

Post Details	Last Updated 27/03/19		
Faculty/Administrative/Service Department	Faculty of Health and Medical Sciences (FHMS) School of Veterinary Medicine		
Job Title	Laboratory Support Technician		
Job Family	Technical & Experimental	Job Level	2a
Responsible to	Senior Clinical Skills Laboratory Technician		
Responsible for (Staff)	n/a		
Job Purpose Statement			
<p>The principal focus of this role is to provide clinical teaching support to academics and students in the Clinical Skills Laboratory (CSL) within the School of Veterinary Medicine. The CSL areas include hospital standard dog kennels and cattery with capacity to house up to 20 animals. A large clinical skills teaching laboratory, biomechanics lab and Simulated veterinary surgery which includes reception, consultation rooms and a pharmacy. Working with the Clinical Skills Technical team; the post holder will provide a high standard of animal care and welfare to all animals housed within the CSL areas and deliver exceptional technical support, to facilitate both undergraduate and postgraduate teaching and research. The post holder will also work flexibly across the school, to support other areas as required; such as teaching laboratories or Large animal clinical skills areas.</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. Maintain high standards of care, welfare and biosecurity for animals housed within the CSL areas; in accordance with statutory regulations, local policies and RCVS guidelines. 2. Provide technical teaching and research support, to staff and students working across the school of veterinary medicine; including the preparation of laboratory and clinical equipment. 3. Maintain accurate written health and movement records for all animals under your care. 4. Maintain cleanliness of all technical areas as required, to include assisting with managing the maintenance and repair of all equipment and supplies used within CSL. 5. Assist in the development and production of clinical skills training models under supervision. <p>N.B. The above list is not exhaustive.</p>			
All staff are expected to:			
<ul style="list-style-type: none"> • 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:			
<ul style="list-style-type: none"> • 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			
<p>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.</p>			
Planning and Organising			
<ul style="list-style-type: none"> • The post holder is expected to work independently within an established operating environment; as guided by the Senior CSL technician. They will prioritise their workload to meet deadlines and achieve objectives. • The post holder may be required to cover other technical areas across the Vet school, under supervision. 			



Problem Solving and Decision Making

The post holder is expected to monitor the health and welfare of animals within their care and be able to report signs of ill health to management.

- The post holder will require a creative approach to supporting teaching and handling, by participating in the production of clinical skills animal training models. Model making may include the use of crafting, woodwork and sewing skills and may also include using sewing machines and craft tools.

Continuous Improvement

- The post holder is expected to participate in continuous professional development, in the form of internal training courses and model making skills.

Accountability

- The post holder is expected to abide by all relevant laws and regulations relating to the health & safety, welfare and movement of animals. Failure to comply could have a detrimental impact on the welfare of animals available as resources; including loss of stock and/or the spread of disease between animals or handlers, including staff, students and visitors.
- The post holder will assist with monitoring and maintaining a safe working environment within the clinical teaching and animal handling areas, reposting issues to line management when necessary.

Dimensions of the role

- The post holder should work effectively as part of a team, to ensure a high standard of animal care and ensure a cohesive approach to the service delivered. The ability to be flexible is essential to the delivery of work.
- The post holder holds no budgetary or line management responsibility.

Supplementary Information

- The post holder will participate in shift patterns between 8am-6pm, within a 36 hour week.
- The post holder should be physically fit and willing to work outside in adverse weather conditions.
- The post will include manual handling tasks including lifting and carrying, with the use of lifting aids. This will also include the handling and restraint of large dogs and carrying animal baskets.
- The post holder will be expected to wear a uniform and personal protective equipment; including scrub suits, boiler suits, steel toe capped boots, hats or masks (where appropriate). Full uniform will be supplied.

