

Job Title	Technician	Technician	Technician	Technical Specialist	Technical Team Manager	Senior Technical Specialist	Senior Technical Team Manager	Lead Technical Specialist	Departmental Operations Manager	Director of Technical Operations
Grade	3	4	5	6	6	7	7	8	8	9
In addition to the generic key responsibilities below, the role will be attributed up to a further five points specific to the role										
<b>General tasks</b>	Carry out routine tasks to established guidelines, to achieve team objectives	Carry out routine tasks, often working from written/verbal instructions	Work on own initiative to help solve problems which achieve the objectives of the work area, raising any issues with more senior staff	Take a lead in a technical specialism using refined skills and knowledge to interpret and implement the technical specialist requirements of experimental work	To provide management and support to a technical team (typically covering a single discipline or facility), allocating work and ensuring that tasks are completed to a high standard	Take the lead in a technical specialism using refined skills and knowledge to interpret and implement the technical specialist requirements of experimental work and a cross number of units or areas of the specialist role	Lead & deploy technical teams across a medium department or a section in a large department, directing the allocation of work & ensuring that tasks are completed to a high standard and within agreed timeframes & that changes are implemented effectively	Lead and deploy specialist technicians across a large of multifaceted STS, ensuring that tasks are completed to quality and timeliness, and changes are implemented effectively	Lead and deploy technical teams across a large department, directing the allocation of work and ensuring that tasks are completed to quality and timeliness, and changes are implemented effectively	Lead, organise and direct the Technical Operations Managers and Senior Technical Managers ensuring that the provision of all technical services are optimised and that staff are enabled to contribute fully and develop their skills and experience appropriately.
<b>Level of work</b>	Seek advice and direction of more senior staff, to achieve outcomes in non-standard situations	Under direction, perform experiments in accordance with the aims and objectives of the work area, raising any issues with senior staff	Plan and perform experiments or other tasks using a range of scientific techniques, sometimes working from a limited brief	Design, construct scientific experiments and equipment using specialist relevant knowledge and skills	Supervise and train technicians within the team, to carry out the technical provision in the work area, contributing when required.	Design, construct specialist scientific experiments and equipment using specialist knowledge and skills	Manage the professional development and capability of technical staff within the technical teams, to ensure that they efficiently meet the current and future service needs of the Department	Manage the professional development and specialist technical capabilities of the technical staff. Ensure that they efficiently meet current and future service demands	Manage the professional development and capability of all the technical staff in the Department. Ensure that they efficiently meet current and future service demands	A professional specialist with high-level expertise, exercising a substantial degree of independent professional responsibility and discretion, working to develop and implement revised technical services.
<b>Liaison</b>		Liaise with appropriate staff (for example service engineers) to ensure the work area and equipment are kept operational	Liaise with appropriate staff and external service providers to ensure the work area and equipment are kept operational	Liaise with staff and external service providers to ensure that detailed technical requirements are understood in the repair and maintenance of space occupied by the specialist	Liaise with staff and external service providers to ensure that detailed technical requirements are understood in the repair and maintenance of space occupied by the service	Liaise with staff and external service providers to ensure that detailed technical requirements are understood in all works relating to the space occupied by the specialist	Liaise and build relationships with key staff, teams and external service providers to ensure that detailed technical requirements are understood in the design and implementation of all works relating to the fabric of the building and infrastructure	Liaise and build relationships with key staff, external providers and collaborators to ensure that detailed specialist technical requirements are understood in the design and implementation of all works relating to the fabric of the infrastructure of the STS	Liaise and build relationships with key staff, teams and external service providers to ensure that detailed technical requirements are understood in the design and implementation of all works relating to the fabric of the building and infrastructure	Apply broad and/or deep knowledge and experience of work area or field of expertise to provide advice/guidance to others or to address significant problems or unresolved issues, some of which will be multidisciplinary in nature Pre-empt customer needs/requests, identifying opportunities and facilitating change management. Evaluate existing service provision, keeping abreast of feedback and broader developments in the external market place, to ensure appropriate developments and innovative solutions are proposed that consistently enhance and maximise service quality, efficiency and continuity. Answerable for the service delivery of area of activity in respect of compliance with current and future department objectives, service level agreements, regulations and national codes of practice. Interact at senior levels within the university and network with fellow professionals in the wider community and represent and promote own work area/activity on internal and external platforms. Liaise with service users to establish service requirements and priorities.
