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| **Post Details** | **Last Updated: September2023** |
| **Faculty/Administrative/Service Department** | Faculty of Health & Medical Sciences (FHMS) |
| **Job Title** | Technical Services Manager (Biosciences and Veterinary Medicine) |
| **Job Family**  | Technical Services | **Job Level**  | 5  |
| **Responsible to** | Director of Faculty Operations |
| **Responsible for (Staff)** | Direct line management of teaching/research/clinical Laboratory Managers. In-direct management/oversight of technical teams.  |
| **Job Purpose Statement**The post holder will oversee the provision of a diverse technical support service to teaching, research and clinical activities across the Schools of Biosciences and Veterinary Medicine. They will work collaboratively, liaising closely with the Heads of School and relevant academic staff to ensure that effective technical support is provided safely, to time, within budget and to the highest professional standard. The post holder will be a member of the School leadership teams, inputting into School and Faculty planning and will be responsible for embedding a culture of customer focus, integrated working and continuous improvement across the service enabling excellence in the delivery of the Schools and Faculty strategies and objectives. As a skilled people manager the post holder will be responsible for the coordination and organisation of the technical support teams, staff development and performance. They will identify and implement technical projects to maintain and upgrade laboratories and equipment. The post holder and their team will be expected to contribute to the growth of the Schools research, teaching and health and safety culture. They will also be responsible for leading the teams within the two Schools to embed the principles of the Technician Commitment ensuring recognition of the vital work undertaken by the technical staff and ensuring a sustainable, diverse and highly skilled workforce. |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)  |
| 1. Provide dynamic and proactive leadership and management to technical staff across both Schools, promoting a culture of collaboration to enable them to effectively support current and emerging School and Faculty strategies and objectives, providing an efficient and effective technical service across all areas.
2. Contribute to strategic planning in the Schools, working with University procurement to ensure laboratory equipment and facilities are routinely serviced and upgraded to maintain the highest standards and ensuring value for money.
3. Collaborate with academics to ensure effective development and delivery of practical teaching classes and research projects, together with ensuring support and input to delivery of research, and commercial activity where required
4. Working closely with the Faculty H&S team ensure all technical facilities are compliant with regulatory standards and that effective governance processes are in place.
5. Oversee and ensure the management of procedures for regulated facilities, high-risk activities such as CL3/CL2 laboratory waste, post mortem and pathology activities, Biomedical Research Facility, large and small animal activities ensuring that all legal requirements are adhered to.
6. Working alongside other Faculty managers ensure that all technical staff are appropriately qualified, have access to training and development opportunities to meet the legal, governance and H&S requirements that the facilities, and the research and teaching carried out in them, demands.
7. Oversee technical services staff development and performance, ensuring teams are highly motivated, capable and embrace cultural integration in technical service provision in line with Faculty strategy.

**N.B. The above list is not exhaustive.** |
| All staff are expected to:* Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
* Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
* Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
* Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
* Undertake such other duties within the scope of the post as may be requested by your Manager.
* Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:*** Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
* Promoting the University safety culture amongst the team and developing/following local codes of safe working practices and the University of Surrey Health and Safety Policy.
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| **Elements of the Role**This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role. |
| **Planning and Organising** * The post holder will be expected to ensure a full technical support service is provided to a variety of academic areas (including teaching and research laboratories across both Schools and encompassing departments of Biochemical Sciences, Microbial Sciences, Nutrition and Exercise Sciences, Anatomy, Pathology, Large and Small Animal Clinical skills areas together with teaching laboratories in both Schools.
* The post holder is required to operate flexibly and react positively to changing circumstances and requirements by demonstrating initiative and adaptability in the arrangement of their work priorities.
* The post holder will be expected to implement a dynamic approach to problem solving to achieve the most expeditious and effective solutions.
* The post holder will be expected to contribute to the strategic planning process in the Schools and the Faculty as required.
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| **Problem Solving and Decision Making** * Interacting with a wide range of staff at all levels within the Faculty, the post holder will frequently be required to manage often competing and conflicting demands, and will therefore need to be a strong and confident communicator.
* The post holder will be required to apply analytical, interpretive and constructive thinking, as well as a degree of evaluation where problems of a complex nature arise.
* The post holder will act as an escalation point for their team in cases where unusual or complex issues/problems arise, and will provide guidance or a resolution as appropriate.
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| **Continuous Improvement*** The post holder is required to keep up-to-date with developments in technical support for scientific research and teaching, ensuring that the School’s provision of technical equipment and professional support provided is appropriate for the type of activity undertaken. They will work closely with their lab/facility managers to promote effective working practices.
* The post holder is expected to develop new strategies to deliver excellence and continuous improvement and to develop and implement improvements to current working practices, documentation, technical equipment or structures, following discussion and/or consultation with the Director of Faculty Operations, relevant academic colleagues, and others such as H&S Manager, Business Operations Manager.
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| **Accountability** * The post holder will work independently organising and prioritising their work alongside that of the Laboratory Managers and the Technical Teams, in order to achieve Faculty and School objectives. The Technical Services Manager will work closely with the Heads of School and the Director of Operations.
