

| 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 Manager |
|----------------------------|--|--|---|---|---|---|---|---|---|
| Uni of York HERA Grade | 3 | 4 | 5 | 6 | 6 | 7 | 7 | 8 | 8 |
| Qualification | A level, HNC, or equivalent experience | A level, HNC, or equivalent experience | HNC, HND, Degree, or equivalent experience | Degree, or equivalent relevant experience | Degree, or equivalent relevant experience | Masters Degree, or equivalent significant experience | Masters Degree, or equivalent significant experience | Masters Degree, or equivalent significant experience in area related to specialism | Masters Degree, or equivalent significant experience |
| | RSciTech/EngTech | RSciTech/EngTech | RSciTech/EngTech | RSci/REng | RSci/REng | RSci/REng | RSci/REng | RSci/REng | RSci/REng |
| | | | | | | | NEBOSH/IOSH | | NEBOSH/IOSH |
| Knowledge | Knowledge of basic safety regulations & procedures, for example COSHH | Knowledge of relevant safety regulations & procedures, for example COSHH and risk assessment | Knowledge of relevant safety regulations & procedures, for example COSHH and risk assessment | Broad understanding and in depth knowledge of specialism of the relevant safety legislation & regulations | Broad understanding and in depth knowledge of relevant health and safety legislation and regulations | Broad understanding and in depth knowledge of specialism of the relevant safety legislation & regulations | Broad understanding and in depth knowledge of relevant health and safety legislation and regulations | Broad understanding and in depth knowledge of relevant health and safety legislation and regulations | Broad understanding and in depth knowledge of health and safety legislation and regulations, relevant to technical support services and scientific research |
| | Awareness & understanding of general scientific procedures | Awareness & understanding of the operation in relevant area of work | Knowledge and ability to implement practical techniques used in relevant work area | Knowledge of the management of the technical work space occupied by the specialism | Knowledge of the management of the technical work space occupied by a technical service | Knowledge of the management of the technical work space occupied by the specialism | Knowledge of the management and work space occupied by technical services | Knowledge of the management of the technical work space occupied by a STS | Knowledge of the management and work space occupied by technical services |
| | | Relevant theoretical knowledge in the work area | Relevant theoretical knowledge in the work area | In depth and current theoretical and practical knowledge of the specialism | In depth and current theoretical and practical knowledge of a technical service | In depth and current theoretical and practical knowledge of the specialism | In depth and current theoretical and practical knowledge of a technical services and technical support | In depth current theoretical and practical knowledge and understanding of the principles of scientific research, equipment and the STS | In depth current theoretical and practical knowledge and understanding of the principles of scientific research, equipment and associated technical support services |
| | | | | | | In depth knowledge of statistical and mathematical methods for analysis | | In depth knowledge of scientific analysis associated with the specialism and the use of statistical and mathematical methods to support it | |
| Skills, Abilities | Ability to perform routine practical tasks with attention to detail | Ability to perform practical tasks to a consistently high standard with attention to detail | Ability to perform complex technical tasks to a consistent high standard with attention to detail | Proven track record in the application of the technical skills associated with the specialism | Proven track record in the application of the specialist technical skills associated with the technical service | Proven ability to manage a technical team in a specialism | Ability to lead, manage, train and develop a team/teams of technical staff | Proven leadership skills, including development of high performing teams and services in a complex environment | Proven leadership skills, including development of high performing teams and services in a complex environment |
| Competencies | Able to manage own time, use initiative, work to deadlines | Manage own time, use initiative, work to deadlines and seek advice where necessary | Ability to plan and take responsibility for own work using initiative, seeking advice where necessary | Proven ability to work independently with initiative, using problem solving and analytical skills | Proven ability to work independently with initiative, using problem solving and analytical skills | | | Excellent interpersonal skills, able to foster collaboration and build good relationships with colleagues at all levels | Excellent interpersonal skills, able to foster collaboration and build good relationships with colleagues at all levels |
| | IT skills inc. Google Apps, Excel, Word | IT skills for a wide range of applications inc. Google Apps, Excel, Word | IT skills for a wide range of applications, inc. Google Apps, Word, Excel and specialist software where appropriate | Excellent IT and analytical skills using a range of specialist software | Excellent IT and analytical skills using a range of specialist software | Excellent IT and analytical skills using a range of specialist software | Excellent IT and analytical skills using a range of specialist software | Excellent IT and analytical skills using a range of specialist software where required | Excellent IT and analytical skills using a range of specialist software where required |
