**TEMPLATE ROLE DESCRIPTOR**

**JOB DESCRIPTION – Job Ref XXXXX**

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| **Job Title and Grade:** | **Technical Services Manager / Senior Specialist Technician (Grade 8)** |
| **Contract:** |  |
| **Hours:** |  |
| **Salary:** |  |
| **Department/Section** |  |
| **Responsible to:** |  |
| **Reports on a day-to-day basis to:** |  |

**Key responsibilities of the post**

* Post holders will have senior management responsibility within the technical support function, with strategic overview of service delivery and relationship with (department/school) and the wider University
* Having a significant and strategic input into the University’s mission to deliver excellence in education and research
* In addition to the above (or in certain cases instead of the above), postholders will have detailed and expert technical knowledge and be recognised as possessing the highest levels of subject knowledge in particular areas in particular outside the University in a wider national and international community

**Duties of the post**

**COMMUNICATION**

* Understanding and conveying information in a clear and accurate way to a variety of audiences, using appropriate methods according to the audience; this may include complex conceptual, technical or specialist information
* Supporting the teaching and learning activities of students on specific tasks, issues or activities, providing feedback where appropriate, and drawing on own experience to creatively challenge and encourage development of intellectual reasoning
* Design content, modifying where appropriate to reflect learners’ individual needs, knowledge and experience
* Communicating constructively and effectively with colleagues, proactively encouraging a flexible and co-operative approach
* Ensuring that the communication within the technical team is effective at all levels

**RESOURCES**

* Effective strategic deployment of resources of all kinds, including staff, equipment, technology, financial resources, physical environment etc over the long term and proactively, in order to meet organisational aims, working in conjunction with Head of Department
* Understanding customer needs in order to proactively develop service, making changes from time to time as requirements change or are anticipated to change
* Developing and maintaining standards for the service, pre-empting changes in customer demand
* Managing resources, including people and budgets, to allow effective delivery of agreed service to appropriate standards, which may involve managing competing demands and priorities over the short to medium term, and where there are significant impacts on the service delivered
* Development and leadership of an effective team, taking action to resolve a variety of customer needs and ensure that the aims of the University are supported
* Leading on the recruitment, training and development of staff

**PROBLEM SOLVING**

* Analysing data, in order to complete tasks accurately and on time, identifying appropriate methodology and procedures; using data analysis skills to inform further analysis and investigation where appropriate
* Using initiative, creativity and a logical approach to find practical solutions to situations and challenges, some of which may be complex and involve significant and/or conflicting information or data, and where there may be a range of solutions

**ENVIRONMENT**

* Awareness of, and adherence to, health and safety requirements, with a proactive approach to identification or risk and instigating suitable control
* A long term and strategic approach to ensuring maintenance of a safe environment
* Liaison with senior staff regarding current and future legal requirements and development strategies to comply with these

**KNOWLEDGE AND EXPERIENCE**

* Application of broad/deep technical knowledge and experience in (insert detail) areas
* Sharing knowledge with others, both staff and students, and acting a subject specialist in particular identified areas
* Ongoing maintenance of existing high-level skills and acquisition of new knowledge; ongoing professional development

**[FOR SENIOR TECHNICAL SPECIALIST ROLES]**

* Regularly operating at the highest levels of technical expertise, maintaining awareness of all developments in the field
* Analysis of complex requirements; promotion and successful delivery of innovative solutions
* Initiation, development and reporting of novel methods and techniques, approaches, techniques, and their potential commercial application
* Significant contribution to research, which may include presentation of research methodologies and contribution to publications, acknowledged by author

Any other duties as may be assigned from time to time by the Head of Department or their nominee

**Terms of appointment:**

For a full description of the terms of appointment for this post please visit:

<https://www.essex.ac.uk/staff/employment-policies-procedures/my-contract>

**PERSON SPECIFICATION**

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| --- |
| **JOB TITLE: Technical Services Manager / Senior Specialist Technician (Grade 8)** |

**Qualifications /Training**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| * Degree level, or equivalent in related field |  |  |
| * Relevant Health and Safety qualification |  |  |
| * Relevant managerial qualification |  |  |
| * Relevant specialist technical qualification e.g. PhD |  |  |
| * Professional Technical Accreditation Status |  |  |

**Experience/Knowledge**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| * Extensive relevant operational experience in this or a related field |  |  |
| * Experience in management of complex technical groupings |  |  |
| * In-depth knowledge of Health and Safety legislation |  |  |
| * Proven ability to lead continuous development of a large team |  |  |
| * Proven ability to adopt new methods, innovate and drive change |  |  |
| * Managing a team of technical staff |  |  |
| * A broad understanding of education and research needs in a laboratory environment |  |  |
| * Working knowledge of relevant health and safety / environmental legislation |  |  |

**Skills/Abilities**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| * Excellent analytical and problem-solving skills |  |  |
| * Ability to communicate complex information clearly to a range of audiences |  |  |
| * High level planning and organising skills |  |  |
| * Ability to motivate, delegate and influence |  |  |
| * Ability to connect strategic objectives with operational delivery of technical support, and plan department’s work accordingly |  |  |
| * Ability to negotiate and develop good relations with external and professional service suppliers to ensure completion of orders, contracts and projects within time and budget |  |  |
| * Ability to strategically plan, manage, procure and maintain the technical resources, space and equipment in the (Department/School). |  |  |

**Other**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| * Ability to meet the requirements of UK ‘right to work’ legislation\* |  |  |
| * A strong commitment to the University’s values and mission to deliver excellence in both education and research |  |  |
| * A strong commitment to self-initiated and ongoing personal development |  |  |