

## Job Description



<b>Job title</b>	Technical Support Assistant (TS16/11)
<b>Service</b>	Technical Services
<b>Normal Workbase</b>	Stoke
<b>Tenure</b>	Permanent
<b>Grade/Salary</b>	Grade 4
<b>FTE</b>	0.5 FTE – 18.5 hours per week

### Job Purpose

- To provide general laboratory assistance to Technical Skills Specialists within the Science Centre laboratories.

### Relationships

Reporting to: Technical Team Leader

### Main Activities

- To provide general laboratory housekeeping.
- To undertake routine laboratory tasks as required.
- To provide technical assistance in setting up labs for timetabled teaching sessions, open access, research, open days, schools and college events.
- To undertake routine calibration of small laboratory equipment.
- To assist in the management of resources including recommendations for improvements, the preparation of orders, ordering/issue of materials and associated storekeeping tasks and administration of inventories.
- To ensure that Health and Safety legislation and regulations are adhered to and that technical areas are kept in a safe and orderly manner, including facilitating the implementation of a Health and Safety policy and providing advice on safe working practices.
- To contribute to regular Health and Safety audits and/or inspections and write risk assessments for technical activities as necessary.
- To assist with enterprise work when required, and promoting University facilities for enterprise activities.
- To assist in the technical cover when dealing with external consultancy.
- To undertake continuous professional development in order to ensure a current awareness of developments in related technical areas.
- To provide support cover across other technical subject areas as and when required.
- To proactively engage in and fully support any initiatives introduced to raise the profile of the technical team.

- To provide support when required on University open days and recruitment events, including weekend working.
- To undertake other such responsibilities as may reasonably be required by the Head of Technical Services and/or Technical Team Leader.

### **Special Conditions**

There may be a need for the post holder to work occasional weekends to cover marketing and recruitment activities.

### **Professional Development**

The University is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

### **Variation to Job Description**

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### **Conditions of Service**

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

### **Application Procedure**

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, we would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

Should you wish to discuss this vacancy informally before making an application please contact:

Elizabeth Deakin, Technical Skills Specialist on 01782 294641 or email [e.m.deakin@staffs.ac.uk](mailto:e.m.deakin@staffs.ac.uk)

Alternatively, Jayne Francis, Technical Skills Specialist on 01782 295943 or email [j.e.francis@staffs.ac.uk](mailto:j.e.francis@staffs.ac.uk)

## Person Specification

**Job Title:** Technical Support Assistant (TS16/11)

**Service:** Technical Services



*The qualifications, experience, knowledge, skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.*

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1.	A good level of general education or appropriate experience.	E	A
2.	A creative, innovative and flexible approach, with commitment to ensuring an excellent student experience.	E	I
3.	Excellent verbal and written communication skills.	E	A/I
4.	An effective team player who is self-motivated and with good organisational skills.	E	A/I
5.	A demonstrable record of delivering a high level of customer service.	E	A/I
6.	A working knowledge of Health and Safety legislation and a willingness to update and maintain safe working practices.	E	A/I
7.	Ability to use initiative and demonstrate an innovative and pro-active approach to problem solving.	E	A/I
8.	A demonstrable knowledge of general science laboratory practice.	D	A/I
9.	Previous experience, knowledge and skills working in a similar busy laboratory or technical environment.	D	A/I

**\*Key**

[A] Application form

To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'

[I] Interview

To be assessed during the formal interview process