

Job Title	Technician (Grade 3)	Technician (Grade 4)	Technician (Grade 5)	Technical Specialist	Technical Team Manager	Senior Technical Specialist	Senior Technical Team Manager	Lead Technical Specialist	Dept. Operations / Technical Manager
Uni of York HERA Grade	3	4	5	6	6	7	7	8	8
Role in brief	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	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 across a number of units or areas	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 or multifaceted specialist technical service (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
Level of work	Seek advice and direction of more senior staff, to achieve outcomes in non-standard situations	Under direction, perform experiments or other tasks 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 and 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	Lead the design and construct of specialist scientific experiments and equipment	Manage the professional development and capability of the technical teams, to ensure they 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
Liaison				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 specialism	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 the design and implementation of all works relating to the space occupied by the specialism	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 building 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 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 building infrastructure
Equipment	Operate basic scientific equipment	Operate basic scientific equipment	Be responsible for the maintenance, modification, repair and operation of equipment in the work area, liaising with service engineers						
Faults / trouble shooting	Apply knowledge to solve routine problems and use initiative	Apply knowledge to solve routine problems and use initiative	As required solve faults and repair technical equipment	Diagnose faults and repair equipment and systems of a specialist nature, arranging contractor visits as required	Diagnose faults and repair equipment and systems of a specialist nature, arranging contractor visits as required	Diagnose faults and repair 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	Oversee the diagnosis of faults, maintenance and repair of equipment and systems used by technical services
Working with others	Assist users, in the work area with the preparation of equipment and supply of consumables for scheduled activities	Work effectively with staff and students, providing technical advice in relation to the work area and techniques used	Work effectively with staff and students, providing technical advice in relation to the work area and techniques used	Collaborate with colleagues to plan, organise and control activities so that the specialism is delivered to a high standard	Collaborate with colleagues to plan, organise and control activities so that the specialism is delivered to a high standard	Collaborate with 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 provisions	A member of the Department Management Team and Technical Support Group. Support the Head of Department, senior management team & academics in all matters relating to technical provision
Work environment	Maintain a clean and safe working environment	Maintain a clean and safe working environment, including the routine maintenance and repair of equipment	Pro-actively update and improve processes and support change in the work area	Manage, review and implement procedures to maximise the efficient running of the technical work area under the direction of the specialist lead	Manage, review and implement 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 of a highly specialised laboratory or medium department, providing advanced technical services to researchers and offering advice on the technical services available	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
H&S	Understand, promote and apply relevant 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 and promote health and safety protocols for the specialist equipment. Ensure that users of the equipment are given safety training and advice. 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 and ensure that staff and students 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 carried out and documentation is completed	Take responsibility for establishing and maintaining a safe working environment across the STS, 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
Record keeping	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, including reports, using appropriate 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		Resource and implement appropriate computational methods to access, analyse and store the data generated by the STS. Providing appropriate interpretation and advice	
Administration	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
Procurement		Assist with purchasing including ordering and distributing goods	Assist with purchasing including ordering and distributing goods			To apply experience for the procurement of complex scientific equipment and associated service contracts. Oversee supplies for optimum stock levels within budget accountabilities	To apply experience for the procurement of complex scientific equipment and associated service contracts. Oversee supplies for optimum stock levels within budget accountabilities	Research, resource and procure 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
Budgets			Manage a small budget. Monitoring resource usage and maintaining supplies of key items	Manage and monitor a budget, source and negotiate with suppliers for items, including specialist parts and equipment	Manage and monitor budgets and negotiate with suppliers for a range of items	Manage and monitor budgets to ensure maximum efficiency is achieved. Contribute data to influence budget setting	Manage and monitor budgets to ensure maximum efficiency is achieved. Contribute data to influence budget setting	Manage and monitor budgets to ensure maximum efficiency is achieved. Contribute data to influence budget setting	Manage and monitor budgets to ensure maximum efficiency is achieved. Contribute data to influence budget setting
Presenting work			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		Present work at meetings, conferences etc. lead discussions on advancement in specialism	
Training (1)	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 in the work area	Provide inductions, training and demonstrations of specialist techniques ensuring compliance with safety and regulatory guidelines	Draft and provide inductions, training and demonstrations of specialist techniques	Draft and provide inductions, training and demonstrations of the technical service	Design and develop inductions, training and demonstrations of specialist techniques	Design and develop inductions, training & demonstrations of a broad range of activities ensuring compliance with safety and regulatory guidelines	Design and develop inductions, training and demonstrations of specialist techniques	Design and develop inductions, training & demonstrations of a broad range of activities ensuring compliance with safety and regulatory guidelines
Training (2)									Oversee and develop department-wide technical training and development arrangements, with input to faculty provision as required
Change					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 purposes and provide maximum benefit across the department
Managing staff / teams			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 and techniques	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 staff within the Department
Business continuity							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	Contribute to departmental or Faculty contingency plans to ensure a timely response to all incidents which might affect the smooth running of the STS	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
Project work								Act as a pool of specialist technical knowledge for the STS and be the primary institutional point of contact	Maintain oversight of large scale infrastructure works and lead on those with a significant value or impact on technical areas
Faculty							Where required, be a member of project groups, inputting experience and knowledge and be a member of the Technical Support Group		Liaise at faculty level to optimise technical service provision
Strategic input (1)							Responsible for the strategic direction of the work areas identifying how they input into the development 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
Strategic input (2)									Prepare strategic documents (eg option papers, proposals and reports) for consideration by senior management
Teaching role						Assessment of practical work against set criteria		Design and assess practical work against set criteria	
Continued learning	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
Continued learning				Maintain up to date knowledge of the specialism, investigate and propose improvements to services, advocating best working practice	Maintain up-to-date knowledge of the relevant fields; 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	Maintain 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