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| Last updated: | February 2020 |

**JOB DESCRIPTION**

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| Post title: | **Technician** | | |
| Faculty: | Faculty of Engineering and the Environment | | |
| Career Pathway: | Technical and Experimental (TAE) | Level: | 3 |
| Posts responsible to: | Line Manager: John Young – EDMC Deputy Manager  Department Manager: Kevin Smith - Faculty Production Facilities Manager | | |
| Posts responsible for: | n/a | | |
| Post base: | Non Office-based (see job hazard analysis) | | |

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| Job purpose |
| To ensure the provision of effective and efficient technical support to a department and its external customers. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To plan and oversee the provision of specialist technical support for defined research or consultancy projects, interpreting and meeting the requirements of the customer, and deploying defined resources to ensure operational and cost-efficiency. | 60% |
|  | To carry out a range of tests, analysing and evaluating the results using specified methodologies, and contributing to the interpretation of results, the development of techniques and the choice of models and approaches. |
|  | To ensure accurate completion of all documentation, reports and records. |
|  | To ensure equipment in the work environment is maintained in accordance with technical and health and safety procedures, diagnosing faults and repairing apparatus as necessary. |
|  | To ensure compliance with health and safety processes within the working environment including acting as Area Safety Office for defined laboratories and facilities as appropriate. | 10-15 % |
|  | To advise on the pricing and purchasing of equipment and consumables and ensure adequate stocks of supplies, ensuring finances and work resources are monitored efficiently and appropriately. | 10-15 % |
|  | To supervise the work of junior technical staff, to ensure work is completed, in an accurate and timely manner. | 5-10 % |
|  | To train students, junior colleagues and new researchers in techniques and the safe and effective use of equipment and communicating and liaising with all internal and external users of technical service. | 5-10 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. |

*Please note: the percentages quoted within the job description are indicative. It is expected that on a weekly/monthly basis the areas of concentration may flex between these duties to ensure a total of 100% contribution.*

| Internal and external relationships |
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| Other members of the department/University staff.  External customers  Students  Suppliers |

| Special Requirements |
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| Attend training in the use of equipment and the procedures required to ensure the safe and efficient completion of the Faculties facilities as required.  A flexible and supportive approach to students, researchers and staff, focussing on the range of requirements for modules, projects and other activities in the Faculty including demonstration of equipment use.  A proactive approach to developing a welcoming and productive environment within the EDMC, Design Workshops and associated facilities.  Ability to maintain a safe working environment in accordance with Health and Safety procedures, within an engineering workshop.  Please note this role requires substantial moving and handling. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HNC, A-Level, NVQ3 in engineering or relevant engineering discipline with proven work experience acquired in relevant technical support roles and job-related training.  Experience of applying understanding of specialist technical equipment, processes and procedures.  Experience of working in a precision manufacturing environment  Experience of using Fanuc based machinery,  Experience of setting and operating Computer Numerical Control (CNC) machinery  Experience of programming languages  Able to demonstrate a good understanding of technical processes relating to work area.  Ability to accurately analyse and interpret complex quantitative and qualitative data, presenting summary information in a clear and concise format.  Ability to make effective use of standard office computer systems including word-processing and spreadsheets.  Experience of supporting apprentices and trainees. | Relevant degree (or equivalent qualification or experience).  Conversant with CAD/CAM software.  Experience working with 4 and 5 axis machinery.  Experience of supporting apprentices and trainees. | At Interview |
| Planning and organising | Able to plan and prioritise a range of one’s own, and the team’s, standard and non-standard work activities.  Ability to successfully plan and deliver technical support of projects over a period of several months. |  | At Interview |
| Problem solving and initiative | Experience of contributing innovative ideas in order to solve technical problems.  Experience of using judgement to find solutions to problems for which no standard procedure exist. |  | At Interview |
| Management and teamwork | Experience of providing training/coaching to colleagues and students in relation to technical tasks  Able to positively influence the way a team works together. | Successful supervisory experience. | At Interview |
| Communicating and influencing | Able to elicit information to identify specific customer needs.  Able to offer proactive advice and guidance on technical processes and procedures.  Able to communicate and liaise with users of the technical services, both internal and external to the department.  Experience of demonstration skills |  | At Interview |
| Other skills and behaviours | Positive attitude to colleagues and students. |  | At Interview |
| Special requirements | Working knowledge of Health and Safety regulations and safe work practices.  Willingness to undertake Health and Safety training specific to role. | Health and Safety qualification e.g . IOSH.  Current UK driving licence | At Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work | √ | X | X |
| Extremes of temperature (eg: fridge/ furnace) | X | X | X |
| ## Potential for exposure to body fluids | X | X | X |
| ## Noise (greater than 80 dba - 8 hrs twa) | X | X | X |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: | √ | X | X |
| Frequent hand washing | √ | X | X |
| Ionising radiation | X | X | X |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling | X | X | X |
| ## Driving university vehicles(eg: car/van/LGV/PCV) | √ | X | X |
| ## Use of latex gloves (prohibited unless specific clinical necessity) | X | X | X |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) | X | X | X |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling | √ | X | X |
| Repetitive crouching/kneeling/stooping | √ | X | X |
| Repetitive pulling/pushing | √ | X | X |
| Repetitive lifting | √ | X | X |
| Standing for prolonged periods | X | X | √ |
| Repetitive climbing (ie: steps, stools, ladders, stairs) | X | X | X |
| Fine motor grips (eg: pipetting) | X | X | X |
| Gross motor grips | X | X | X |
| Repetitive reaching below shoulder height | √ | X | X |
| Repetitive reaching at shoulder height | √ | X | X |
| Repetitive reaching above shoulder height | √ | X | X |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public | √ | X | X |
| Lone working | X | X | X |
| ## Shift work/night work/on call duties | X | X | X |