**TECHNICAL SERVICES JOB FAMILY – LEVEL 1**

Jobs at this level work as part of a team to provide scientific and/or technical support to staff, students and more senior colleagues working on straightforward tasks within well established routines and procedures and under regular, direct supervision.

<table>
<thead>
<tr>
<th>Representative Work Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Works to well established simple routines under regular direct supervision, with tasks and work priorities being allocated to job holders by a supervisor/manager or senior colleague.</td>
</tr>
<tr>
<td>• Performs routine straightforward tasks to appropriate time and quality requirements, following simple oral and/or written instructions.</td>
</tr>
<tr>
<td>• Operates simple machinery/equipment.</td>
</tr>
<tr>
<td>• Carries out basic equipment maintenance.</td>
</tr>
<tr>
<td>• Cleans and tidies the workshop/laboratory/work environment.</td>
</tr>
<tr>
<td>• Transports goods and equipment.</td>
</tr>
<tr>
<td>• Replenishes stocks of consumables/stores of basic equipment, etc., following set stock control procedures, in order to ensure there are always adequate supplies available to meet work requirements.</td>
</tr>
<tr>
<td>• Provides general support activities in own work area, which may take the form of assisting senior colleagues.</td>
</tr>
<tr>
<td>• Carries out routine record keeping, filing, data inputting, cataloguing, logging and maintenance of simple databases, ensuring accurate records are maintained.</td>
</tr>
<tr>
<td>• Identifies problems or difficulties and communicates these to a supervisor/manager.</td>
</tr>
<tr>
<td>• Complies with relevant Health and Safety procedures affecting self and others.</td>
</tr>
<tr>
<td>• The focus of jobs at this level is often on discovering and developing aptitude and capabilities either through academic study and/or learning on the job from senior/more experienced colleagues, through exposure to a range of activities.</td>
</tr>
<tr>
<td>• For jobs at this level, as knowledge, skill, experience develops, job holders will take on progressively less routine tasks and responsibilities.</td>
</tr>
<tr>
<td>Knowledge, Skills &amp; Experience</td>
</tr>
<tr>
<td>--------------------------------</td>
</tr>
<tr>
<td>• Minimum of a good standard of education evidenced by up to five GCSEs (grade C and above) or equivalent, demonstrating numeracy and literacy, with potential for further study where appropriate, <strong>OR</strong> Previous work experience in a relevant role.</td>
</tr>
<tr>
<td>• Written and verbal communication skills.</td>
</tr>
<tr>
<td>• Manual dexterity will be required in some roles.</td>
</tr>
<tr>
<td>• Basic understanding of Health &amp; Safety regulations and procedures.</td>
</tr>
<tr>
<td>• Understanding of the basic principles of the relevant scientific or technical discipline.</td>
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</tbody>
</table>
TECHNICAL SERVICES JOB FAMILY – LEVEL 2

Jobs at this level require specific technical, IT or practical skills and a well developed working knowledge of technical or scientific practices and procedures acquired by experience on the job and/or through vocational training. Work will involve the application of skills and knowledge to provide a range of technical support activities. Work activities will typically follow an established working pattern. Supervision is in the form of general guidance on routine work.

Representative Work Activities

- Carries out a range of tasks to time and quality requirements, working within established routines or procedures, but with minimal direct supervision.
- Prepares and carries out straightforward tests/experiments.
- Carries out basic interpretation of data / test results and presents findings accurately.
- Maintains accurate records and drafts routine documentation.
- May be responsible for the day-to-day operation and routine maintenance of a particular piece of straightforward equipment.
- Will typically be involved in the development, testing, and construction of new equipment and/or techniques.
- Plans own work schedule to meet work unit demands, but refers to more senior colleagues for prioritising and scheduling of non-standard work.
- Resolves routine work problems independently, referring more complex problems to senior colleagues.
- May provide guidance and support to junior colleagues through on-the-job training/coaching in own area, in the use of equipment and techniques.
- Assists students and/or staff in the preparation and use of equipment and techniques and advises on any specific aspects of work within own area.
- Supports student learning through the development and demonstration of equipment and techniques.
- Monitors levels of stocks/stores of basic equipment and supplies and ensures that equipment, consumables and work area are ready to use when required.
- Complies with Health and Safety procedures affecting self and others.
- Continues to develop technical skills and ability in own area.
**TECHNICAL SERVICES JOB FAMILY – LEVEL 2**

