

GENERIC ROLE PROFILES

Job Title: Technical Specialist – [Area]

Grade: Grade 6

School/Division: [school] – Technical Services

Location: [location]

Responsible to: [job title of line manager]

Direct reports: [job titles of direct reports or n/a]

Key contacts: [job title of key contacts].

Role description: To provide specialist technical support in [defined area] to deliver high quality and flexible support to teaching and/or research activities.

2. Service Delivery

- 2.1 Working within university policy and procedure, undertake day-to-day local team leadership of operational matters in the process and/or procedure in the area of expertise. Plan and implement activities of the team to ensure the achievement of team targets and objectives.
- 2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.
- 2.3 Support the implementation of improvements to systems and procedures in area of responsibility to ensure effective administration within area of responsibility.
- 2.4 Maintain appropriate records and documentation commensurate with policy and procedure.
- 2.5 Provide reports internally and externally as appropriate. To undertake analysis, interpretation and presentation of standard data to inform decisions related to subject area.
- 2.6 Identify critical issues when resolving problems and use university policy and procedure to support the application of appropriate resolutions.

3. Policy and Procedure

- 3.1 Work within policy and procedure, providing advice to enquiries on the application of policy/procedure as required.
- 3.2 Contribute to policy decisions and improvement in area of expertise.

4. Customers and Stakeholders

- 4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure the effective service delivery, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.

5. Key Responsibilities

-To apply specialist skills to develop and deliver techniques to support research and outreach activities. This may involve operation, troubleshooting, design and maintenance of highly specialised equipment and apparatus.

-In clearly defined circumstances as identified by line manager,

- Work within a budget of £[x]
- Responsible for [x] equipment/premises.
- Responsible for the achievement of [x] target(s).
- The post holder reports to the [manager job title], working under comprehensive direction within a clear framework the post holder will manage their own work and achieve their agreed

