

Job Description: Professional Service Positions

Faculty/Directorate/Service Area:	Faculty Professional Services Directorate
Job Title:	Technician (Life Science)
Department/Subject:	Technical, Infrastructure and Environment
Salary:	Grade 6 £30,378 - £33,951 per annum pro rata together with NEST pension benefits
Hours of work:	28 hours per week / 0.8 FTE
Contract:	Permanent
Location:	This position will be based across all university campuses and sites as required

Main Purpose of Post

Faculty Professional Services Directorate works across and within the 3 university Faculties; Faculty of Humanities and Social Sciences, Faculty of Science and Engineering and Faculty of Medicine, Health and Life Science. Colleagues within the directorate will work closely with academic and research colleagues within faculties, with students, and will work closely with other university directorate and service teams.

Faculty Technical Team includes colleagues working in a wider range of academic disciplines and university facilities. Whilst Technical staff have academic and/or discipline specialisms, the team are encouraged to work together collaboratively and creatively recognising the benefits from shared working and benefitting from skill and experience sets in other areas. This collaboration and requirement to work across the broader team is also essential to provide resilience within the university.

Swansea University is a proud signatory of Technician Commitment. This initiative and programme is led by technical staff for technical staff, and all team members are encouraged to play an active role in leadership and/or participation.

1. Support the day-to-day operation of Life Science teaching and/or research facilities including assisting in the allocation of work and assistance in supporting the management of technical staff and apprentices.
2. Provide a supporting role within Life Science facilities working in collaboration with staff, students and other faculties as required.
3. Provide help, advice and support to academic staff, students, researchers and other technical staff.
4. Maintain, service, calibration and repair of Life Science equipment to meet required needs.
5. Support organisation and preparation of clearly defined practical teaching and research facilities.
6. Assistance in the delivery of practical sessions in either teaching and/or research environments as required.
7. Support demonstrations of equipment, software and procedures to users as required.
8. Support and advise academic staff to develop and adapt experiments for Life Science facilities and activities.
9. Support liaison with the academic leads and site visits as required.
10. Collaborate with staff from other departments and associated teaching and research areas where relevant, in the provision of technical services.
11. Network with other technical staff within the faculty, university and wider higher education or industrial sector to enhance the student and/or research experience e.g. Technician Commitment.
12. Actively engage with University Health, Safety & Resilience and Sustainability Teams in promoting excellent standards in health safety and welfare within defined discipline facilities and ensure university policies and procedures are adhered to.
13. Support purchasing, procurement processes and assist the production of tender documentation as required.
14. Support fellow Technicians and to where required, support and provide cover during absence or busy times to other business needs.
15. Continually update knowledge and understanding in field to facilitate teaching and/or research.
16. To coordinate and manage own workload and provide direction to direct reports as required.

General Duties	1. To fully engage with the University's Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as agreed by the Faculty / Directorate / Service Area. 5. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University's Risk Management Policy.
Professional Services Values	All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. We are Professional We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality. We Work Together We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers. We Care We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.
Person Specification	Essential Criteria: Values: 1. Demonstrable evidence of taking pride in delivering professional services and solutions 2. Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. 3. Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience Qualification: 1. Minimum of 5 GCSE's and a Level 3 qualification in a Life Science discipline or closely related discipline and/or evidence of equivalent experience and qualifications commensurate with the roles and responsibilities of the job. 2. Have completed a recognised period of training (apprenticeship, formal training scheme or similar) and substantial relevant work experience. Experience: 1. Experience of delivering technical support in a technical environment within Life Science or a closely related field. 2. Experience of health and safety processes in a technical environment within Life Science or a closely related field.

	Knowledge and Skills 1. Able to demonstrate a good understanding of Health and Safety and environmental requirements. 2. Able to prepare relevant materials for Life Science or closely related experiments and practicals. 3. Able to deliver demonstrations to users. 4. Proven, strong IT skills. 5. Strong analytical, fault-finding and problem-solving skills. 6. Planning and prioritisation skills to ensure timely procurement of materials and equipment are available when required. 7. Assist in the preparation and maintenance of relevant health and safety and environmental assessment processes and documentation within the technical environment. 8. Ability to read and understand technical work instructions and to interpret and produce design documents. 9. Willingness to undertake further training as required. 10. Ability to work effectively as part of a multi-skilled team. 11. Knowledge of Life Science or closely related equipment and facilities, maintenance schedules and associated record keeping. 12. Able to demonstrate good oral and written communication skills. 13. Self-motivated and able to work independently. Desirable Criteria: 1. Recognised Health and Safety qualification such as NEBOSH or IOSH or willingness to work towards. 2. Relevant Further, Higher or Professional qualifications. 3. Experience of working in the HE Sector. 4. Prior experience of delivering technical support in Life Science related facilities. 5. Registered member of a professional body. 6. Experience of delivering teaching support to learners/students. 7. The ability to communicate in Welsh. 8. Driving License.
Welsh Language Level	Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course. For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.
Additional Information	Informal enquiries: Mairead Davies Mairead.Davies@Swansea.ac.uk or Hugh Thomas hugh.thomas@swansea.ac.uk