| | Ability to work under supervision and as part of a team | Ability to work on own initiative and as part of a team | Ability to coordinate & supervise members of the team, allocating work as required | Ability to present complex ideas in a clear and concise manner | Ability to present complex ideas in a clear and concise manner | Ability to proactively engage with a wide range of stakeholders in order to provide the most efficient and appropriate service | Ability to proactively engage with a wide range of stakeholders in order to provide the most efficient and appropriate service | Ability to proactively engage with a wide range of stakeholders in order to provide the most efficient and appropriate STS | Ability to proactively engage with a wide range of stakeholders in order to provide the most efficient and appropriate technical support and services |
| | Ability to operate standard equipment | Ability to operate standard scientific equipment | Competent in use of advanced technical equipment and techniques | Competent in the operation and maintenance of equipment in a technical specialism | Competent in the operation and maintenance of equipment used in technical services | | | | |
| | Prepare accurate, clear and concise documentation | Ability to write standard reports in own work area | Ability to analyse and interpret data and explain complex information to others | Ability to analyse and interpret complex data and to design and deliver training on specialism | Ability to analyse and interpret technical performance and to design and deliver training on technical services | Ability to draft, adapt, implement and audit procedures and policies, ensuring they are in line with university, statutory and legislative guidelines | Ability to draft, adapt, implement and audit procedures and policies, ensuring they are in line with university, statutory and legislative guidelines | Ability to draft, adapt, implement and audit procedures and reports to influence the strategic direction of the STS | Ability to draft, adapt, implement and audit procedures and policies, ensuring they are in line with university, statutory and legislative guidelines |
| | | Ability to assess non-routine problems by suggesting solutions | Ability to assess non-routine problems by suggesting solutions | Ability to contribute to specification documentation for the procurement and service of the complex equipment and to provide scientific data in written format for management | Ability to contribute to specification documentation for the procurement and service of the complex equipment and to provide scientific data in written format for management | Ability to contribute to specification documentation for the procurement and service of the complex equipment and to provide scientific data in written format for management | Ability to contribute to specification documentation for the procurement and service of the complex equipment and to provide scientific data in written format for management | Ability to write tendering documentation for procurement and reports to influence the strategic direction of the STS | Ability to gather intelligence, assimilate information, make decisions, leading the strategic direction of technical services in the Department, taking full ownership and responsibility |
| | | | | Competent in statistical and mathematical methods for analysis, and able to provide scientific data in written format for publications | | Ability to apply knowledge to improve service of technical specialism | Excellent communication skills, able to present information and convey technical information | Ability to apply specialist in depth knowledge to improve the service of the STS | Excellent communication skills, able to present information and convey technical information |
| | | | | Ability to identify trends in area of specialism and discuss with management | | Ability to manage budgets, write financial reports and produce statistical information | Ability to manage budgets, write financial reports and produce statistical information | Ability to manage and analyse budgets, write financial reports and produce statistical information for future financial planning | Ability to manage and analyse budgets, write financial reports and produce statistical information for future financial planning |
| Experience | Practical experience within relevant environment | Theoretical and practical experience of carrying out relevant technical activities | Evidence of contribution to activities using a variety of sometimes specialist technical skills | Demonstrable in depth experience in the relevant specialism | Demonstrable experience in the relevant technical area | Demonstrable in depth experience in the relevant specialism | Significant experience in a senior technical role in a large organisation | Significant experience in a senior role of a STS | Significant experience in a senior technical role in a large organisation |
| | | | Experience of working on own initiative and as part of a team | Experience of working on own initiative | | Experience of working on own initiative | | | |
| | | | | Experience of training others in lab techniques and use of complex equipment | | Experience of training others in lab techniques and use of complex equipment | | In depth experience of designing and presenting training in specialist techniques and the use of complex scientific equipment | |
| | | | | Experience of applying knowledge to improve service of technical specialism | Experience of successfully managing and motivating others to achieve results, prioritising to deadlines and demands | | Experience of successfully managing and motivating others to achieve results, prioritising to deadlines and demands | Experience of successfully managing and motivating others to achieve results, prioritising to deadlines and demands | Significant experience managing, leading and motivating technical staff and teams to achieve results |
| | | | | Experience of writing reports for managers on area of specialism | Experience of writing reports for managers on the technical work area | Experience of writing in depth analytical reports on the operation and strategy of the specialism | Experience of writing in depth analytical reports on the operation and strategy of technical services | Experience of writing and communicating in depth analytical reports on the operation and strategy of the STS to clients | Experience of communicating the strategic direction of technical services by writing reports and analytical data with multiple stakeholders |
