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| **Post Details** | | **Last Updated: 7/8/25** | | |
| **Faculty/Administrative/Service Department** | Faculty of Health and Medical Sciences (FHMS) | | | |
| **Job Title** | Senior Laboratory technician (VSM Teaching) | | | |
| **Job Family** | Technical & Experimental | | **Job Level** | L3 |
| **Responsible to** | Senior Laboratory Manager | | | |
| **Responsible for (Staff)** | Laboratory Technician (Teaching) | | | |
| **Job Purpose Statement**  The Post holder will be responsible for ensuring the smooth operation of the VSM teaching laboratories and clinical teaching areas, ensuring practical classes are serviced efficiently, run to schedule and that all users are working safely and complying to Health & safety regulations.  The post holder will be responsible for the preparation and technical support for related under/post graduate practical teaching courses including managing laboratory consumables and equipment, ensuring availability and safe functionality.  Additionally, the postholder will directly support teaching activities by providing inductions for new academic staff and technical assistance as required, working collaboratively with their line manager to maintain high standards of teaching support.  The Post holder will be required to support the research area of VSM laboratories as required, in periods of annual leave or sickness absence in agreement with their line manager | | | | |
| **Key Responsibilities** | | | | |
| 1. Lead the allocated technical support staff within your remit. In collaboration with the Level 4 Manager, ensure effective delivery of undergraduate and postgraduate teaching courses. This includes ensuring that teaching spaces are prepared, adequately stocked with all required resources (including consumables and equipment), and maintained as safe working environments.  2. Collaborate with senior managers and academic staff to design and make recommendations for new laboratory-based teaching equipment. Ensure all general and non-specialised equipment is routinely maintained by the technical team, while more specialised equipment is maintained in partnership with academic staff. Assist in developing pilot experiments and support teaching activities as required.  3. Create, implement, and maintain procedures, Standard Operating Procedures (SOPs), and Risk Assessments (RAs) for technical support activities within VSM laboratories. Support academic staff in producing effective documentation for teaching activities.  4. Work with your Line Manager to ensure sufficient, reliable equipment is available to support teaching. Maintain accurate equipment records to facilitate timely responses to equipment expenditure requests.  5. As a Level 3 manager, conduct performance appraisals, lead team meetings, plan and deliver training, and collaborate with the Faculty and Senior Laboratory Manager to recruit, develop, and support the Vet School technical team.  6. Collaborate with the Faculty Health & Safety team to conduct regular inspections and ensure the implementation of safe working practices in all areas, contributing to best practice models across the school.  7. Promote a culture of excellence within the technical team, continuously striving to meet and exceed the expectations of key stakeholders, including academic staff and students.  **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, always operating in a collegiate manner.   **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   * Responsible for technical staff, the post holder will have to prioritise and manage the workload of other members of the teams and should address any identified training requirements. * The Post holder working with their line manager will be expected to implement a dynamic approach to problem solving and to achieve a cost-effective solution and will have freedom to work in a proactive manner and will decide how to achieve the result, generally based on their judgment, technical expertise and prior experience. * The Post holder is expected to work closely with the wider Technician team, faculty operations team and Faculty Operations Manager so they can plan & organise the provision of staff cover when required. * The post holder is required to plan & organise service requirements for teaching (and research) equipment across the Laboratories and clinical areas in VSM. | | | | |
| Problem Solving and Decision Making   * The Post holder will lead on providing advice and solutions for day -to – day problems in their specialist technical area. The appropriate course of action will usually be a matter of choice influenced by the application of established procedures and precedents and previous experience to similar problems. They are required to provide advice to users of Laboratories on routine issues within the context of the role exercising initiative and judgment gained through prior experience and knowledge, assisting research staff as required to complete research activities across the school and Faculty. * Errors in judgment or failure to carry out a particular task could result in damage to equipment/facilities or risking student or staff personal safety. | | | | |
| Continuous Improvement   * The Post holder is expected to maintain knowledge of new developments in the field and advise staff on the needs to upgrade/change the facilities, implementing them under the approval of the Senior Laboratory Manager /Faculty structure. Ensuring the preparation of quotes and bids for equipment as required. * The post holder working with their line manager will be expected to ensure that their own and their staff training on equipment is up to date to enable training of new colleagues as required. | | | | |
