

Job Description

Role Title:	Senior Technician (Analytical Science)
School / Dept:	School of Science, Engineering and Environment
Reference:	MPF4371
Grade:	6
Full or Part time:	Full time
Hours:	1.0 FTE / 36.25
Reports to:	Technician Manager

Overview

The role of Senior Technician (Analytical Science) 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 Senior Technician (Analytical Science) is key to ensuring that students within SSEE can receive the best student experience possible in the degree programmes that encompass Chemistry, Geography, Environment, Biology, as well as supporting students from other degree programmes where required. The successful candidate will provide positive, proactive support and have demonstrable skills and ability to ensure the safe, efficient, and high-quality operation of a range of scientific instrumentation and processes. They will demonstrate proven ability in the operation, troubleshooting, and maintenance of analytical equipment to include: ICP-MS, IC, CHNS Elemental Analyser, XRF as well as other instrumentation used within research and teaching. The role will encompass oversight of analytical equipment and related infrastructure, the provision of taught laboratory classes, and the support of project and research activity. The successful candidate will contribute to maintaining high standards of laboratory safety, sustainability, and operational excellence. As part of a collaborative team, the role holder will have their own area of responsibility but will also be expected to be familiar with, and provide support across, other areas to ensure a seamless and efficient service.

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

- Teaching and Subject formation - Delivers pre-prepared content in specialist space curricula either in a formal educational context from primary through to tertiary level or in the workplace. Is aware of the techniques and methods used to evaluate and critique research and education and 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.
- Perform any other duties appropriate to the grade as may be required by the Dean of School/Director of HANS/ Technician management team etc.

- Where appropriate mentor colleagues.
- Promote equality and diversity for students and staff and sustain an inclusive study and work environment in accordance with University policy;
- 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.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with 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

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. Hold a relevant qualification and / or equivalent professional experience.
(E) (A)

Background and Experience

2. Experience of working in and maintaining teaching and/or research laboratories with analytical facilities. Demonstrated flexibility in providing cross-area technical support. (E) (A) (I) (T)
3. Experience in dealing with internal and external customers (D) (A) (I)
4. Experience of procurement processes. (D) (A) (I)
5. Experience of maintaining health and safety policies and procedures in relation to laboratories (E) (A) (I)
6. Experience of maintaining equipment through problem solving and trouble shooting (E) (A) (I)

Knowledge

7. The A knowledge of health and safety procedures and its application to a laboratory environment (D) (A) (I)
8. Experience of providing teaching and research assistance, including, laboratory organisation, demonstration, use and user training of complex analytical instrumentation, leading on the technical preparation and delivery of taught laboratory sessions. (E) (A) (I)
9. How to operate and maintain laboratory equipment and procedures, particularly in relation to supporting users in the application of analytical techniques such as ICP-MS, IC, CHNS and XRF, including sample and solution preparation, calibration, troubleshooting, maintenance and the preparation and review of standard operating procedures and risk assessments. (E) (A) (I)
10. Experience of relevant skills and techniques including analytical science, including instrument operation, data validation, data processing and quality assurance. Maintaining compliance with health and safety procedures and standard operating practices, handling of DEFRA-regulated materials..
(E) (A) (I) (T)

Skills and Competencies

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

Candidate Guidance **In order to fully meet the essential criteria candidates must show clear evidence of how they meet the criteria. Simply stating that you have a skill or experience in an area is not sufficient, you must provide a clear example to show how you have met each of the criterion you address**.