

Post Details		Last Updated: 30/10/2023	
Faculty/Administrative/Service Department	Faculty of Health & Medical Sciences		
Job Title	Senior Laboratory Technician – Teaching		
Job Family	Technical & Experimental	Job Level	3
Responsible to	Teaching Laboratory Manager		
Responsible for (Staff)	3 x Laboratory Technicians		

Job Purpose Statement

The post holder is responsible for the safe operation of the teaching laboratories and the associated equipment and facilities within a designated area of the Faculty (Biochemistry & Nutrition or Microbiology). The post holder will contribute to the smooth operation of practical classes and provide technical support to undergraduate or postgraduate students during their laboratory classes in order to ensure a positive student experience. The post holder will support with additional lab sessions outside of the teaching timetable, including widening participation, summer schools and Open Days/Applicant Days. The post holder will assist the Teaching Laboratory Manager to organise technical support for the teaching laboratories, aid in the training of lab demonstrators and supervise junior technical staff across their designated area.

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. Oversee and manage the smooth and safe running of the Faculty teaching laboratories to ensure general tidiness and the highest standards of safety;
2. Contribute to the training of undergraduate students and post graduate demonstrators and provide advice to ensure the safe and smooth running of a busy teaching laboratory;
3. Prepare materials and provide technical support for undergraduate and postgraduate teaching courses and ensure appropriate levels reagents and consumables are maintained;
4. Liaise with the timetabling administrator, Laboratory Manager and fellow senior technicians with regard to the logistical issues for the successful running of practical classes;
5. Coordinate and oversee the testing and repair of scientific equipment and apparatus within the teaching laboratories. This responsibility will involve liaison with the external suppliers and maintenance of service records;
6. Make recommendations to academic teaching staff on the improvement of practical experiments and ensure that pilot experiments are feasible, creating protocols and clear technical notes for fellow technicians to follow;
7. Advise and monitor compliance with all aspects of Health and Safety including maintenance of records such as electrical safety testing, COSHH and waste disposal. They are responsible for the correct disposal and processing of waste and dirty glassware.
8. Act as a laboratory lead for the QPulse document repository, providing support to all laboratory personnel requiring access to QPulse.

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.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

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 should work in a proactive and flexible manner, planning and prioritising their workload accordingly and actively thinking ahead.
- On occasions the post holder will be faced with a variety of conflicting demands and will be required to re-assess and re-prioritise his/her work accordingly

Problem Solving and Decision Making

- The post holder will be expected to exercise judgement when faced with more unusual queries or when problems are encountered such as equipment malfunction. They will be expected to proactively find the most expeditious solutions to problems to minimise any disruptions within the laboratories.
- The post holder may refer to line management for more complex matters or where further guidance is required but the post holder will be expected to act on and implement the guidance or solution that has been discussed with their line manager
- Problem solving and decision making are therefore integral to many elements of the work undertaken by the post holder.
- Errors in judgement or failure to carry out a particular task could result in damaging equipment or risking students and staff's personal safety.

Continuous Improvement

- The post holder will be expected to develop procedures and protocols for the technical support activities in the teaching areas.
- He/she will be expected to make suggestions to their line manager for consideration of capital equipment bids for equipment, for example either to provide new facilities, or to replace ageing and obsolete equipment.
- It is expected that he/she will apply their skills and knowledge in order to make recommendations for improvements to the efficiency and effectiveness of the service offered.

Accountability

- The post holder has responsibility for assisting in the day-to-day running of the School of Biosciences & Medicine Teaching laboratories for undergraduate and postgraduate students and for ensuring that laboratory techniques offered are conducted with optimum effectiveness.
- The post holder will work with limited guidance and under general instructions from their Teaching Laboratory Manager, exercising discretion and judgement when addressing and resolving daily problems or issues on a wide range of routine matters
- They must possess an awareness of the options available to them and be able to make effective and appropriate decisions in order to meet agreed deadlines and ensure events are dealt with promptly.

Dimensions of the role

- The post holder has no budgetary responsibility.
- The post holder will be involved in the training and supervision of more junior staff and should identify and report any personal training requirements for staff under their supervision.
- They will also be expected to deputise for their line manager as required including departmental or other relevant meetings
- The post holder is responsible for the day-to-day running of the teaching laboratories and teaching-associated areas. There will be demands on these facilities from internal clients such as