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

Animal Care qualification, NVQ 1 Or A relevant practical experience in a similar or related role	E
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First Aid certificate or willingness to undertake training to act as dedicated first aider	D
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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
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Relevant experience in small animal care to include cats and dogs	E	2
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Relevant experience working within a veterinary practice	D	2
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An understanding of animal care and welfare regulations relating to cats and dogs	D	2
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Experience in preparing health and safety documents including risk assessments and CoSHH forms and standard operating procedures	D	2
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Proficient in the use of Microsoft packages, including Word, Excel and Outlook with experience of administration duties such as creating word documents, spreadsheets.	E	2
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Special Requirements:	Essential/ Desirable
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Willingness to work outside normal working hours including weekends, bank holidays and participating in a shift rota.	E
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Core Competencies	Level 1-3
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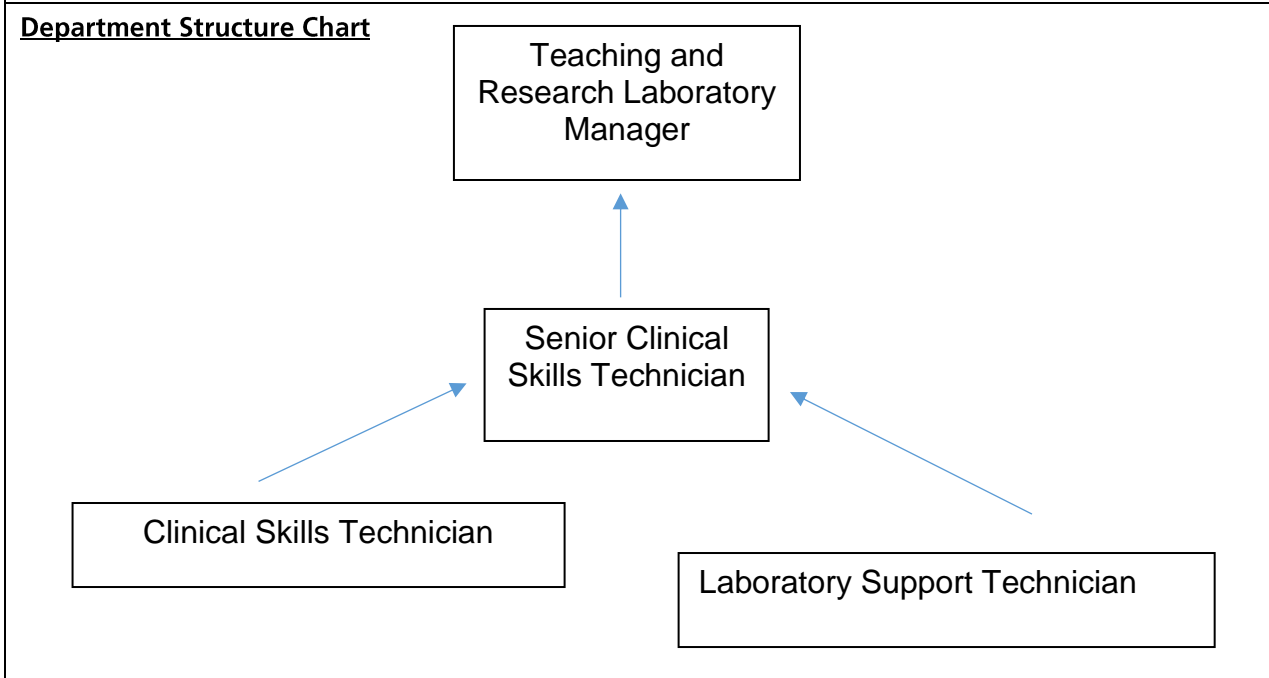
Communication	1
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Adaptability / Flexibility	1
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Customer/Client service and support	1
Planning and Organising	1
Continuous Improvement	1
Problem Solving and Decision Making Skills	2
Managing and Developing Performance	n/a
Creative and Analytical Thinking	n/a
Influencing, Persuasion and Negotiation Skills	n/a
Strategic Thinking & Leadership	n/a

Organisational/Departmental Information & Key Relationships

Background Information



Relationships

Internal

- The post will require daily communication and regular meetings within a team of animal technicians in order to organise the workload and animal care within clinical skills lab areas.
- The post holder will be required to communicate with staff, students and academics from various disciplines, to provide a positive teaching and learning environments for students.
- The post holder may will be expected to provide cover to other areas within the School or Faculty to meet business needs.

External

- The post holder will be required to liaise with external suppliers to maintain sufficient stock of food, bedding and equipment. Good communication skills and attention to detail are required for this post.
- The post holder will maintain good working relationships with external veterinary professionals, for provision of care to the animals within the centre and collaboration with School of Veterinary Medicine partners; to facilitate teaching and development of the School.
- The post holder must maintain a professional appearance and manner at all times. They may be asked to provide demonstrations or tours of the clinical skills centre for visitors attending University events.