

Post Details		Last Updated: December 2018	
Faculty/Administrative/Service Department	Faculty of Health & Medical Sciences (FHMS)		
Job Title	Technical Services Manager (School of Biosciences & Medicine)		
Job Family	Professional Services	Job Level	5
Responsible to	Director of Faculty Operations		
Responsible for (Staff)	Direct line management of teaching/research Laboratory Managers. In direct management/oversight of their teams. Managers		
Job Purpose Statement			
<p>The post holder will oversee the provision of a diverse technical support service to teaching and research activities across the School and will liaise closely with all relevant academic staff to ensure that technical support is always provided safely, to time, within budget and to the highest professional standard. The post holder will input into strategic School and Faculty planning and will be responsible for identifying and implementing technical projects to maintain and upgrade laboratories and equipment. The post holder will be responsible for the coordination and organisation of the technical support teams, staff development and performance and the general oversight and management of the laboratory managers in order to ensure an effective and positive user experience. The post holder will be expected to contribute to the growth of the School's research culture and of its health and safety culture. Out of hours working may be required to fulfil the role profile to the level expected.</p>			
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)			
<ol style="list-style-type: none"> 1. Provide the required dynamic and proactive leadership and management to technical staff across the School to enable them to meet all their current and emerging objectives efficiently, effectively and safely to ensure the School and Faculty achieves its strategic goals. 2. To devise and input into Faculty strategic planning, working with University procurement to ensure laboratory equipment and facilities are routinely serviced and upgraded to attain and retain the highest possible standards whilst ensuring that external maintenance contracts are providing value for money. 3. Lead and take responsibility for monitoring and planning technical equipment needs, within agreed budgets working collaboratively with academic colleagues. 4. Monitor and ensure compliance, in liaison with others e.g. academic leaders and the Health & Safety manager, all necessary technical/laboratory facility governance and regulatory standards are adhered to. 5. Provide complex technical advice and support to staff and students as required, particularly related to research activities and laboratory health & safety and governance. 6. Review, develop, oversee and ensure the management of procedures for the disposal of high-risk laboratory waste and technical equipment, ensuring that the School meets all legal requirements. 7. Ensure compliance with all aspects of Health and Safety including maintenance of records such as electrical safety testing, COSHH, waste disposal, regulated facilities etc. 8. 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. 9. Work closely with academic colleagues to ensure a professional service is provided to enable the strategic objectives of the Faculty and the School are achieved. <p>N.B. The above list is not exhaustive.</p>			

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.

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 the Departments of Biochemical Sciences, Microbial Sciences, Nutritional Sciences and Experimental Medicine).
- 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 solutions.
- The post holder will be expected to contribute to the strategic planning process as required.

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.

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 academic research undertaken and teaching offered.
- The post holder is expected to develop new strategies and to develop and implement improvements to current working practices, documentation, or technical equipment, implementing these after consultation with their line manager and others such as the H&S Advisor or Facilities Manager.

Accountability

- The post holder will work in an enabled and independent manner, organising and prioritising along with the Laboratory Managers the workload of the Technical Team, in order to achieve Faculty and School objectives. The Technical Services Manager will work closely with the Head of School and will be accountable to the Director of Operations.

Dimensions of the role

- The post holder is ultimately responsible for the leadership and management of a team of approximately 30 technical staff across the School's buildings, but is responsible for the direct line management of eight staff members. This responsibility will include management of their performance and progress, completing appraisals, leading and supporting their development, overseeing workloads in order to ensure that delivery of activities to deadlines and standards are achieved.
- The Technical Services Manager manages access to Faculty Core Technologies, ensuring that they are appropriately supported, developed and maintained. Faculty Core Technologies and Facilities include Genomics, Bioimaging, Flow Cytometry. Also located within the School of Biosciences & Medicine, are Category III Containment Laboratories and a Biomedical Research Facility ,
- Whilst the budget for technical support varies, depending on the extent of academic research, development and equipment procurement and replacement activities , the post holder should expect to be managing a budget of circa £500k per annum.

Supplementary Information

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, possible a professional qualification plus broad work experience in a relevant technical/scientific role backed by evidence of significant appropriate knowledge and research contribution

Or

Substantial vocational and relevant management experience in a relevant technical or scientific role

E

Postgraduate qualification in related discipline

D

PHD qualification in related discipline

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**

Significant relevant technical knowledge and experience in a biomedical or related field

E

3

Thorough understanding of Health and Safety legislation and issues

E

3

Demonstrable experience of leading, managing and developing a team

E

3

Operating knowledge of relevant specialised software.

