University of Salford MANCHESTER

Job Description

Role Title:	Senior Technician (Research Infrastructure in Microbiology and Molecular Biology)
Faculty:	Faculty of Health, Community & Life Sciences
Directorate:	Life Sciences
Reference:	MPF4371
Grade:	6
Full or Part time:	Full time
Hours:	36.25
Reports to:	Technician Manager
Responsible for:	No direct reports

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Overview

The Faculty of Health, Community and Life Sciences (HCLS) is looking to appoint a Senior Technician. HCLS is a large, multidisciplinary Faculty with around 1,000 staff, including 70 technical staff, and more than 10,000 students across a wide range of taught and research programmes.

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 to 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 these themes, ensuring technician roles are viewed as professional careers, developing potential career pathways and encouraging career development opportunities.

The role of Senior Technician is key to supporting the effective operation of laboratory environments, ensuring technical activities are planned, coordinated and delivered safely, efficiently and to a high standard. The role will be primarily aligned to research infrastructure supporting microbiology and molecular biology, with a particular focus on the day-to-day technical operation of project and research laboratories.

You will oversee and coordinate technical activity within your area of responsibility, ensuring laboratory spaces, equipment and resources are safe, operational and ready for use. You will work with students, researchers and academic colleagues to support their laboratory activities, coordinating laboratory inductions, equipment bookings and access arrangements, and providing practical training and technical guidance. You will ensure appropriate laboratory standards and working practices are maintained and support users in developing the skills and competence needed to carry out their work safely and independently.

You will oversee the maintenance and operational readiness of laboratory equipment, coordinating routine servicing, planned maintenance and repairs to ensure equipment remains safe, functional and available for use. You will work with technical colleagues, laboratory users, Estates, external service providers and other University teams to resolve issues, minimise disruption and identify improvements to the day-to-day operation of the laboratories.

Working as part of the wider HCLS technical team, you will work collaboratively with other Senior Technicians to coordinate activity, share resources and maintain consistent standards across the service. Although you will have defined areas of responsibility, you will work across teaching and research environments and contribute your knowledge and experience where it is required. You will work with colleagues to ensure laboratory facilities, equipment and technical processes are managed as part of the wider service rather than individual areas operating in isolation.

You will bring practical experience in microbiology and molecular biology techniques, with the ability to support a range of scientific equipment and laboratory processes. Experience in microscopy and imaging techniques will be particularly valuable, including the operation, troubleshooting and maintenance of equipment such as confocal microscopes.

You will lead and coordinate the development and review of technical laboratory procedures, risk assessments, COSHH assessments and Safe Systems of Work, ensuring documentation is current, reflects working practices and supports safe and consistent

laboratory operations. You will provide technical guidance to colleagues and laboratory users, maintaining oversight of safety standards within your areas of responsibility and ensuring any concerns or gaps are addressed or escalated appropriately.

You will maintain high standards of health, safety and sustainability, contribute to improvements in laboratory systems and processes, and support the development of technical colleagues. You will be expected to communicate effectively, work collaboratively and demonstrate a professional approach to supporting students, academics and other laboratory users.

Role Purpose

The appointee will join the existing team of technicians in order to provide assistance to laboratory, specialist spaces, and key stakeholders.

Principal Duties & Responsibilities

- Demonstration - Demonstrates the use of specialist equipment or techniques to students and staff. Demonstration can be in a formal setting, such as a taught practical lesson, or informal, like drop-in sessions. Creation of learning content relating to the demonstration

may be needed to support and aid learning. Applies good practice in learning content delivery.

- Academic knowledge - Develop Knowledge of the relevant academic area. Contributes academically to the development and or delivery of research/teaching/enterprise activities. Able to evaluate the benefits and costs of different approaches.
- Safety and incident management - Directs assessments of specialist space health and safety. Participates in assessments of specialist health and safety. Applies health and safety information and ensures compliance. Reviews specialist space health and safety at regular time points. Prioritises and diagnoses incidents according to university procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to university procedures.
- Relationship management - Implements stakeholder engagement/communications plan. Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information. Collects and uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships.
- Equipment maintenance – Completes regular maintenance tasks on equipment and facilities in own specialist spaces. Investigates escalated issues to service owners and seeks resolution. Investigates equipment maintenance, and informs service owners in order to maximise durability and minimise probability of recurring issues, and contribute to service improvement.
- Customer assistance – Monitors service delivery channels (human, digital, self-service, automated) and collects performance data. Assists with the specification, development, research and evaluation of services standards. Applies these standards to resolve or escalate issues and gives technical briefings to staff members.
- Sourcing / procuring – Reviews business cases (requirements, potential benefits and options) and chooses appropriate procurement options. Using market knowledge to find appropriate suppliers and gathers quotation in accordance with university policy. Uses specialist knowledge to inform purchase. Completes and monitors purchases in partnership with other departments i.e. finance.
- Where appropriate mentor colleagues of a lower grade.
- To engage in the Technicians Commitment at the university https://www.salford.ac.uk/technicians-commitment

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.

- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

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

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Person Specification

The successful candidate should demonstrate the following, which are ‘Essential’ (E) or ‘Desirable’ (D)

Qualifications

1. Hold a relevant qualification for example Educated to HND/Foundation Degree/Degree level in Chemistry, Biochemistry, Biomedical Science, Life Sciences, or another relevant scientific discipline, or able to demonstrate equivalent relevant professional experience gained within a laboratory, technical, research, or teaching environment (E)

Background and Experience

2. Experience of working in and supporting microbiology and molecular biology teaching and/or research laboratories, including experience of coordinating technical activities and supporting laboratory infrastructure across a range of activities, including waste stream management (E)
3. Experience in dealing with internal and external customers (D)
4. Experience of procurement processes (D)
5. Experience of maintaining health and safety policies and procedures in relation to laboratories (E)
6. Experience of maintaining equipment through problem solving and troubleshooting (E)

Knowledge

7. A knowledge of health and safety procedures and its application to microscopy, molecular biology and microbiology laboratory environments (E)
8. Experience of providing teaching and research assistance, including coordinating technical support for project and research activities, providing practical training and technical guidance to laboratory users, and managing competing priorities, requirements and deadlines (E)
9. How to operate and maintain laboratory equipment and procedures, particularly in relation to microbiology, molecular biology, including the use of complex techniques and equipment, calibration, fault diagnosis, troubleshooting and maintenance, and the preparation and review of standard operating procedures and risk assessments (E)

10. Experience of relevant skills and techniques including practical microbiology and molecular biology techniques, aseptic technique, qPCR, primer design, Western Blotting, microscopy and imaging techniques (E)

Skills and Competencies

11. Excellent communication and interpersonal skills (E)
12. A respectful approach and experience of working as part of a successful team (E)
13. Ability to act alone with precision to prioritise workload (D)