

## **Job Description**

<b>Role Title:</b>	Technician Manager
<b>School / Dept:</b>	School of Science, Engineering and Environment
<b>Reference:</b>	MPF4397
<b>Grade:</b>	Grade 7
<b>Full or Part time:</b>	Full time
<b>Hours:</b>	36.25
<b>Reports to:</b>	Senior Technical and Facilities Manager

## Overview

The role of Technician Manager has become vacant in the University's School of Science, Engineering and Environment (SSEE). SSEE is a large multi-disciplinary School comprising around 400 staff, including around 50 highly skilled technicians and approximately 4500 students studying on a range of taught and research programmes at BSc, BEng, MEng, MSc, MPhil and PhD level. SSEE embraces subjects as diverse as Zoology, Parasitology, Mathematics, Computer Science, Engineering, Geography, Biomedical Science, Architecture and Construction Management, in a range of locations on the Peel Park campus.

The university could not deliver high quality research, teaching and knowledge transfer without the work of our skilled technical staff at all levels of the institution and we aim to ensure the contribution technicians make is fully recognised. The University of Salford is a signatory of the national Technician Commitment, which aims to ensure the key themes of visibility, recognition, career development and sustainability are developed for technicians working in higher education and research. We aim to do this by pledging action against the themes, ensuring technician roles are viewed as professional careers, developing potential career pathways and encouraging career development opportunities.

The role of Technician Manager is key to ensuring that students within the School of Science, Engineering and Environment can receive the best student experience possible in the degree programmes. The successful candidate will manage and lead our Cockcroft building technician team 1. This team encompasses a divers specialisms ranging from Chemistry, Wildlife, Geography and Biology. The post holder will complete management tasks, such as leave tracking and performance monitoring as well as motivate the team in a strategic direction.

## Role Purpose

The primary purpose of the Technician Manager is to lead and manage one of our four technician teams within the school. This position will manager Cockcroft team 1 who specialise in Human and Natural Sciences. They will further assist and contribute to the enhancement of the technical services to the School of Science, Engineering and Environment to ensure excellent experience of our stakeholders.

## Principal Duties & Responsibilities

- Performance management. Supervises people and teams within Cockcroft team 1. Allocates routine tasks and/or project work. Provides direction and guidance as necessary, in line with peoples skills and abilities. Monitors progress against quality and performance criteria. Acts to facilitate effective working relationships between team members. Helps delegate workload as appropriate.
- People management. Identifies the communications and relationship needs of the Cockcroft team 1. Facilitates open communication and discussion between people, acting as a single point of contact by developing, maintaining and working to people engagement strategies and plans. Provides informed feedback to assess and promote knowledge. Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information

- Availability management. Provides advice, assistance and coaching associated with the planning, design and improvement of Cockcroft team 1 services and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities across Cockcroft team 1.
- Relationship management. Identifies the communications and relationship needs of stakeholders and Cockcroft team 1. Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders and the Cockcroft team 1, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote knowledge. Facilitates choosing business processes. Captures and disseminates technical and business information.
- Quality assurance (equipment and facilities). Plans, organises and conducts formal audits of complex projects, major programmes in relation to equipment and facilities in Cockcroft building. Evaluates, appraises and identifies non-compliances with organisational standards, and chooses whether appropriate quality control has been applied. Prepares and reports audit and findings and chooses the associated risks and ensures that corrective actions are carried out. Reviews and evaluates audit reports to identify common areas of equipment and facility issues and identifies opportunities to improve the effectiveness and efficiency of equipment and facilities.
- Asset management. Manages and maintains the service compliance of all service assets in line with business and regulatory requirements involving knowledge of financial and technical processes, tools and techniques in Cockcroft team 1. Identifies, assesses and communicates associated risks. Ensures asset controllers, infrastructure teams and the business co-ordinate and optimise value, maintain control and maintain appropriate legal compliance.
- Safety assessment. Assist the safety assessment culture for Cockcroft team 1. Chooses assessment methods, techniques and tools that are to be used as appropriate to the integrity levels of the assessments undertaken. Records and disseminates appropriate health and safety data. Investigates escalated incidents to service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Investigates causes of incidents and informs service owners in order to minimise probability of recurrence and contribute to service improvement.
- Perform other duties required by the Senior Technical Service Manager from time to time.
- Promote equality and diversity for students and staff and sustain an inclusive work and study environment in accordance with University policy.
- To act in line with university health and safety guidance and policy. Been accountable for their own health and safety and that of our colleagues
- To embrace the evolving, achieving and deciding [Salford Behaviours](#).
- Be an contributing member of the university Technician's Commitment

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

## **Person Specification**

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D), and will be assessed by Application Form (A), Interview (I), Presentation (P), or Test (T), as indicated.

### **Qualifications**

1. Have relevant experience and / or a relevant education qualification (E) (A)
2. Hold a recognised qualification in business and / or management (D) (A)

### **Background and Experience**

3. Experience of maintaining health & safety policy, legislation and procedures within a directorate (E) (A) (I)
4. Experience of problem solving and trouble shooting in the workplace (D) (A) (I)
5. Experience managing a team and achieving goals as a team (E) (A) (I)
6. Experience of maintaining high standards in a customer focused environment; (E) (A) (I)

### **Knowledge**

7. Knowledge of managing a team. (E) (A) (I)
8. Maintaining health and safety in specialist environments (E) (A) (I)

### **Skills and Competencies**

9. Excellent Communication, negotiation, and relationship building skills (E) (A) (I)
10. Excellent A flexible approach to working as an effective team member (D) (A) (I)
11. A reflective approach to assessing own and others work (D) (A) (I)
12. A desire to continuously improve and remain adaptable to change, where appropriate (D) (A) (I)