E

1

Experience of working in/managing specialist technical facilities e.g. a Containment Level Category 2 or 3 laboratory

E

n/a

Project Management experience

D

n/a

Budget management experience

D

n/a

Special Requirements:

**Essential/
Desirable**

Familiarity with ACDP regulations and guidelines for biological hazards

E

Willingness to participate in incident call out/site attendance in case of an emergency. Willingness to work outside of usual working hours if and when required to support Faculty/School activities.

E

Core Competencies

**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

Managing and Developing Performance

3

Creative and Analytical Thinking

2

Influencing, Persuasion and Negotiation Skills

2

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 & Medical Sciences is made of four Schools of Biosciences & Medicine, Health Sciences, Psychology and Veterinary Medicine. It provides a high quality teaching and research environment, currently employing over 300 academic staff and responsible for over 4,000 students, studying at levels ranging from undergraduate through to PhD.

The 4 Schools together with the Clinical Research Centre work together under a 'One Health' vision, to provide interdisciplinary research and teaching in human and animal health;

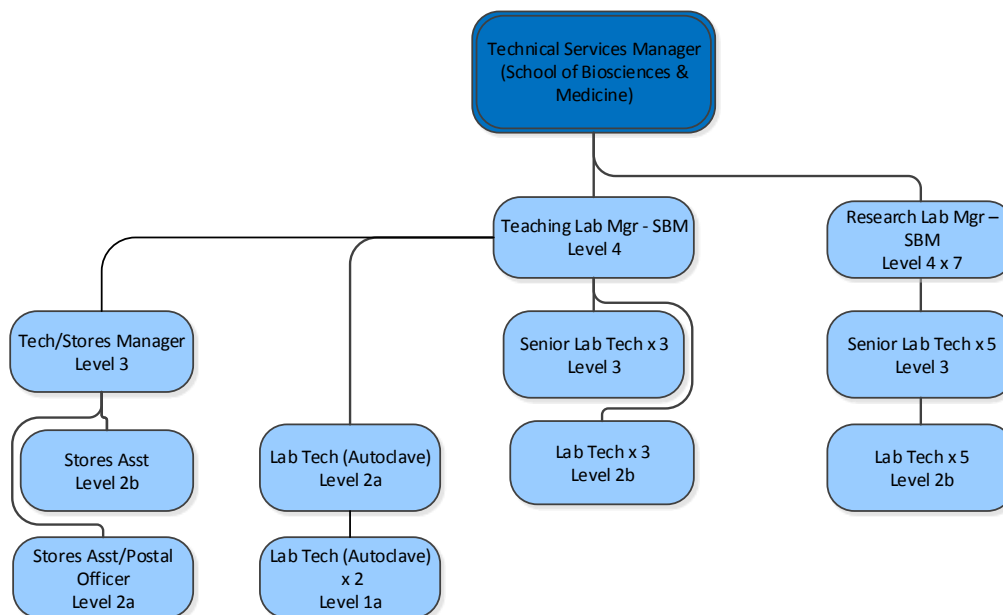
Laboratory space across the School of Biosciences & Medicine is extensive, incorporating both teaching and research laboratory facilities over 4 buildings and across 2 different campus locations. In 2016, the new Innovation for Health undergraduate teaching laboratory opened and the teaching-associated technical staff are responsible for the support of activities within this new state of the art 200 seat facility.

The School of Biosciences and Medicine aims to achieve the following goals by 2020 of:

1. 100% research active staff returned in Research Excellence Framework (REF)
2. £8.5m research income (108% increase excluding Surrey Clinical Research Centre)
3. Impact case studies and publications to aim for a top five REF outcome
4. Top 10 for learning and teaching of Biosciences in National Student Survey (NSS) and league tables

The post holder will be expected to play a critical role in helping the School achieve these goals by providing the necessary research and teaching laboratory environments

Department Structure Chart



Relationships

Internal

- The post holder will act as the main link between the Head of School, Heads of Department and Section Leads and the Technical Support Team.
- The post holder will work closely with the Director of Faculty Operations, Faculty Health & Safety Manager, the Facilities Manager, other Faculty Technical Managers, the Business Operations Manager and academic staff to ensure that Core Faculty Technologies and Facilities are adequately supported and developed.
- The post holder will liaise regularly with the University Procurement Department to ensure resources are appropriately and economically resourced.

External

- They will also be the first point of contact regarding liaison with external contractors and equipment suppliers together with regulatory bodies if required.