<b>Equipment</b>	Operate basic scientific equipment	Operate basic scientific equipment	Be responsible for the maintenance, modification, repair and operation of equipment in the work area							
<b>Faults / trouble shooting</b>	Apply knowledge to solve routine problems and use initiative	Apply knowledge to solve routine problems and use initiative	As required solve faults, and maintain and repair technical equipment	Diagnose faults, maintain and repair equipment and systems of a specialist nature, arranging contractor visits as required	Direct the diagnosis of faults, maintain & repair equipment & systems of a technical nature, arranging contractor visits as required	Diagnose faults, maintenance and repair of equipment and systems of a specialist nature	Oversee the diagnosis of faults, maintenance and repair of equipment and systems used by technical services	Ensure processes are in place to diagnose faults, maintenance and repair of specialist technical equipment and systems	Ensure the processes are in place to diagnose faults, maintenance and repair of equipment and systems used by technical services	
<b>People Management</b>										Manage a group of administrative/specialist/professional staff across a function, or as a significant part of a wider function, to ensure all relevant annual targets and goals are delivered within any allocated budgetary/resource constraints. Develop/improve the capability of staff within work area, motivating and mentoring them to better meet the current and future requirements of the department/school
<b>Working with others</b>	Assist users, in the work area with the preparation of equipment and supply of consumables for scheduled activities	Work effectively with others, providing technical advice in relation to the work area and the techniques used, to staff and students, as required	Work effectively with others, providing technical advice in relation to the work area activities and the techniques used, to staff and students, as required	To collaborate and work alongside colleagues to plan, organise and control activities so that the specialism is delivered to a high standard	To collaborate and work alongside colleagues to plan, organise and control activities so that the technical services are delivered to a high standard	Collaborate and work with relevant senior management and academics in all matters relating to the specialism	Support the Head of Department, senior management team and academics in all matters relating to technical provision	Support the technical operations manager/Head of department and academics in all matters relating to the specialist provision	Be a proactive member of the Department Management Team & Faculty Technical Support Group. Support the Head of Department, senior management team & academics in all matters relating to technical provision	
<b>Work environment</b>	Maintain a clean and safe working environment including the correct disposal of waste	Contribute to the housekeeping of the work area, including the routine maintenance, repair and operation of equipment	Pro-actively update and improve processes, contribute to and support change in the work area	To manage, review and implement appropriate procedures to maximise the efficient running of the technical work area under the direction of the specialist lead	Manage, review and implement appropriate procedures to maximise the efficient running of the work area under the direction of the management lead	Manage the space occupied by the specialism ensuring it is deployed to maximum effect	Manage the operation and uninterrupted running of a highly specialised laboratory and its equipment, providing advanced technical services to researchers and offering advice on the specialised techniques available from the laboratory	Manage the space occupied by the technical specialism ensuring it is deployed to maximum effect	Manage the use of all departmental space ensuring it is deployed to maximum effect	Oversee and advise on allocation, planning, utilisation and development of space occupied by the facilities in relation to teaching, research, and specialist technical facilities
<b>H&amp;S</b>	Understand, promote and apply relevant COSHH/risk assessments and departmental health and safety protocols ensuring procedures are followed at all times	Understand, promote and apply relevant COSHH/risk assessments and departmental health and safety protocols ensuring procedures are followed at all times	Understand, promote and apply relevant COSHH/risk assessments and departmental health and safety protocols ensuring procedures are followed at all times	Establish and maintain a safe and compliant working environment. Understand, promote and apply relevant COSHH/risk assessments and departmental health and safety protocols ensuring procedures are followed at all times. Take on specific safety roles where required	Establish and maintain a safe and compliant working environment. Understand, promote and apply relevant COSHH/risk assessments and departmental health and safety protocols ensuring procedures are followed at all times. Take on specific safety roles where required	Understand, write, promote and apply COSHH/Risk Assessment and Departmental health and safety protocols for the specialist equipment. Ensure that users of the equipment are given appropriate safety training and advice, including taking on specific safety responsibilities where required. Ensure that legislative and regulatory safety testing of the specialist equipment is carried out and documentation is completed	Understand, write, promote and apply COSHH/risk assessments and departmental health and safety protocols to the technical services, and ensure that users of the technical services are given appropriate safety training and advice, including taking on specific safety responsibilities where required. Ensure that legislative and regulatory safety testing of the technical equipment is completed	Take responsibility for establishing and maintaining a safe working environment across the technical specialism, underpinned by procedures and record keeping which are compliant with legislative and regulatory guidance. Manage and monitor the legislative and regulatory safety testing of the specialist technical equipment	Take responsibility for establishing and maintaining a safe working environment across the department underpinned by procedures and record keeping which are compliant with legislative and regulatory guidance. Manage and monitor the legislative and regulatory safety testing of the technical equipment in the Department	Work in partnership with the central Health and Safety Directorate to ensure the teaching and research activities are conducted to the highest of safety standards, and that there are robust risk management and business continuity systems in place
<b>Record keeping</b>	Maintain accurate records of work undertaken, using appropriate IT software	Maintain accurate records of work undertaken, using appropriate IT software	Maintain accurate records of work undertaken, using appropriate ( bespoke ) software	Use appropriate computational methods to analyse the data generated in the projects to agreed timeframes; providing appropriate interpretation	Use appropriate computational methods to analyse the data generated in the projects to agreed timeframes; providing appropriate interpretation	Use appropriate computational methods to analyse the data generated in the projects to agreed timeframes; providing appropriate interpretation	Resource and implement appropriate computational methods to access, analyse and store the data generated by the STS. Providing appropriate interpretation and advice			
<b>Administration</b>	Assist with general administrative tasks associated with the operation of the work area	Assist with general administrative tasks associated with the operation of the work area	Contribute to the development of protocols, standard operating procedures and maintenance schedules for the work area			Lead the review and implementation of procedures to maximise the efficient running of the work area	Oversee the inventory and asset management of the department	Lead the review and implementation of procedures to maximise the efficient running of the STS	Oversee the inventory and asset management of the department	Shape strategic direction of own area of activity, planning and organising activities of others over many months, considering the implications now and in the longer term, to support department objectives. Participate in the annual departmental operational planning process, to support the department's strategic direction. Oversee a number of projects, to ensure each project is managed and delivered to time and budget.