<table>
<thead>
<tr>
<th>Knowledge, Skills &amp; Experience</th>
<th>Performance &amp; Progress Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>● A minimum of two A-levels in relevant subjects, or equivalent vocational qualifications (NVQ, City &amp; Guild), plus some experience in a relevant technical/scientific role. <strong>OR</strong></td>
<td>● Completes work on time.</td>
</tr>
<tr>
<td>● Considerable work experience in a relevant technical or scientific role.</td>
<td>● Consistency.</td>
</tr>
<tr>
<td>● Demonstrated written and verbal communication skills.</td>
<td>● Dependability/reliability.</td>
</tr>
<tr>
<td>● Manual dexterity will be required in some roles.</td>
<td>● Flexibility.</td>
</tr>
<tr>
<td>● An understanding of Health &amp; Safety regulations and procedures.</td>
<td>● Accuracy/precision.</td>
</tr>
<tr>
<td>● Ability to understand and address non-routine work.</td>
<td>● Quality of technical support provided.</td>
</tr>
<tr>
<td>● Expected to be competent in undertaking a range of technical support activities without constant guidance.</td>
<td>● Own work scheduling and prioritising on routine tasks.</td>
</tr>
</tbody>
</table>

- Initiative/resourcefulness.
- Routine problem resolution.
- Standards of written documentation.
- Follows agreed procedures.
- Compliance with Health & Safety regulations.
- Positive attitude to work.
- Responsiveness to training/education.
- Demonstrating the development of technical skill.
- Positive approach to customer care.
TECHNICAL SERVICES JOB FAMILY – LEVEL 3

Jobs at this level will display an in-depth knowledge of technical, IT or scientific practices, methods and procedures gained through either experience and/or formal qualification and will deploy this knowledge to provide a range of technical support activities.

Representative Work Activities

- Carries out a range of specialist technical support tasks to time and quality standards.
- Plans and oversees the day-to-day technical running of a work area/ laboratory / research project, allocating resources and providing technical supervision of junior technical staff and/or students in order to ensure work objectives are met.
- Sets and monitors technical standards in own area of work.
- Ensures accurate completion of documentation, records and reports.
- May be involved in the preparation of work rotas and activity scheduling in own work area for routine tasks.
- Advises and assists staff and students on the development, design, preparation, construction, assembly and application of equipment, the setting up of experiments and/or deployment of particular techniques.
- Contributes to the development of new or improved methods/techniques/equipment.
- Adapts and refines work practices and procedures in own area.
- Ensures that equipment/apparatus etc in own area of responsibility maintained, serviced and repaired as required.
- Diagnoses and rectifies faults / problems with equipment and procedures.
- Monitors and maintains a safe working environment in accordance with Health and Safety procedures.
- Trains students, academic staff and junior technicians in use of equipment and techniques in own area of expertise.
- Ensures maintenance of current and future stock requirements of equipment and consumables for own work area (usually within pre set limits).
- Advises on the pricing and purchasing of equipment/apparatus/software, following consultation with appropriate staff members.
- Assists in the interpretation of results, providing quantitative and qualitative analysis, advising staff and students of the application, techniques and use of relevant technical/laboratory equipment.
- Utilises technical knowledge and experience in own area to conceptualise and interpret the requirements of the "customer".
- Communicates and liaises with the wider University body as well as users of the University services and/or external consultants/suppliers (usually through clearly define/routine liaison e.g. regular suppliers/contractors).
- May start to develop depth or breadth of knowledge in a particular area of technical expertise and be recognised as a technical expert in this area.
<table>
<thead>
<tr>
<th>Knowledge, Skills &amp; Experience</th>
<th>Performance Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Minimum of HNC in relevant subject, or equivalent qualifications, plus considerable work experience in a relevant role. <strong>OR</strong> Substantial work experience in a relevant role</td>
<td>• Completion of work to agreed specification.</td>
</tr>
<tr>
<td>• Proven technical experience in own scientific or technical specialism.</td>
<td>• Accuracy/precision.</td>
</tr>
<tr>
<td>• Proven analytical and problem solving capability.</td>
<td>• Attention to detail.</td>
</tr>
<tr>
<td>• Proven communication skills to enable the identification and understanding of staff/student requirements.</td>
<td>• Quality of technical support provided.</td>
</tr>
<tr>
<td>• An understanding of regulations and procedures, (including Home Office, Health and Safety) and the implications of non-compliance on other staff.</td>
<td>• Quality and timeliness of advice and recommendations.</td>
</tr>
<tr>
<td>• Ability to plan and organise work activities.</td>
<td>• Capability to organise own and others’ activities to meet deadlines.</td>
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<td>• Good time management.</td>
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<td>• Proactive.</td>
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<tr>
<td></td>
<td>• Compliance with Health &amp; Safety/Home Office regulations.</td>
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<tr>
<td></td>
<td>• Technical problem resolution.</td>
</tr>
<tr>
<td></td>
<td>• Help rarely needed on routine matters.</td>
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<tr>
<td></td>
<td>• Uses judgement to seek appropriate help/assistance on non-routine and/or complex matters.</td>
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<tr>
<td></td>
<td>• Selects the right approach.</td>
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<td></td>
<td>• Effective transfer of skills and knowledge to others.</td>
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<td></td>
<td>• Coaches and encourages others.</td>
</tr>
<tr>
<td></td>
<td>• Demonstrating the development of technical skill.</td>
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<td></td>
<td>• Positive approach to customer care.</td>
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</tbody>
</table>
TECHNICAL SERVICES JOB FAMILY – LEVEL 4

