

## Job Description

### Technical Manager (Technician Commitment)

<b>Salary:</b>	Grade 7
<b>Contract:</b>	Full time, ongoing
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	Director of University Operations
<b>Job family:</b>	Technical

#### Job purpose

The University, along with over 100 other universities, research centres and funding organizations (including its Eastern Arc partners of UEA and Essex), has signed the Technician Commitment, which is a national initiative that pledges to support and develop technicians across higher education and research institutions. In working towards this pledge, the University has committed to a plan of action to promote visibility, career advancement, sustainability, and employee recognition for its technicians.

To help us continue our commitment to our technicians and to help us translate our action plan into reality, the University has created a post for a full-time manager. This position is designed to coordinate support for technicians across the University, as well as manage a small portfolio of projects. Consequently, the role holder will work closely with senior staff across the University, as well as create positive relationships with internal and external stakeholders.

The role holder will also be expected to interact with counterparts at UEA, Essex and beyond in order to maximize the opportunity for technicians to share training, participate in exchanges, develop peer support groups and facilitate wider access to specialist equipment.

#### Key accountabilities

- Develop and lead the University's technical commitment working group.
- **Develop a University-wide technicians' network.**
- Organise and host a Technical Service conference focused on all themes of the technician commitment with the aim of establishing this as an annual event.
- Establish peer support networks with internal and external collaborators.
- Facilitate the gathering of information about the University's technical workforce and their skills to promote further development and training opportunities.
- Identify and provide technician training programmes in collaboration with HR for our technical workforce.
- Advocate on behalf of technicians at a senior level at the University.
- Facilitate the gathering of information about the University's equipment assets.
- Lead discrete projects relating to the delivery of the Technician commitment action plan.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Although the position does not have direct line management responsibility, the University routinely uses matrix working for projects that involve multiple stakeholders; as such, the post holder should be capable of negotiating, persuading, and motivating others to form different project teams as needed.
- A degree of autonomy will be provided to the postholder to recommend and lead achievable objectives.
- Technical Services has a diverse workforce with a wide range of skills. Although this position does not require the holder to have a good understanding of all these activities, they must be capable of rapidly establishing working relationships and being able to acquire knowledge of a wide variety of areas.
- To support teaching and research activities, Technical Services utilizes a wide variety of complex and specialised equipment. This role entails overseeing the recording of these resources and developing innovative methods to improve access to these resources both within and outside the organization, as well as generating sustainable support for this equipment.

## Facts & figures

There are around 140 - 150 staff who identify as technicians or technical staff at the University who fall within scope of the Technician Commitment pledges. The University works with local partners at Greenwich and Christchurch to deliver annual technical symposiums. The University is part of the three-way Eastern Arc partnership. The role will involve delivery on a £1.5m research grant funded project related to technicians and research. The role holder will have a small (circa £5k) direct budget to oversee.

## Internal & external relationships

**Internal:** Staff at all levels across the University

**External:** Counterparts at UEA, Essex and beyond; Local counterparts in Kent; NTDC; HEaTED; Professional Bodies, Technician Commitment

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Pressure to meet important deadlines such as might be inherent in high profile projects
- Ability to occasionally travel in a timely and efficient manner between campuses
- Visiting environments with various hazards (e.g. labs/workshops/etc.)

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

**Essential Criteria:**

- Degree in a relevant technical discipline, or equivalent qualification or experience (A)
- Extensive experience in a technical role (A, I,)
- Excellent and effective negotiation, influencing and communication skills, particularly the ability to persuade and inspire colleagues to work collaboratively (A, I)
- Excellent verbal and written communication skills, including clear and effective facilitation and presentation skills and the ability to produce clear and concise written materials (A, I)
- Excellent interpersonal skills and the ability to work and communicate confidently and diplomatically with people in all parts of the organisation and at all levels (I)
- Good IT Skills (A, I)
- Experience managing multi-disciplinary projects, working within defined timescales and financial limits within technical services (A, I)
- Excellent organisational skills with the ability to balance a variety of tasks and work effectively to deadlines and projects (A, I)
- Experience of working effectively as a team member and independently (A, I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role (I)

**Desirable Criteria:**

- Experience of working within, and knowledge of, the Higher Education (or related) sector (A)

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*