

## Role Profile Part 1

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### Senior Technician (Healthcare Support)

<b>Job Title:</b>	Senior Technician (Healthcare Support)
<b>Reference No:</b>	<b>0108-17 - Senior Technician (Healthcare Support)</b>
<b>Reports to:</b>	Alison Rutherford
<b>Responsible For:</b>	Healthcare Support
<b>Grade:</b>	D
<b>Working Hours:</b>	8.30 – 5.15pm
<b>Faculty/Service:</b>	Technical Service
<b>Location:</b>	City Campus (Sciences Complex)
<b>Main Purpose of Role:</b>	<ul style="list-style-type: none"><li>• Provide technical support to enable the Faculty to meet its objectives in a range of technical activities in the area of Healthcare within the Faculty of Health Sciences and Wellbeing, supporting all practical aspects of laboratory operations to students, staff and external agencies.</li><li>• To monitor equipment inventory and maintain and order adequate stock levels of materials etc., and to operate approved Faculty procedures for the use and loan of equipment. Take responsibility for high value and specialist equipment and supervise staff.</li><li>• To produce, implement, and supervise maintenance schedules of high end equipment</li><li>• Ensure and enforce that all Health and Safety legislation, regulations and University policies are observed by all users of the lab and escalate if necessary.</li><li>• Identify and deliver on-going lab improvements and practices through communication forums with all users of the lab e.g. Staff\Student Liaison Committees, lab user groups and stakeholder feedback.</li><li>• Produce appropriate S.O.P's for lab and equipment operation</li><li>• Deputise for the Technical Support Team Manager at appropriate meetings and groups regarding the operation and resources within area of expertise</li><li>• Identify relevant and appropriate staff development and training within area of expertise</li><li>• Identify and attend appropriate courses/conferences/forums in the field of individuals expertise</li><li>• Technical support for other disciplines within the faculty as and when required</li><li>• Ensure tidiness and cleanliness of laboratories / teaching rooms, studios in area of responsibility with ready access to equipment and materials</li><li>• Second line/specialist maintenance of equipment and experimental apparatus</li></ul>

<b>Key Responsibilities and Accountabilities:</b>	<ul style="list-style-type: none"> <li>• Maintain and apply skills and knowledge of relevant techniques and equipment supporting academic delivery in Sciences, with a particular focus on Healthcare, simulation and POC</li> <li>• Ensure preparation of practical teaching environments for student teaching, examinations sessions and local, national and international events</li> <li>• Assist faculty in utilising specialised computer technology as part of the simulation process, and perform other duties or projects as assigned e.g. simulators, park task trainers.</li> <li>• Lead responsibility within Healthcare Support</li> </ul>
<b>Special Circumstances:</b>	<p>Occasional flexibility of work patterns may be required to work evening &amp; weekends (if required)</p>

## Role Profile Part 2

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### Part 2A: Essential and Desirable Criteria

	<b>Essential</b> <b>Qualifications and Professional Memberships:</b> <ul style="list-style-type: none"><li>Degree in related subject or substantial professional experience</li></ul>
	<b>Knowledge and Experience:</b> <ul style="list-style-type: none"><li>Knowledge of Healthcare related Technology in Education</li><li>Experience of working within a healthcare environment/clinical setting</li><li>An extensive knowledge of clinical related equipment setup for treatment and diagnostics care</li><li>Experience of working in a technical team or equivalent</li><li>Experience of working with internal and external customers and stakeholders</li><li>Demonstrable record of Customer Service skills</li><li>Knowledge of relevant Health and Safety legislation, with the ability to carry out risk assessments</li></ul>
	<b>Desirable</b> <b>Qualifications and Professional Memberships:</b> <ul style="list-style-type: none"><li>Health and Safety qualification(s)</li></ul>
	<b>Knowledge and Experience:</b> <ul style="list-style-type: none"><li>Supervision of staff</li></ul>
Date Completed	August 2017

### Part 2B: Competencies

	<ul style="list-style-type: none"><li>➤ <b>Communication</b> – the role holder receives, understands &amp; conveys straightforward information in a clear and accurate manner. In addition, the role holder receives, understands &amp; conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey information to others</li></ul>

	<ul style="list-style-type: none"> <li>➤ <b>Liaison &amp; Networking</b> – the role holder is required to carry out standard day to day liaison using existing procedures in order to pass on information promptly, keep people informed to ensure co-operation of effort and that work is done effectively. The role holder is required to participate in networks within the institution or externally in order to pass on information promptly, keep people informed to ensure co-ordination of effort &amp; that work is done effectively</li> </ul>
	<ul style="list-style-type: none"> <li>➤ <b>Service delivery</b> – the role holder is required to deal with internal &amp; external contacts where the service is usually initiated by the role holder, working within the institution's overall procedures or policies, AND OR understand and explore customer's needs, adapt the service accordingly to ensure the usefulness or appropriateness &amp; quality of service (content, time, level of information, cost)</li> <li>➤ <b>Decision Making Process</b> – the role holder is required to take independent decisions which have a minor impact. The role holder is required to be party to some collaborative decisions, work with others to reach optimal conclusions which have a moderate effect. The role holder is required to provide advice or input to contribute to the decision making of others which have a minor impact</li> </ul>
	<ul style="list-style-type: none"> <li>➤ <b>Initiative &amp; Problem Solving</b> – the role holder is required to use initiative &amp; creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros &amp; cons of different approaches, identify &amp; assess practical options, break the problem down into component parts</li> </ul>
	<ul style="list-style-type: none"> <li>➤ <b>Analysis &amp; Research</b> – the role holder is required to analyse routine data or information using predetermined procedures &amp; gathering the information from standard sources, work accurately to complete the task precisely as specified</li> </ul>
	<ul style="list-style-type: none"> <li>➤ <b>Sensory &amp; Physical Demands</b> - the role holder is required to carry out tasks which require either mastery of a range of sensory or physical techniques, concentration to co-ordinate different sense or precision in applying these sensory skills, or involve considerable physical effort</li> </ul>
	<ul style="list-style-type: none"> <li>➤ <b>Work Environment</b> – the role holder is required to understand variability in their working environment and its potential negative effect on the work process or health &amp; safety of the individual or colleagues, determine the level of risk and appropriate response</li> </ul>
	<ul style="list-style-type: none"> <li>➤ <b>Pastoral Care &amp; Welfare</b> – the role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of distress, initiate appropriate action by involving relevant people</li> </ul>
	<ul style="list-style-type: none"> <li>➤ <b>Team Development</b> – the role holder is required to advise or guide new starters working in the same role or unit on standard information or procedures. The role holder is required to train or guide others on specific tasks, issues or activities, give advice, guidance and feedback on the basis of their own knowledge or experience, deliver training</li> </ul>

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|  | <ul style="list-style-type: none"><li>➤ <b>Teaching &amp; Learning Support</b> – the role holder is required to provide standard information or deliver teaching or training to introduce students or others who are new to the area to standard information or procedures</li></ul>                           |
|  | <ul style="list-style-type: none"><li>➤ <b>Knowledge &amp; Experience</b> – the role holder is required to apply working knowledge of theory &amp; practice, sharing this knowledge with others as appropriate, demonstrate continuous specialist development by acquiring skills &amp; competencies</li></ul> |