Jobs at this level will require recognised technical/IT/experimental expertise and may have supervisory responsibility for a technical service or team, where the primary focus will be on planning, overseeing and reviewing the work of the team AND/OR will operate as individual technical, experimental or IT advisors either supporting teaching and research activity or contributing directly to local projects/policies through the provision of specialist support activity.

Representative Work Activities

Supervision

Responsible for the provision of a technical and/or experimental service through the day-to-day organisation and technical supervision of a small department, medium sized work area/workshop/laboratory or a research section which involves:

- Managing the allocation of work and responsibilities to members of staff.
- Ensuring work is carried out and performed to the required standard, taking the necessary follow-up measures to ensure effective performance.
- May involve the supervision of non-technical staff.
- Ensuring compliance with work related legal, health and safety standards.
- Under the direction of a senior staff member, monitoring the budgets of the department/work area/research area/grant, making sure it operates effectively within budget constraints and maintaining appropriate financial records e.g. expenditure, purchasing, equipment.
- Contribution to the recruitment, training and development of own technical and/or experimental team.
- May be involved in staff performance review process.
- Maintaining stocks of equipment and consumables within a pre set level of expenditure.
- Ensuring the security of buildings/plant/machinery in own area.
- Advising on future physical resource requirements within own area - general/specific equipment, apparatus, space etc..
- Liaison and communication with other University Schools and Departments as well as outside bodies.
- Contributes to developments in policies/procedures/plans in own work area
- Advising and assisting staff and/or students on all aspects of technical support services, either personally or through delegation to appropriate team member.
TECHNICAL SERVICES JOB FAMILY – LEVEL 4 (continued)

AND/OR

Technical Specialist
- Responsible for the technical organisation and/or operation of advanced scientific/experimental/IT/technical work requiring specialist skills, techniques and knowledge.
- Acts as an internal and external consultant, advising on the development and application of specialist techniques/experiments and/or procedures and the analysis and interpretation of results.
- Acts as a recognised source of technical and/or experimental expertise in own area of technical skill/expertise through the effective utilisation and application of substantial skill and experience.
- Generates original ideas and innovative solutions and/or new techniques/experimental designs, through the provision of specialist know-how and advice as appropriate.
- Where working within IT, works within novel/leading edge techniques and/or procedures, typically in the provision of direct support.
- Works with novel techniques and or procedures, typically in support of research activity.
- Where contributing to the development of teaching and/or research, designs apparatus/equipment or uses specialist machines/equipment or develops new techniques/experiments.
- Where contributing to the development of research, may contribute to publications and/or technical advice in support of grant applications.
- Carries out complex quantitative and qualitative analyses and, where contributing to the development of research, contributes to the interpretation of the results.
# TECHNICAL SERVICES JOB FAMILY – LEVEL 4

