

Post Details		Last Updated: 20/07/2026	
Faculty/Administrative/Service Department	Faculty of Health & Medical Sciences		
Job Title	Laboratory Manager – (Health, Medical and Psychology)		
Job Family	Technical & Experimental	Job Level	4
Responsible to	Faculty Operations Manager		
Responsible for (Staff)	Senior Laboratory Technicians		
<u>Job Purpose Statement</u>			
The post holder will oversee the day to day running of the technical service provision within the School of Health Sciences, School of Medicine and School of Psychology. They will work collaboratively with the Faculty Operations Manager to ensure that effective technical support is provided efficiently, safely, within budget and to a high standard. The post holder will represent the Faculty Operations Manager as required and will be responsible for embedding a culture of customer focus, collaborative working and continuous improvement across the technical service provision. The post holder will be responsible for the direct line management of Senior Laboratory Technicians and have oversight of the wider technical team. They will assist with the day to day coordination, staff development and performance of the technical support teams with support from the Faculty Operations Manager. The role has a requirement for in person support and involves being on campus and working flexibly to meet the technical demands of the Schools, wider Faculty and University when required.			
<u>Key Responsibilities</u>			
1. Act as a main point of contact for all technical services for the laboratories, working with Faculty staff and the wider staff community across the university as well as external stakeholders and students. 2. Manage the day-to-day operations of laboratory spaces, ensuring teaching activity is supported through scheduling of facilities, equipment requests are fulfilled by the team and there is general tidiness, safety and levels of stock materials are maintained. 3. Oversee the delivery of full technical support to the schools of Health Sciences and Medical school within the Simulation Centre and to the school of Psychology for teaching and research. Ensuring the technical team service includes but is not limited to setting up equipment and lab spaces, managing key teaching activities, advising staff and students, and conducting lab inspections to meet Health and Safety measures. 4. Line management of technical staff, fostering a collaborative environment to effectively support the School and Faculty's strategic goals. Ensure the provision of an efficient and effective technical service across all operational areas. While providing access to training and development opportunities to meet the legal, governance and H&S requirements that the facilities and their service provision require. 5. Oversee and coordinate the testing and repair of equipment and apparatus within the laboratories. This will involve liaison with external suppliers and user groups to ensure minimum down-time of essential facilities and record keeping of service records including test certificates. 6. Act as specialist providing technical advice, training and assistance to staff and research students in the application of techniques and use of select equipment from development and design to preparation and troubleshooting. Keep up to date with advancements in the area, so as to ensure the Faculty is up-to-date and relevant. 7. 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. 8. Raise/review purchase order requisitions, placing orders with suppliers in line with the University policy, receiving goods, and goods-receipting purchase orders as appropriate in order to source and process new equipment providing staff and management with information and advice on areas such as Technical specifications, sourcing, and cost. 9. Learn, develop, and maintain a good knowledge of all University policies and procedures as well as organisational and key committee structures within the School and across the Faculty.			

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.
- On occasions they will be faced with a variety of conflicting demands and will be required to reassess and reprioritise their work accordingly delegating where necessary to the wider team.
- The post holder will need to have exceptional planning and organisational skills in order to effectively manage their individual workload and to oversee their direct report(s) and the wider teams workload simultaneously.
- The post holder will act as the first point of contact for the school/faculty and will be able to demonstrate excellent customer service skill and communication.

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 look at ways to resolve problems to minimise any disruptions within the laboratories.
- The post holder should 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.
- 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 staffs' personal safety.
- The post holder will support their direct report and offer support and advice for any issues that arise in order to provide a suitable solution.

Continuous Improvement

- You will be able to offer a solutions driven approach and will strive to continually work to the highest of standards.
- The post holder will be expected to develop procedures and protocols for the technical support activities in the teaching and research areas.

- You will be expected to make suggestions to their line manager for consideration of capital equipment bids for teaching and research equipment
- It is expected that they will apply their skills and knowledge to make recommendations for improvements to the efficiency and effectiveness of the service offered.

Accountability

- The post holder has responsibility for overseeing the day-to-day running of the teaching and research laboratories for undergraduate and postgraduate students and for ensuring that the technical services offered are conducted with optimum effectiveness.
- The post holder will work with limited guidance and under general instructions from their Line 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.
- You will be privy to sensitive and confidential information and as such is expected to maintain high levels of confidentiality.