| | | | | | | Ability to assess and implement current trends in specialism as appropriate | Managing a multi-disciplinary project, working within defined timescales and financial limits within technical services | Experience of leading a team in a technical specialism, working within defined timescales and financial limits within technical services | Experience of leading a team in a multi-disciplinary project, working within defined timescales and financial limits within technical services |
| | | | | Experience of working in an area of technical specialism | Experience of managing a technical work area | Experience of managing a technical specialism and work area | Experience of leading significant change management initiatives in collaboration with senior managers | | Experience of leading significant change management initiatives in collaboration with senior managers |
| Personal Attributes | Actively demonstrate commitment to professional development, advance knowledge, understanding & competencies | Actively demonstrate commitment to professional development, advance knowledge, understanding & competencies | Actively demonstrate commitment to professional development, advance knowledge, understanding & competencies | Actively demonstrate commitment to professional development, advance knowledge, understanding & competencies | Actively demonstrate commitment to professional development, advance knowledge, understanding & competencies | Actively demonstrate commitment to professional development, advance knowledge, understanding & competencies | Actively demonstrate commitment to professional development, advance knowledge, understanding & competencies | Actively demonstrate commitment to professional development, advance knowledge, understanding & competencies | Actively demonstrate commitment to professional development, advance knowledge, understanding & competencies |
| | Dependable, reliable and self-motivated | Dependable, reliable and self-motivated | Dependable, reliable and self-motivated | Flexible attitude towards work, willingness to respond to time led demands | Flexible attitude towards work, willingness to respond to time led demands | Flexible attitude towards work, willingness to respond to time led demands | Flexible attitude towards work, willingness to respond to time led demands | Flexible attitude towards work, willingness to respond to time led demands | Flexible attitude towards work, willingness to respond to time led demands |
| | Good interpersonal skills and the ability to communicate effectively with staff and students | Good interpersonal skills and the ability to communicate effectively with staff & students | Good interpersonal skills and the ability to communicate effectively with staff and students | Good interpersonal skills and the ability to communicate effectively with staff, students and external stakeholders | Good interpersonal skills and the ability to communicate effectively with staff, students and external stakeholders | Good interpersonal skills and the ability to communicate, negotiate and influence staff, students and external stakeholders | Good interpersonal skills and the ability to communicate, negotiate and influence staff, students and external stakeholders | Good interpersonal skills and the ability to communicate, negotiate and influence staff, students and external stakeholders | Good interpersonal skills and the ability to communicate, negotiate and influence staff, students and external stakeholders |
| | Maintain a positive, open attitude toward others, to value and support colleagues, to adapt to change quickly and easily and demonstrate personal resilience | Maintain a positive, open attitude toward others, to value and support colleagues, to adapt to change quickly and easily and demonstrate personal resilience | Able to maintain a positive, open attitude toward others, to value and support colleagues. The ability to respond and integrate change and to demonstrate personal resilience | Able to maintain a positive, open attitude toward others, to value and support colleagues. The ability to respond and integrate change and to demonstrate personal resilience | Able to maintain a positive, open attitude toward others, to value and support colleagues. The ability to respond and integrate change and to demonstrate personal resilience | A positive, open and objective attitude toward others, to value and support colleagues. The ability to present, promote and integrate change to staff with minimal resistance. To lead by example, demonstrating flexibility and resilience in the commitment to meet the needs of the role | A positive, open and objective attitude toward others, to value and support colleagues. The ability to present, promote and integrate change to staff with minimal resistance. To lead by example, demonstrating flexibility and resilience in the commitment to meet the needs of the role | A positive, open and objective attitude toward others, to value and support colleagues. The ability to present, promote and integrate change to staff with minimal resistance. To lead by example, demonstrating flexibility and resilience in the commitment to meet the needs of the role | A positive, open and objective attitude toward others, to value and support colleagues. The ability to present, promote and integrate change to staff with minimal resistance. To lead by example, demonstrating flexibility and resilience in the commitment to meet the needs of the role |
| | | | | | | An interest to research, learn and apply new techniques and keep abreast of developments in own specialism | | An interest to research, learn and apply new techniques and keep abreast of developments in own specialism | A commitment to research, learn and apply new techniques and keep abreast of developments in the area of technical services |
| | | | | | | | Demonstrable ability to build and lead successful teams | | Demonstrable ability to build and lead successful teams |