear framework the post holder will manage their own work (and possibly their direct reports) to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- 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.
- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Normally educated to Level 6 - Degrees, BTEC Advanced Professional award, certificate and diploma, Professional Graduate Certificate in Education (PGCE), Graduate Diplomas, Graduate Certificates
2. A detailed practical knowledge and understanding of specialist area.
3. Effective management skills
4. Well developed oral and written communication skills with the ability to present policy and procedure in a way that can be understood the audience.
5. Planning and organisational skills, including project management with the ability to delegate to team members where appropriate.
6. Well developed interpersonal skills with the ability to effectively influence in area of expertise, effectively contribute to team working to build and develop working relationships.
7. Analytical skills with the ability to generate effective solutions and make effective decisions
8. Commitment to customer excellence
9. Effective IT Skills on MS platform. Experience using functional databases.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. High level of technical skill and expertise with ability to work on own initiative or manage a small team.
2. Change management skills
3. Detailed knowledge of the University's systems and procedures relevant to the role.
4. Good knowledge of specific legislation and health and safety requirements and processes.
5. Ability to undertake literature searches and draft input into reports or publications
6. [details of essential criteria].

DESIRABLE CRITERIA

1. Educated to Level 7 - Fellowships, NVQ Level 5, BTEC Advanced Professional award, certificate and diploma level 7, Master's Degrees, Postgraduate Certificate in Education, Postgraduate Certificates
2. Knowledge of the Higher Education sector.
3. Awareness of University Financial Regulations and transparent approach to costing (TRAC) facility costing.
4. [add further bullets as required].