<table>
<thead>
<tr>
<th>Knowledge, Skills &amp; Experience</th>
<th>Performance Measures</th>
</tr>
</thead>
</table>
| ● Minimum HNC or equivalent, plus substantial work experience in a relevant role.  
**OR**  
● Proven track record with extensive work experience in a relevant technical or scientific role. | ● Performance of own tasks to agreed time and quality standards.  
| ● Recognised and proven technical and/or experimental expertise in own scientific or technical specialism.  
● Planning and organising skills required to manage projects, including the deployment of people and other resources.  
● Ability to identify and manage risks to enable effective project delivery.  
● The implementation of work related regulations and procedures and an understanding of the implications of non-compliance on other staff and the University (e.g. Health and Safety).  
● Requirement to understand, conceptualise and interpret the technical and/or experimental requirements of staff and students.  
● Understanding and experience of applying relevant scientific or technical and/or experimental theory, knowledge.  
● Proven analytical and technical problem solving capability.  
● Proven communication skills to enable the identification and understanding of staff/student requirements.  
● Ability to plan and organise work activities.  
● Budgetary management skills and an understanding of financial management procedures. | ● Accuracy/Precision.  
● Quality of technical support provided.  
● Delivering to deadlines.  
● Organisational ability.  
● Ability to prioritise.  
● Time management.  
● Effective delegation and performance monitoring.  
● Effective transfer of skills and knowledge to others.  
● Compliance with Health & Safety regulations for self and others.  
● Receptiveness to new ideas and approaches.  
● Positive approach to customer care. |
## TECHNICAL SERVICES JOB FAMILY – LEVEL 5

Jobs at this level will have recognised technical and managerial expertise and will have management responsibility for the delivery of a technical and/or experimental service. Managers at this level will have well developed technical, but not necessarily specialist, skills.

**Representative Work Activity**

Manages/supervises a large and/or complex department/work area(s)/unit(s), accountable for the provision of a complete technical and/or experimental service which involves:

- Leading and managing a technical and/or experimental team to deliver specific goals.
- Determining priorities and allocating resources to meet planned objectives and requirements.
- Working with the Head of School/Department/Division/Research project responsible for budgeting and controlling the staffing establishment levels.
- Delegation of work activities and responsibilities.
- Monitoring performance and taking appropriate corrective action to ensure performance standards are consistently met.
- Ensuring the general maintenance/security of buildings, plant and equipment.
- Advising on the future requirements within the School/Department/Division (and/or grant holders) regarding general/specific equipment, apparatus, furniture and fittings, space, etc.
- Making a major contribution to the development of policies and procedures to ensure that all legislative and University requirements are met within the laboratories/workshops and work areas.
TECHNICAL SERVICES JOB FAMILY – LEVEL 5a (continued)

- Liaison with the Head of School/Department on work related legal, health and safety standards required and putting in place policies and procedures throughout the laboratories/workshops/work areas/units/research section to comply with such regulations.
- Ensuring a safe working environment is maintained.
- Ensuring the department/work area operates effectively within any budget constraints, including grant management, and maintaining accurate financial records.
- Recruitment, training, appraisal and development of staff.
- Ensuring effective communication with staff at all levels.
- Ensuring the technical and/or experimental organisation structure and staffing levels are appropriate to meet the department's needs.
- Advising staff and students on all aspects of technical and/or experimental support service provision, either personally or through delegation to appropriate team member.
- Contributing to the management of the School/Department as a whole through membership of the appropriate committee structure.
- Communication and liaison with the whole of the University body, as well as regular contact with external bodies.
- Developing policies and procedures for technical and/or experimental support service activities in order to ensure the teaching and research requirements of the School/Department are met, both now and in the future.
- Managing the stock control/purchasing system, ensuring that University financial procedures are adhered to, liaising and negotiating with internal and external suppliers etc.
- Keeping abreast of technical and/or experimental developments relevant to own area of responsibility and providing ad hoc technical advice and support from time to time.
TECHNICAL SERVICES JOB FAMILY – LEVEL 5a