| Accountability   * The Post holder with support from their line manager is responsible for the safety & security of the laboratory spaces and equipment. This includes monitoring and maintaining a safe working environment, ensuring all equipment meets health & safety requirements and that any procedures, including waste disposal are carried out in compliance with their associated regulations. * During their day-to-day activities, the post holder is expected to apply an in-depth knowledge of the instrumentation and equipment within laboratories and its application, and to provide technical support, advice and solutions to staff, students and clients. * The post holder is expected to respond confidently and in a timely manner to problems/issues such as equipment malfunctions and breakdowns. They are expected to apply well established processes and procedure along with technical knowledge to assist academic staff in the preparation of teaching activities. | | | | |
| Dimensions of the role   * The Post holder working with their line manager will be required to use their professional expertise and experience to establish processes, procedures and quality standards, drawing up appropriate frameworks and defining staffing requirements for teaching areas within the school of Veterinary Medicine, alongside the Faculty Operations Manager. | | | | |
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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** | | | |  |
| Minimum of two A levels in a relevant subject, or equivalent vocational qualifications (HND, NVQ3 qualified in a relevant specialist subject Plus relevant work experience in a technical /scientific role  OR  Professional qualification and relevant training; PLUS, several years practical experience in a similar or related role. | | | | E |
| **Technical Competencies (Experience and Knowledge)** | | | | **Essential/ Desirable** |
| Solid relevant technical knowledge & experience in a research or teaching setting | | | | E |
| The ability to provide suitable technical support to academic staff and undergraduate students in the routine operation of equipment and routine laboratory processers within a teaching setting | | | | E |
| Familiarity with ACDP regulations & Guidelines for Biological hazards | | | | D |
| Comprehensive understanding of Health & Safety Legislation and best practice | | | | E |
| Experience of a managing/ supervising a team | | | | D |
| Excellent IT Skills (Word, Excel, Outlook, PowerPoint, TEAMS, Zoom, SharePoint) and ability/willingness to learn bespoke software systems | | | | D |
| **Special Requirements:** | | | | **Essential/ Desirable** |
| Willingness to respond to out of hours calls if required in case of alarms or an emergency | | | | E |
| Willingness to undertake specific Health & Safety training | | | | E |
| **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. | | | | **Level**  **1-3** |
| Communication  Adaptability / Flexibility  Customer/Client service and support  Planning and Organising  Continuous Improvement  Problem Solving and Decision Making Skills  Managing and Developing Performance  Creative and Analytical Thinking  Influencing, Persuasion and Negotiation Skills  Strategic Thinking & Leadership | | | | 3  3  2  3  2  3  2  2  2  1 |
| 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 Information  The Faculty of Health and Medical Sciences comprises four schools, School of Biosciences & Medicine, School of Health Sciences, School of Veterinary Medicine and School of Psychology, all working together as part of a 'One Health' vision, to provide interdisciplinary research, innovation and teaching in human and animal health.  The Faculty is the second largest in the University, with 2000 full-time and nearly 2000 part-time students.  Within the faculty, our food, nutrition and dietetics programmes are number one in The Times/Sunday Times Good University Guide 2018 and second in The Complete University Guide 2019. Our nursing programmes ranked sixth in the UK by The Times/Sunday Times Good University Guide 2018 and top-five in the Complete University Guide 2019. Our biosciences programmes ranked top-ten in the Guardian University Guide 2019 and our sports sciences programmes ranked top-ten in The Times/Sunday Times Good University Guide 2018.  As well as expertise in learning and teaching in Biosciences and Health Sciences, our faculty is also widely recognised for world-class research. In the latest UK research excellence framework (REF 2014) we were rated one of the top eight UK institutions for biosciences, health sciences, psychology and veterinary research. Our research has led to improved understanding and treatment of diabetes, cancer, addiction, cardiovascular and infectious diseases. In addition, we have world-leading research in sleep and chronobiology and systems biology. | | | | |
| Relationships  Internal   * + Academics   + PGR Students   + Research Staff - ECR’s   + Technicians   + Faculty Operations Manager   + Health & Safety team   + Faculty Senior operational manager   + Estates & Facilities team (EFCS)   + External   + External bodies & organisations   + Contractors   + Service providers   + Suppliers | | | | |
| Department Structure Chart | | | | |