

Post Details		Last Updated: 03/07/2018	
Faculty/Administrative/Service Department	Faculty of Health & Medical Sciences		
Job Title	Senior Psychology Technician		
Job Family	Technical & Experimental	Job Level	3
Responsible to	Technical Services Manager		
Responsible for (Staff)	Psychology Technicians		
<b>Job Purpose Statement</b>			
The post holder is responsible for providing comprehensive technical support and diagnostic problem solving to the School of Psychology research and teaching staff and students. To support research and teaching activities for the school by interpreting technical requirements and exploring technical possibilities in experiment work.			
<b>Key Responsibilities</b> 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)			
<ol style="list-style-type: none"> <li>1. Responsibility for the day-to-day running of psychology laboratory spaces to ensure general tidiness, safety and levels of stock materials are maintained.</li> <li>2. Consulting with academic staff with the School regarding the setting up of experimental systems and research apparatus, including the development of research procedures and techniques to meet research needs, making desirable modifications as directed by the Laboratory Manager.</li> <li>3. Act as specialist on a specific set of equipment such as AV recording/editing, mechanical design/production, driving simulation, eye trackers, etc. 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.</li> <li>4. Coordinate and oversee the testing and repair of scientific equipment and apparatus within the School. This will involve liaison with the external suppliers and research groups to ensure minimum down-time of essential facilities. Maintenance of service records including test certificates. Ensure maintenance and calibration of equipment to required performance standards.</li> <li>5. Advise and monitor compliance with all aspects of Health and Safety in the Psychology laboratories. Includes; training lab users, providing inductions, maintaining an asset register, carrying out lab inspections &amp; implementing H&amp;S policies as directed by the Lab Manager.</li> <li>6. To produce materials in line with requests from academics within the School. This may include "electronic, electrical and mechanical equipment/instrumentation, stimuli for teaching/research such as colour test targets, visual search targets, colour threshold stimuli, graphics using image editing/drawing/modelling software, teaching materials, newsletters, posters and other promotional material. To advise on production costs and suitable methods.</li> <li>7. To order and process new equipment providing staff and management with information and advice on areas such as technical specifications, sourcing and cost.</li> </ol>			
<b>N.B. The above list is not exhaustive.</b>			
<b>All staff are expected to:</b>			
<ul style="list-style-type: none"> <li>• Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.</li> <li>• Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.</li> <li>• Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.</li> <li>• Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.</li> <li>• Undertake such other duties within the scope of the post as may be requested by your Manager.</li> <li>• Work supportively with colleagues, operating in a collegiate manner at all times.</li> </ul>			
<b>Help maintain a safe working environment by:</b>			
<ul style="list-style-type: none"> <li>• Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.</li> <li>• Following local codes of safe working practices and the University of Surrey Health and Safety Policy.</li> </ul>			
<b>Elements of the Role</b>			
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 s/he will be faced with a variety of conflicting demands and will be required to reassess and reprioritise 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 look at ways to resolve 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.
- 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.

### **Continuous Improvement**

- The post holder will be expected to develop procedures and protocols for the technical support activities in the teaching and research areas;
- He/she 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 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 teaching and research 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 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.

### **Dimensions of the role**

- The post holder has no budgetary responsibility.
- 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 including departmental or other relevant meetings.
- 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 Technical Services 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

Willingness to undertake specific Health & Safety training such as NEBOSH diploma

D

**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**

Understanding of Health and Safety legislation and issues	E	3
Ability to advise and provide suitable training for staff and students on the operation of specialised equipment (Eye-tracker, Driving Simulator, VR environments)	E	2
Experience/proficiency with a programming languages and relevant development packages (Python, MatLab, EPrime, etc).	E	2
Previous experience is a similar role	E	2
Previous experience of working under data protection guidelines.	E	N/A
<b>Special Requirements:</b>		<b>Essential/ Desirable</b>
Willingness to participate in an on call rota to provide on-site attendance in case of an emergency		E
<b>Core Competencies</b> 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.		<b>Level 1-3</b>
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		3
Planning and Organising		2
Continuous Improvement		1
Problem Solving and Decision Making Skills		2
Creative and Analytical Thinking		2
<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 undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
<b>Organisational/Departmental Information &amp; Key Relationships</b>		
<b><u>Relationships</u></b>		
<b><u>Internal</u></b>		
<ul style="list-style-type: none"> <li>Undergraduate and Postgraduates by assisting with experiment design, and familiarise them with Technical and safety issues.</li> <li>Estates and Facilities – to report faults and overseeing their work within restricted areas. To discuss waste disposal (hazardous chemicals and surplus equipment).</li> <li>Health &amp; Safety Office.</li> <li>The post holder will work under the management of the Technical Services Manager and will liaise and interact with other technical staff to deliver the post goals.</li> <li>They will work alongside academic staff with regard to the running of undergraduate and postgraduate teaching and research laboratories using the relevant equipment.</li> </ul>		
<b><u>External</u></b>		
<ul style="list-style-type: none"> <li>Technical engineers, both maintenance and repair engineers to explain faults and ensure work is completed to equipment performance standards.</li> <li>Relevant suppliers and external contacts in order to discuss materials and equipment.</li> </ul>		