Dimensions of the role

- The post holder has no budgetary responsibility, but will need to have oversight of purchases made by the technical team.
- The post holder will have to prioritise and manage the workload of other members of technical staff and this should identify and report any personal training requirements for staff under their line management.
- They will also be expected to deputise for their line manager as required such as departmental or other relevant meetings, problem solving and decision making.
- The post holder is responsible for the day-to-day running of specified teaching and research laboratories and facilities. There will be demands on these facilities from internal clients such as academics, research fellows, students, etc., and external clients (suppliers). It is necessary to ensure that all demands are met in a timely, prioritised and efficient manner.

Supplementary Information

As directed by the Faculty Operations Manager, work in other areas within the Technical Support Team on either a temporary or permanent basis if necessary, to meet the business needs.

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		
BTEC Higher Certificate/Diploma in relevant subject area or equivalent or Broad practical work experience in a relevant technical role acquired through a combination of job-related training and considerable experience.		E
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
High level of understanding of Health and Safety legislation and issues	E	3
Previous experience of working under data protection guidelines.	E	2
Previous experience of line management	E	3
Experience and ability to provide training to staff and students on the operation of Virtual Reality equipment	E	3
Ability to advise and provide suitable training for staff and students on the operation of specialised equipment (such as models, equipment and learning environments)	D	2
Experience/proficiency with programming languages and relevant development packages (Unreal, MatLab, EPrime, etc).	D	2
Previous experience is a similar role	D	2

Special Requirements:	Essential/ Desirable
Willingness to participate in an on-call rota to provide on-site attendance in case of an emergency	E
Willingness to undertake professional development training, inclusive of H&S, first aid, fire Marshall, technical equipment training.	E
Willingness to provide assistance to or to cover for other members of the Faculty operations team as required, including working flexibly to achieve key objectives.	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	3
Adaptability / Flexibility	3
Customer/Client service and support	3
Planning and Organising	3
Continuous Improvement	2
Problem Solving and Decision Making Skills	3
Creative and Analytical Thinking	2
Influencing, persuasion and negotiation Skills	3
Strategic Thinking & Leadership	2

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

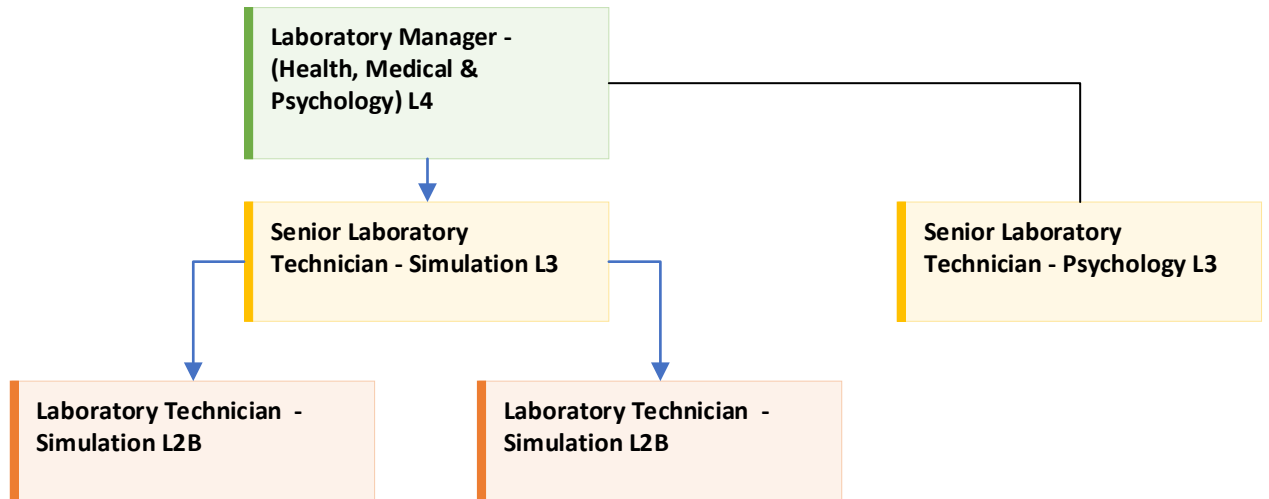
Background Information

The Faculty of Health and Medical Sciences comprises five schools, School of Biosciences, School of 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.

Department Structure Chart



Relationships

Internal

- Faculty operations team
- Health & Safety team
- Wider Technical team
- Faculty Senior Managers
- Director of Faculty Operations
- Researchers
- Undergraduate and Postgraduate students
- Estates and Facilities
- Campus safety

External

- Contractors
- Suppliers
- Partners
- External lecturers