

GENERIC ROLE PROFILE

Job Title:	Assistant Specialist Technician – [Area]
Grade:	G5
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:	To provide and oversee the delivery of effective high-quality teaching OR research support within a specialist division of [group/department responsible], relating to [can include one or more of laboratories, teaching laboratories, workshops, theatres, classrooms, studios, or controlled environments.]

PRINCIPAL ACCOUNTABILITIES

In relation to a range of named services or processes, to:

1. To be responsible for the delivery of technical support activities associated with specialist teaching OR research across the equivalent of a departmental/School wide area to ensure that provision is of an excellent quality and delivered in a timely, professional fashion.
2. Maintain, publish and disseminate information and appropriate communications to ensure services and processes are understood, utilised and applied
- 3.

Proactively raising issues arising in advance for discussion and resolution
Co-ordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery
To act as an ambassador for the service, with a focus on customer service and delivery.

1. Communicating effectively with all stakeholders

Contributing to the editing of local guidelines ensuring that content relating to own areas of responsibility is clear and understandable to readers, up to date and accessible
To deliver training (e.g. data logging, production work, equipment usage and techniques) to students, technicians and other demonstrators and provide day to day advice, supervision and demonstrating as required.

2. Providing support, information and guidance to staff and students.

To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements/KPIs, providing explanations where necessary and knowing when to escalate queries
Providing guidance on relevant procedures and processes

[details of the other key responsibilities]

8. To maintain specialist areas and the associated teaching and research materials by overseeing and participating in upkeep of allocated equipment including servicing (by external engineers if required), housekeeping, data recording, waste management, stock keeping, ordering and to ensure that local safety requirements are in place. This may include administration of the Permit to Work system.
9. 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.

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

This Job Description sets out current responsibilities 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

Responsible for [x] equipment/premises.

Responsible for the achievement of [x]