<b>Procurement</b>	Assist with purchasing including ordering and distributing goods	Assist with purchasing including ordering and distributing goods	Assist with purchasing including ordering and distributing goods			To apply experience and up to date knowledge for the tendering, management and purchasing of complex scientific equipment and associated service contracts. To oversee supplies and equipment, ensuring optimum stock levels within budget accountabilities	To apply experience and up to date knowledge for the tender and purchase of complex technical equipment and associated service contracts. Oversee supplies ensuring the optimum stock levels are maintained within budget	Research, resource and tender high value and complex equipment and service contracts associated with the STS	Oversee the tendering of high value, complex equipment and service contracts of communal technical equipment in the Department	
<b>Budgets</b>			Manage a small budget. Monitoring resource usage and negotiating with suppliers for a range of items, including specialist parts and equipment	Management of a budget, monitoring resource usage, source and negotiate with suppliers for a range of items, including specialist parts and equipment	Management of one or more budgets, monitoring resource usage and negotiate with suppliers for a range of items	Manage budgets, monitor resource allocation to ensure maximum efficiency is achieved. Contribute data to influence budget setting	Manage budgets, monitor resource allocation to ensure maximum efficiency is achieved. Contribute data to influence budget setting	Manage budgets, monitor resource allocation to ensure maximum efficiency is achieved. Influence budget setting and equipment replacement. Working to University financial guidelines	Manage and monitor departmental budgets to ensure maximum efficiency is achieved. Manage and influence budget setting for projects. Work to University financial guidelines	Utilise/manage allocated budget/resources effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget. Contribute to planning and budgetary statements and delivery of service within budgetary constraints.
<b>Presenting work</b>			Communicate and, if required, make presentations of own work activities to others in the team	Present technical information within own area of expertise at meetings, conferences etc. and take part in discussions to inform on scientific advancement	Present technical information from the team at meetings and take part in discussions to inform on technical provision.	Present work at meetings, conferences etc. lead discussions on advancement in specialism with staff, external stakeholders and collaborators	Present work at meetings, conferences etc. lead discussions on advancement in specialism with staff, external stakeholders and collaborators	Present work at meetings, conferences etc. lead discussions on advancement in specialism with staff, external stakeholders and collaborators	Present work at meetings, conferences etc. lead discussions on advancement in specialism with staff, external stakeholders and collaborators	
<b>Training (1)</b>	Work effectively with others and assist with induction of students and staff to the work area	Provide local inductions, training and demonstrations of techniques and equipment skills and best practice in the work area	Provide inductions, training and demonstrations of specialist techniques ensuring compliance with safety and regulatory guidelines to staff, students and external stakeholders	Draft and provide inductions, training and demonstrations of specialist techniques ensuring compliance with safety and regulatory guidelines to staff, students and external stakeholders	Draft and provide inductions, training and demonstrations of the technical service, ensuring compliance with safety and regulatory guidelines to staff, students and external stakeholders	Design, develop and deliver inductions, training and demonstrations of a broad range of activities (not limited to techniques & equipment) ensuring compliance with safety and regulatory guidelines to staff, students and external stakeholders	Design, develop and deliver inductions, training and demonstrations of specialist techniques ensuring compliance with safety and regulatory guidelines to staff, students and external stakeholders	Design, develop and deliver inductions, training & demonstrations of a broad range of activities (not limited to techniques & equipment) ensuring compliance with safety and regulatory guidelines to staff, students and external stakeholders	Design, develop and deliver inductions, training & demonstrations of a broad range of activities (not limited to techniques & equipment) ensuring compliance with safety and regulatory guidelines to staff, students and external stakeholders	
<b>Training (2)</b>									Oversee and develop department-wide technical training and development arrangements, with input to faculty provision as required	
<b>Change</b>	To contribute and support change in work area	To contribute and support change in work area	To contribute and support change in work area		Support change management initiatives at a local level in collaboration with more senior staff		Lead change management initiatives at a local level in collaboration with more senior staff	Lead reviews of STS to ensure it is fit for purpose and provides maximum benefit to clients	Lead reviews of departmental technical services to ensure they are fit for purpose and provide maximum benefits across the department	Implement proposed changes to current work processes and develop and define proposals for changes in and the formulation of university/school/departmental/work unit policy, to consistently improve quality and effectiveness of service provided and take account of legislative changes. Keep up to date with developments in own field and with university developments.
