



<b>Technician</b>	
<b>Job Title:</b>	Technician (Healthcare)
<b>Reference No:</b>	
<b>Reports to:</b>	Team Manager (Healthcare)
<b>Responsible For:</b>	Support
<b>Grade:</b>	C
<b>Working Hours:</b>	3 days per week (22.2 hours)
<b>Service:</b>	Technical Services
<b>Location:</b>	Sciences Complex, University of Sunderland
<b>Main Purpose of Role:</b>	Provide technical support to enable the Faculty and Technical Services 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, including simulation and clinical skills requirements and other healthcare related activity to support the daily operations which includes students, staff and external agencies.
<b>Key Responsibilities and Accountabilities:</b>	<ul style="list-style-type: none"><li>• Provide resources (materials, solutions and equipment) for student classes, student projects, research and external activity work.</li><li>• To show, assist and advise students and staff in the safe use and operation of equipment/apparatus and to carry out procedures and operate equipment as required by the Senior Technician/Technical Support Team Manager.</li><li>• To show, assist and advise students and staff to carry out a range of processes and techniques as required by the Senior Technician/Technical Support Team Manager.</li><li>• Commission and operation of new equipment and show the safe use of such equipment to students and staff after suitable training.</li><li>• To monitor equipment inventory and maintain and order adequate stock levels of materials, and to operate approved Technical Services procedures for the use and loan of equipment.</li><li>• Participate in relevant and appropriate staff development and training.</li><li>• Produce appropriate S.O.P 's and risk assessments for lab/studio/workshop and equipment operation.</li><li>• First line maintenance of equipment and experimental apparatus.</li><li>• Ensure compliance with Health and Safety legislation, regulations and University policies</li><li>• Ensure the transportation and operation of equipment as directed by the Senior Technician/ Technical Support Team Manager.</li><li>• Ensure tidiness and cleanliness of all healthcare facilities and responsibility of equipment and materials.</li></ul>

- Maintain and apply skills and knowledge of relevant techniques, processes and equipment supporting academic delivery.
- Ensure preparation of practical teaching environments for student teaching, assessments and local, national and international events.

**Special Circumstances:**

Occasional flexibility of work patterns may be required to work evenings and weekends.



#### Part 2A: Essential and Desirable Criteria

##### *Essential*

###### **Qualifications and Professional Memberships:**

- A levels in a related subject or relevant experience

###### **Knowledge and Experience:**

- A knowledge of clinical related equipment covering a diverse range of healthcare environments.
- Experience of working in a technical team or equivalent
- Demonstrable record of Customer Service skills
- Knowledge of relevant Health and Safety legislation, with the ability to carry out risk assessments
- Demonstrate appropriate knowledge of clinical skills and out of hospital care.
- Ability to work independently and demonstrate initiative in solving problems and responding to queries ensuring compliance with standard procedures and practices.
- Be able to manage workload, priorities tasks and meet deadlines.
- Excellent organisational skills and ability to handle a varied and demanding workload.

##### *Desirable*

###### **Qualifications and Professional Memberships:**

- Health and Safety qualification(s)

###### **Knowledge and Experience:**

- Understanding the use of Healthcare Simulation in diverse healthcare settings.
- Versatility in responding to the changing patterns and demands within an evolving department.

#### Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

##### **COMMUNICATION**

###### **Oral communication**

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others

###### **Written or electronic communication and visual media**

The role holder is required to, understand and convey straightforward information in

a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.

#### **TEAMWORK AND MOTIVATION**

The role holder is required to participate in and deliver their contribution to a team.

#### **LIAISON AND NETWORKING**

The role holder is required to carry out standard day-to-day liaison using existing procedures in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information. Not a requirement of the role to participate in networks within the organisation or externally. Not a requirement of the role to initiate, develop or lead internal networks. Not a requirement of the role to initiate, develop or lead networks which are external to the institution.

#### **SERVICE DELIVERY**

The role holder is required to deal with internal or external contacts who ask for service or require information; create a positive image of the organisation by being responsive and prompt in responding to requests and referring the user to the right person if necessary; deliver service that is usually initiated by the customer, and typically involves routine tasks with set standards or procedures.

#### **PLANNING AND ORGANISING RESOURCES**

The role holder is required to complete tasks to a given plan, with allocated resources

#### **DECISION-MAKING PROCESSES AND OUTCOMES**

The role holder is required to take independent decisions that have a moderate impact. Be party to some collaborative decisions; work with others to reach an optimal conclusion is a requirement and has a minor impact. Provide advice or input to contribute to the decision-making of others is a requirement and has a minor impact.

**Date Completed:**

July 2022