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| **Dimensions of the role** * The post holder is ultimately responsible for the leadership and management of a large and diverse team of approximately 50 technical staff across the School of Veterinary Medicine and School of Biosciences, and is responsible for the direct line management of the Lab/Facility managers. This responsibility will include management of development, performance and progress, completing appraisals, overseeing workloads in order to ensure that delivery of activities to deadlines and standards are achieved and that delivery of technical services remains progressive and meets the needs of the academic endeavour.
* The Technical Services Manager oversees the management of access to Core Technologies and facilities within the two Schools ensuring that they are appropriately supported, developed and maintained. Core Technologies and Facilities includes Pathology Centre, Genomics, Bioimaging, Flow Cytometry, amongst others. Also located within both Schools are Category III Containment facilities and a Biomedical Research Facility.
* The budget for technical services varies depending on the extent of academic research and teaching activities, but includes procurement of new and replacement equipment and the post holder should expect to contribute to the management of the Faculty capital budget.
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| **Supplementary Information** * This role oversees a very diverse technical service provision including research and teaching ‘wet’ laboratories, high containment facilities, Biomedical/Animal research, animal post mortem and pathology and anatomy facilities, large animal facilities often housing horses/cattle/sheep and small animal facilities. The postholder will oversee and manage a team of highly experienced and knowledgeable managers who run the day to day operations in these facilities.
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| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. |
| **Qualifications and Professional Memberships** |  |
| HND, University degree, and/or a professional qualification plus broad work experience in a relevant technical/scientific role backed by evidence of significant appropriate knowledge, research contribution and leadership/management.OrSubstantial relevant vocational experience together with experience of managing and leading a diverse team of people in a similar/related environment. | E |
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| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | **Essential/Desirable** | **Level****1-3** |
| Significant relevant technical knowledge and experience in a bioscience, veterinary or transferable/related field | E | 3 |
| Broad understanding of Health and Safety legislation, application and issues | E | 3 |
| Experience of leading, managing, motivating and developing a team | E | 3 |
| Demonstrable experience of planning and managing a diverse workload in a similar/related field | E | 3 |
| Experience/familiarity of working in/managing or overseeing a specialist/regulated facility | E | n/a |
| Experience of leading and/or delivering complex projects | E | n/a |
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| **Special Requirements:**  | **Essential/Desirable** |
| Familiarity and willingness to understand appropriate ACDP regulations and guidelines for biological hazards | E |
| Requirement to participate in incident call out/site attendance in case of an emergency. Willingness to work outside of usual working hours on occasion, to support Faculty/School activities eg. Open Days. | E |
| **Core Competencies**  | **Level****1-3** |
| CommunicationAdaptability / FlexibilityCustomer/Client service and supportPlanning and OrganisingContinuous ImprovementProblem Solving and Decision Making SkillsManaging and Developing PerformanceCreative and Analytical ThinkingInfluencing, Persuasion and Negotiation SkillsStrategic Thinking & Leadership | 3333233222 |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. |
| **Organisational/Departmental Information & Key Relationships** |
| Background InformationThe Faculty of Health & Medical Sciences is one of three Faculties at the University of Surrey and consists of five Schools of Biosciences, Health Sciences, Medicine, Psychology and Veterinary Medicine. It provides a high quality teaching and research environment, currently employing over 500 academic staff with over 6,000 students, studying at varying levels from Foundation, Undergraduate to Postgraduate.The Faculty delivers interdisciplinary research and teaching in both human and animal health under its over arching One Health, One Medicine ethos. The Faculty looks forward to welcoming its first cohort of Medical students to the new School of Medicine in September 2024.Laboratory spaces across the two Schools are extensive, incorporating both teaching and research laboratory facilities within 6 buildings and across 2 different campus locations in Guildford (Stag Hill and Manor Park). The School of Veterinary Medicine was established in 2013 as only the 7th School in the UK and operates a distinct distributed model of education within three bespoke buildings including the Veterinary Pathology Centre, Large Animal Facility and the main School building housing the small clinical skills facility and laboratories. In 2016 a new Innovation for Health teaching laboratory was opened in the School of Biosciences accommodating 200 students in this state of the art facility. The School of Biosciences holds a GOLD Athena Swan equality, diversity and inclusivity award, one of only 16 Universities to hold this level of award. The School of Veterinary Medicine are working towards their first Athena Swan award.The post holder will be expected to play a critical role in helping the Schools achieve their strategic goals by providing the necessary leadership across all of the technical facilities. |
| Department Structure Chart  |
| Relationships **Internal*** The post holder will work closely with the Director of Operations in the Faculty who will provide support and guidance as required and within a senior team of Operational Managers.
* They will represent the technical services of both Schools on the School Senior Leadership teams and act as a ‘bridge’ between the Head of School, Heads of Departments, Academics and the Technical Support Teams.
* The post holder will work closely with the Faculty Health & Safety Manager, the Business Operations Manager and academic staff to ensure that relevant core facilities and technologies are adequately supported and developed.
* The post holder will liaise regularly with the University Procurement/finance team to ensure resources are appropriately and economically resourced and managed.
* The post holder will work closely with the University Estates team to deliver structural projects impacting on technical facilities and ensuring that all maintenance requirements are undertaken effectively..

**External*** They will be the first point of contact regarding liaison with external contractors and equipment suppliers together with regulatory bodies as required.
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