

# JOB DESCRIPTION /

## Technician Manager (Technician Commitment)

### Information Services: Embedded IT and Technical Services

The University of Kent is a leading UK institution with an excellent reputation for outstanding teaching, strong research and international links. There are many new initiatives underway to build on existing strengths, such as Signature Research Themes, the Institute for Cultural and Creative Industries and the Kent and Medway Medical School.

The University is continuing to look to the future whilst responding to sector-wide challenges. Kent has set out a vision and strategy that builds upon strong foundations in education, student experience and research, embracing flexibility and growth to ensure a sustainable future for our community, and to enable the University to further its position and navigate these challenges successfully.

As part of this, we're reshaping our operating model to ensure our directorates and academic divisions are effective, efficient and focused sharply on delivering the University's ambition to be a leading civic university; delivering an outstanding student experience, outcomes, and world-leading research.

### Job purpose

The University, along with over 90 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 fixed-term post to for a full-time manager. This fixed-term 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 within departments and divisions, 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.

#### Reference:

#### Salary:

Grade 7

#### Contract:

Fixed term to 31/07/2023

Full time

#### Location:

Canterbury campus

#### Responsible to:

#### Responsible for:

Activities: Technician Commitment Delivery

#### Job family:

Technical

## Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

1. Develop and lead the University's technical commitment working group.
2. Develop a cross-divisional technicians' network.
3. 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.
4. Establish peer support networks with internal and external collaborators.
5. Facilitate the gathering of information about the University's technical workforce and their skills to promote further development and training opportunities.
6. Identify and provide technician training programmes in collaboration with HR for our technical workforce.
7. Advocate on behalf of technicians at a senior level at the University.
8. Facilitate the gathering of information about the University's equipment assets.
9. 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.

1. 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.
2. A degree of autonomy will be provided to the postholder to recommend and lead achievable objectives during their contract.
3. 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.
4. 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.

## Internal & external relationships

**Internal:** Staff at all levels within the academic division and professional services areas

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

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

## Health, safety & wellbeing considerations

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

- Regular use of Screen Display Equipment
- Visiting environments with various hazards (e.g. labs/workshops/etc.)
- Pressure to meet important deadlines such as might be inherent in high profile projects
- Ability to confidently engage via digital platforms with colleagues and partners, as well as travel in a timely and efficient manner between campuses when needed

## 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.

Besides your technical skills and experience, you will have excellent interpersonal skills which ensure that colleagues and students find you approachable and you will build and maintain good working relationships with staff across the Division.

You'll be able to demonstrate the following skills, experience, abilities and personal interests:

Essential	Assessed via
• 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
• 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
• 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
Desirable	Assessed via
• Experience of working within, and knowledge of, the Higher Education (or related) sector	A

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