<b>Managing staff / teams</b>			When required manage team resources, to coordinate and plan the day to day activities of a group of staff		Manage and lead a technical team, coordinate and plan workloads of the team to meet the demands of the technical service	Oversee the technical input into the implementation of work, directing team members as appropriate in the design and conduct of experiments/methods	Oversee the technical input into the implementation of work, directing team members as appropriate in the design and conduct of experiments/methods	Develop novel STS experiments for dissemination to the wider community, for example through peer reviewed publications or presentation at industry meetings	Take the strategic lead in the management of the technical teams and staff within the Department	Provide clear leadership for all technical staff across the facilities; to have appropriate people and systems in place across technical operations to ensure that: a)Bases for grading and rewarding exceptional performance are proactively considered and where appropriate aligned to strategic priorities. b)Training needs are identified and met, including proactive succession and workforce planning requirements. c)Workloads are appropriate, flexible and hybrid working arrangements are considered and managed, and overall staffing levels are regularly reviewed in line with strategic and operations priorities. d)Rotation and performance are proactively managed.
<b>Business continuity</b>							Design, develop & deliver contingency plans for all technical services in the Department, to ensure a timely & appropriate response to incidents. This may include acting as the first point of contact during a major incident, & acting as a member of the incident response team	Contribute to departmental or Faculty contingency plans to ensure a timely response to all incidents which might affect the smooth running of the STS	Ensure contingency plans are in place to ensure a timely response to all technical incidents which might affect the smooth running of the Department. To be the first point of contact, including working as part of a Major Incident Response Team during a major incident	
<b>Project work</b>							Act as a pool of specialist technical knowledge for the STS and be the primary institutional point of contact for the technical specialism	Maintain oversight of large scale infrastructure works and lead on those with a significant value or impact on technical areas		
<b>Faculty</b>							Where required, be a member of project groups, inputting experience and knowledge and if required be a pro-active member of the Faculty Technical Support Group	Liaise at faculty level to optimise technical service provision		
<b>Strategic input (1)</b>							Responsible for the strategic direction of the work areas identifying how they input into the development of planning processes, including the provision of data to support academic activities	Responsible for the strategic direction of the STS, identifying how the service can input into the department/faculty strategic plan	Responsible for the strategic direction of the work areas; identifying how they input into the development of planning processes including the provision of data to support academic activities	Provide strategic and operational support, guidance and advice to the Faculties, Schools and Department leadership teams on all issues relating to technical support for teaching, research and infrastructure across the university.
<b>Strategic input (2)</b>									Prepare strategic documents (eg option papers, proposals and reports) for consideration by senior management	Support the strategic development of the facilities through initiation, leadership and delivery of projects including estates, infrastructure and high value equipment bids
<b>Strategic input (3)</b>										To lead the technician commitment action plan, to develop and join national technical groups to keep abreast of sector initiatives and development of technical provision in higher education
<b>Strategic input (4)</b>										To lead on sustainability in technical areas including driving sustainability accreditation of research groups and technical facilities, a prerequisite of grant funding
<b>Teaching role</b>						Assessment of practical work against set criteria		Design and assess practical work against set criteria		
<b>Continued learning</b>	To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies	To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies	To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies	To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies	To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies	To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies	To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies	To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies	To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies	To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies
<b>Continued learning</b>				Maintain up-to-date knowledge of the field, investigate and propose improvements to services, advocating best working practice	Maintain up-to-date knowledge of the field, investigate and propose improvements to services, advocating best working practices	Maintain up-to-date knowledge of the field, investigate and propose additions and improvements to services; help keep the laboratory up-to-date with best working practices and new scientific protocols	Maintain up-to-date knowledge of the field; investigate and propose additions and improvements to services; help keep the technical services up-to-date with best working practices	Pro-actively research up-to-date knowledge of the field; investigate and propose improvements to services; advocating best working practices	Pro-actively research up-to-date knowledge of the field; investigate and propose improvements to services; advocating best working practices	Pro-actively research up-to-date knowledge of the field; investigate and propose improvements to services; advocating best working practices