Knowledge, Skills & Experience

- University degree or equivalent, plus substantial work experience in a relevant technical/scientific and/or management/supervisory role.
  OR
  Proven track record with extensive work experience in a relevant technical, experimental, scientific or management/supervisory role.
- Proven technical specialist knowledge and understanding in own technical area.
- The interpretation and implementation of work related regulations and procedures and an understanding of the implications of non-compliance on other staff and the University (e.g. Health and Safety).
- Excellent analytical and problem solving capability.
- Ability to communicate clearly to non-specialist and senior level audiences.
- Proven high level of planning and organising skills and resource management which may include the delivery of major, complex projects.
- Proven skills in the effective management of people.
- Ability to persuade, motivate and lead
- Advanced understanding of funding and financial management procedures.
- Member of the appropriate professional body.

Performance Measures

- Completion of work to agreed specification, time, cost and quality standards.
- Continuous improvement to the efficiency and quality of technical services provided.
- Quality of technical support provided.
- Development of teams to meet both individual and University needs.
- Quality and timeliness of advice and recommendations.
- Performance of team against objectives.
- Meeting targets and deadlines.
- Leadership.
- Effective use of people and resources.
- Developing potential in others.
- Effective transfer of skills and knowledge to junior colleagues, other staff and students.
- Compliance with Health & Safety regulations for self and others.
- Problem resolution.
- Generation of new ideas and approaches.
- Quality of innovative contribution.
## TECHNICAL SERVICES JOB FAMILY – LEVEL 5b

Jobs at this level will have recognised technical/experimental expertise, typically being seen as experts in their field, and will operate as individual technical advisors supporting teaching or research activity through the provision of specialist activity.

### Representative Work Activity

- Makes a significant contribution to the development of teaching and/or research, in the designing of apparatus/equipment or usage/application of specialist machines/equipment or the development of new techniques/experiments.
- May have a scarce skill and be operating at a very high specialist level.
- Conceiving new opportunities and approaches.
- Initiating and developing ideas/approaches and novel techniques.
- Promoting and delivering innovative solutions.
- May present research methodologies and findings at local/national level and contribute to publications.
<table>
<thead>
<tr>
<th>Knowledge, Skills &amp; Experience</th>
<th>Performance Measures</th>
</tr>
</thead>
</table>
| • University degree or equivalent, plus substantial work experience in a relevant technical/scientific role.  
  **OR**  
  Proven track record with extensive work experience in a relevant technical or scientific role.  
  • Advanced technical expertise in own scientific or technical specialism.  
  • Proven advanced analytical and problem solving capability.  
  • Ability to communicate clearly to non-specialist and senior level audiences.  
  • Well developed understanding of Health & Safety regulations and procedures and the implications of non-compliance on other staff.  
  • Excellent technical problem solving skills (may be one of few able to provide solutions in a specialised field, operating at a high level of competency).  
  • Proven high level of planning and organising skills and resource management which may include the delivery of major, complex projects.  
  • Budgetary management skills and an understanding of financial management procedures.  
  • Member of the appropriate professional body.     | • Completion of own work to agreed specification, time, cost and quality standards.  
  • Continuous improvement to the efficiency and quality of technical services provided.  
  • Quality and timeliness of advice and recommendations.  
  • Performance against objectives.  
  • Meeting targets and deadlines.  
  • Effective use of resources.  
  • Effective transfer of skills and knowledge to junior colleagues, other staff and students.  
  • Compliance with Health & Safety regulations for self and others.  
  • Technical problem resolution.  
  • Generation of new ideas and approaches.  
  • Quality of innovative contribution. |