

## Technical Job Family – GRADE 1

### Role Summary

Roles at this level carry out routine and often repetitive practical tasks/duties within a well defined programme of work. Role holders will operate under close and direct supervision. Knowledge required for the role is typically gained through on-the-job training and/or limited work experience. The role may be defined as a training role, where role holder is working towards a relevant qualification or certificate.

### HERA Elements

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| <b>Communication</b>                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <ul style="list-style-type: none"><li>▪ Communicate basic/straightforward information e.g. everyday communications on routine work related matters with supervisor and fellow workers, providing straightforward information to others, receiving instructions etc.</li><li>▪ Communication is typically oral, but there may be a requirement to do some basic record keeping, write brief notes, complete stock order forms etc.</li></ul> |
| <b>Teamwork and Motivation</b>                                                                                                                                                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"><li>▪ An active participant in the team, co-operating and working with colleagues in order to meet team objectives/deadlines.</li><li>▪ Will normally have easy access to a supervisor/line manager for day-to-day support and guidance.</li></ul>                                                                                                                                                        |
| <b>Liaison and Networking</b>                                                                                                                                                                                                                                                                                                                                                                                                               |
| <ul style="list-style-type: none"><li>▪ Not a requirement of the role.</li></ul>                                                                                                                                                                                                                                                                                                                                                            |
| <b>Service Delivery</b>                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <ul style="list-style-type: none"><li>▪ Provide a routine defined technical service e.g. cleaning glassware, simple equipment maintenance/set up, cleaning and tidying workshop/laboratory etc.</li><li>▪ Standards and requirements of the service are set by others.</li></ul>                                                                                                                                                            |
| <b>Decision Making</b>                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <ul style="list-style-type: none"><li>▪ Decisions made are routine in nature e.g. order in which to complete tasks, deciding when support/assistance is required to complete a task, when to refer a matter to a supervisor.</li></ul>                                                                                                                                                                                                      |
| <b>Planning and Organising</b>                                                                                                                                                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"><li>▪ Complete tasks to a given plan/detailed set of instructions with allocated resources.</li></ul>                                                                                                                                                                                                                                                                                                     |
| <b>Initiative and Problem Solving</b>                                                                                                                                                                                                                                                                                                                                                                                                       |
| <ul style="list-style-type: none"><li>▪ Respond to/solve standard day-to-day problems as they occur. Problems will be straightforward and resolved by following working practices and procedures or by referring the problem to others e.g. carrying out straightforward/routine repairs, reporting faults/complaints to relevant person, reprioritising tasks due to workload/issues which have arisen.</li></ul>                          |
| <b>Analysis and Research</b>                                                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"><li>▪ Expected to establish the basic facts in situations and/or perform basic checks e.g. filling out standard/basic forms, check/monitor stock levels etc.</li></ul>                                                                                                                                                                                                                                    |
| <b>Sensory and Physical Demands</b>                                                                                                                                                                                                                                                                                                                                                                                                         |
| <ul style="list-style-type: none"><li>▪ Required to carry out tasks at a level which would require either learning certain methods or routines or involve</li></ul>                                                                                                                                                                                                                                                                         |

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| <p>moderate physical effort over a prolonged period e.g. on feet/working in awkward positions.</p> <ul style="list-style-type: none"> <li>Operates standard office/workshop/laboratory equipment.</li> </ul>                                                                                                                                                                                                                                                                                                             |
| <p><b>Work Environment</b></p> <ul style="list-style-type: none"> <li>Required to follow standard health and safety guidelines when undertaking role and may be exposed to some unfavourable conditions such as dirt, dust, unpleasant substances e.g. detergents etc.</li> <li>While role holder may be required to work in a laboratory environment, they will not be directly working with/operating hazardous equipment, substances etc.</li> </ul>                                                                  |
| <p><b>Pastoral Care and Welfare</b></p> <ul style="list-style-type: none"> <li>Show consideration to others and refer to relevant people if necessary.</li> </ul>                                                                                                                                                                                                                                                                                                                                                        |
| <p><b>Team Development</b></p> <ul style="list-style-type: none"> <li>Not typically a requirement of the role.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b>Teaching and Learning Support</b></p> <ul style="list-style-type: none"> <li>Not required to teach/train others outwith the team.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                       |
| <p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>Required to be aware of basic principles and have an understanding of the systems and procedures which directly impact on work.</li> <li>Knowledge gained through on-the-job training and/or limited work experience.</li> <li>Required competencies should be attained within a period of weeks/months.</li> <li>Knowledge of and adherence to the University's Health and Safety and Equal Opportunities policies/procedures.</li> </ul> |

Personal Skills/Attributes

- Work is carried out accurately, on time and to prescribed standards.
- Ability to follow clear instructions.
- Ability to provide good customer service.
- Ability to make effective use of basic equipment/machinery.
- Courteous and effective exchange of basic factual information.
- Basic numeracy and literacy skills, where required.
- Attention to detail.
- Flexibility around basic routines eg change of workplace or team etc.