<p>academics, PGR demonstrators, students, etc., and external clients (suppliers). It is necessary to ensure that all demands are met in a timely, prioritised and efficient manner.</p> <ul style="list-style-type: none"> Working within a team of technical staff, the post-holder will also provide frontline technical support for undergraduate classes of up to 200 students in the Faculty teaching laboratories. They are expected to arrange demonstrations/workshops for visitors as part of Open Days, Applicant Days, Widening Participation and other events – as directed by the Teaching Laboratory Manager. 		
<u>Supplementary Information</u>		
<p>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.</p>		
Qualifications and Professional Memberships		
<p>HNC, A Level, NVQ 3 or equivalent standard in the relevant specialist area or Broad practical work experience in a relevant technical role acquired through a combination of job-related training and considerable experience.</p>		E
<p>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).</p>		<p>Essential/ Desirable</p> <p>Level 1-3</p>
Understanding of Health and Safety legislation and issues		E 3
Ability to advise and provide suitable training for staff and students on the relevant procedures to conduct specialist experiments and the routine operation of specialised equipment		E 2
Experience of working with relevant specialised equipment, software or procedures		E 2
Excellent observational skills, accuracy and attention to detail		E 2
Special Requirements:		Essential/ Desirable
The post holder may on occasion be required to work on weekends when Open Days or Events are scheduled		E
Willingness to undertake specific Health & Safety training as per the Faculty arrangements		E
The post holder will be required to hold a current First Aid certificate and fulfil the role of First Aider for practical classes.		D
<p>Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.</p>		Level 1-3
Communication		3
Adaptability / Flexibility		2
Customer/Client service and support		3
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		1
<p>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</p>		

undertaking relevant training where necessary.

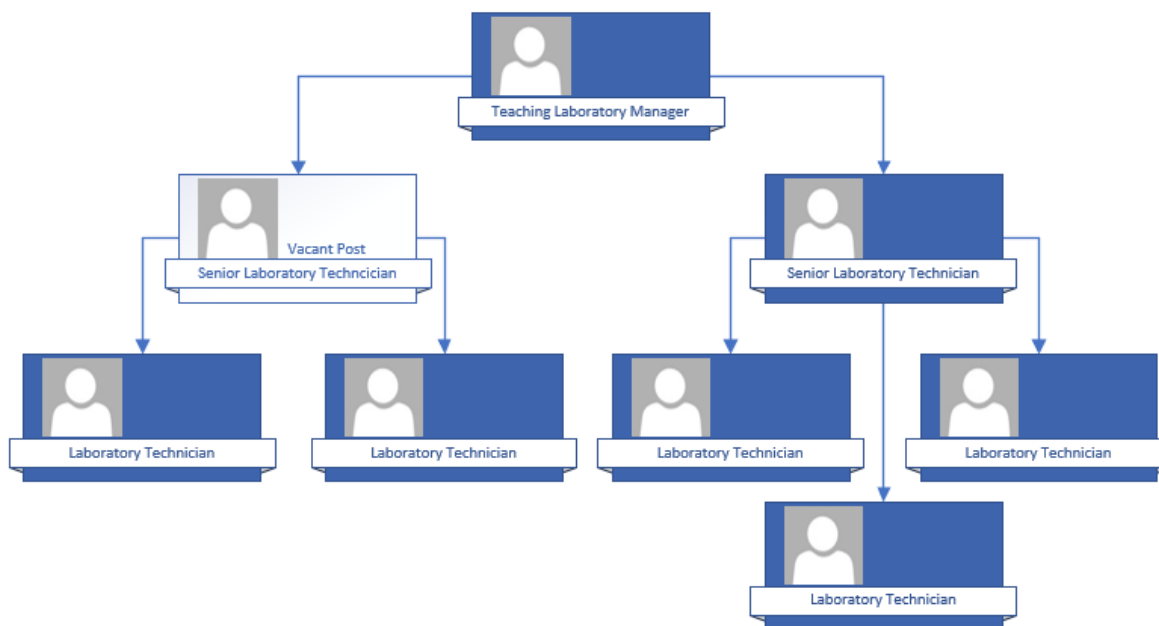
Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

The technical support team within the Faculty of Health and Medical Sciences provides support to the three Schools (Biosciences & Medicine; Veterinary Medicine; and Health Sciences). The technical team contribute to the Faculty's teaching in at undergraduate and postgraduate level across a wide range of disciplines.

Department Structure Chart



Relationships

Internal

- Undergraduate and Postgraduate students by assisting with experiment design, and familiarise them with safety issues and COSHH assessments.
- Academic Staff – liaison with regard to student practical classes, Applicant days, Open Days and outreach/widening participation sessions
- The post holder has day-to-day supervision responsibility for Laboratory Technicians
- Estates and Facilities – to report faults and overseeing their work within restricted areas. To discuss waste disposal (hazardous chemicals and surplus equipment)
- Close liaison with the University Health and Safety Department is essential to ensure the technical team is adhering to best practice and the current legislation.
- The post holder will work under the management of the Teaching Laboratory Manager and will liaise and interact with other technical staff to deliver the post goals.

External

- Technical engineers, both maintenance and repair engineers to explain faults and ensure work is completed to equipment performance standards.

Relevant Suppliers and external contacts in order to discuss laboratory chemicals and equipment.