

# Role Descriptor

<b>Role Title:</b>	Technical Instructor (INF24-058)
<b>School/Service:</b>	Infrastructure
<b>Normal Workbase:</b>	Your normal place of work is the Stafford Campus, but you will be required to work or be based at any premises the University occupies or any other reasonable location where the University is undertaking its business.
<b>Grade:</b>	5
<b>Role Family:</b>	Technical Expert
<b>Reporting To:</b>	Technical Services Manager
<b>Responsible For:</b>	None

## Summary of the Role

Provision of specialist technical expertise and supervision of practical activities, delivering training programs and providing technical support.

## Key Accountabilities

1. Deliver engaging and effective instruction on technical topics, ensuring that the content is relevant, up-to-date and aligned with University or academic objectives. Conduct training sessions and workshops using various teaching methods and tools.
2. Communicate effectively with staff, students, external parties and stakeholders, assisting in the planning, execution and management of technical projects.
3. Conduct training sessions, workshops and seminars using various teaching methods and tools. Facilitate hands-on exercises, demonstrations and discussions to enhance learning and ensure that participants can apply their knowledge effectively.
4. Evaluate the effectiveness of training programs through assessments, feedback and performance metrics. Collect and analyse participant feedback to measure learning outcomes and identify areas for improvement in the training process.
5. Provide expert level technical support, addressing any issues or challenges that arise. Diagnose, troubleshoot and resolve problems related to technical equipment to minimise disruptions. Perform regular maintenance tasks, and assist with health and safety compliance.

Fair and Inclusive • Curious and Daring • Ambitious and Inspirational • Innovative and Enterprising

6. Maintain accurate records of training activities, including attendance, participant progress and training outcomes. Prepare and present reports on training effectiveness, participant feedback and recommendations for future training initiatives.

## Role Dimensions

### Qualifications

To be successful in this role you will need to hold the following qualification requirements:

- Degree or equivalent level qualification in a relevant discipline

### Experience and Knowledge Requirements

To be successful in this role you will need to demonstrate:

- Experience and knowledge of working within a similar busy skills laboratory and/or technical environment
- Knowledge of Health and Safety legislation and a willingness to update and maintain safe working practices
- Experience of providing an excellent experience to students/customers

### Core Competencies

As a University we have aligned success, in all roles, to the demonstration of all ten Behavioural Competencies that bring our Values to life. Demonstrating these Behaviours is a critical part of a successful career at the University of Staffordshire. Whilst you are expected to demonstrate all ten behaviours, five core behaviours have been identified as essential for success in the Technical Expert role family as follows:

#### Self-Aware and Never Stops Learning

Invests time in their own development - seeks feedback and works to role model the University values. Holds their hands up to mistakes and learns from them. Is genuine and straightforward in their dealings with others. Demonstrates tact and diplomacy in difficult situations, reflecting on the learning in every situation, good and bad.

#### Service Excellence

Understands their internal and external customers and their wants and needs. Works consistently to deliver a service that exceeds customer expectations. Takes pride in delivering service excellence.

#### Personal Credibility

Takes pride in doing a great job. Demonstrates energy and commitment in all aspects of the role. Focuses on the things that make the biggest difference to the University, the team and the department.

#### Leadership

Demonstrates leadership of self or self and others if in a management role. Takes responsibility for own actions and where in a manager/leader role, the actions of their team. Demonstrates the University values consistently in the way they work. Inspires others by their actions.

#### Digital

Demonstrates a positive approach to working with University systems, software and technology. In an ever-changing environment seeks out opportunities to embrace change using digital skills, software, and technology to improve processes and drive behavioral and organisational change.

## University Responsibilities

The weekly hours and days of work are outlined in the contract of employment. However, the nature of university business may require the post-holder to occasionally work outside core hours at evenings and weekends to ensure continued delivery of an excellent student and customer experience.

All staff are responsible for looking after their own health, safety and wellbeing and that of others who may be affected by their acts or omissions.

All staff are required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

## Variation to Role Descriptor

The role descriptor summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility. The University reserves the right to vary the duties and responsibilities set out within this role descriptor.