

## Technical Job Family – GRADE 2

### Role Summary

This role descriptor builds on the demands and activities outlined at Grade 1. Roles at this level carry out a range of routine technical tasks/activities following clear guidelines and procedures. Generally tasks undertaken will be more varied/involved than those at Grade 1, and the role holder will require some technical or practical skills and an understanding of the technical practices and processes relevant to their area of work. Role holders at this grade have sufficient knowledge to work on day-to-day issues without continuous/regular reference to others. Knowledge required for the role is typically gained through a period of practical training or elementary/introductory study (e.g. Standard Grades (GCSEs), or equivalent vocational qualification) together with approximately 1 years experience in a similar post.

### HERA Elements

<b>Communication</b>
<ul style="list-style-type: none"><li>Required to receive and convey routine information orally and, depending on the role, in writing to staff and students e.g. responding to straightforward requests for information, passing on messages, dealing with routine enquiries, record keeping, completing standard forms, composing straightforward emails 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, providing assistance and support to other less experienced colleagues as required.</li></ul>
<b>Liaison and Networking</b>
<ul style="list-style-type: none"><li>May be required to liaise with others outwith the team to exchange information and keep people informed so that work is completed effectively.</li></ul>
<b>Service Delivery</b>
<ul style="list-style-type: none"><li>Provides a routine defined technical service e.g. setting up, operating and carrying out routine maintenance on standard equipment, preparing and carrying out straightforward technical procedures 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>Make timely and considered decisions on routine matters, taking into account impact on own area of work and immediate team.</li><li>Recognise when a decision falls out with the remit of the role, referring more complex problems to others.</li></ul>
<b>Planning and Organising</b>
<ul style="list-style-type: none"><li>Generally working to a schedule or plan set by supervisor/line manager or established practice, but some reprioritising/forward planning of own work may be required to ensure work objectives/deadlines are met.</li></ul>
<b>Initiative and Problem Solving</b>
<ul style="list-style-type: none"><li>Responds to/solves routine day-to-day problems independently by following procedures, guidelines or by referring to what has been done before (e.g. carrying out straightforward/routine repairs, reporting faults/complaints to relevant person, reprioritising tasks due to workload/issues which have arisen). More complex problems will be referred to others.</li></ul>
<b>Analysis and Research</b>
<ul style="list-style-type: none"><li>Expected to establish the basic facts in situations (e.g. routine machine/equipment checks, filling out standard</li></ul>

forms, setting up simple experiments etc), informing others where necessary.
<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 moderate physical effort over a prolonged period e.g. on feet/working in awkward positions.</li> <li>Operates standard office/workshop/laboratory equipment.</li> </ul>
<b>Work Environment</b>
<ul style="list-style-type: none"> <li>Required to follow standard health and safety guidelines when undertaking role and may be exposed to some unpleasant/moderately hazardous work environments e.g. working in a laboratory, exposure to chemicals, requirement to use protective clothing e.g. gloves, goggles etc. Level and duration of exposure will be dependent on role.</li> </ul>
<b>Pastoral Care and Welfare</b>
<ul style="list-style-type: none"> <li>Required to show sensitivity to those who may need help and/or initiate appropriate action by involving relevant people.</li> </ul>
<b>Team Development</b>
<ul style="list-style-type: none"> <li>May be required to guide/advise new starts working in the same role on standard work practices, equipment etc e.g. demonstrating tasks, being shadowed by new members of the team.</li> </ul>
<b>Teaching and Learning Support</b>
<ul style="list-style-type: none"> <li>Not required to teach/train others outwith the team.</li> </ul>
<b>Knowledge and Experience</b>
<ul style="list-style-type: none"> <li>Requires sufficient knowledge and experience to work on day-to-day issues in their own area without regular/direct reference to others.</li> <li>Requires a working knowledge of systems, equipment, processes and procedures relevant to role/area of work.</li> <li>Knowledge typically gained through a period of practical training or elementary/introductory study (e.g. Standard Grades (GCSE's) or equivalent vocational qualification) together with approximately 1 years work experience in a similar post. Where no certificate/qualification is held, approximately 2 years relevant work experience will typically be required.</li> <li>Periodic refresher and update training is required.</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 provide good customer service.
- Courteous and effective exchange of straightforward factual information, both orally and in writing.
- Ability to make effective use of appropriate equipment/tools.
- Sound literacy and numeracy skills, where required.
- Flexible approach to work and willingness to learn.
- Attention to detail.
- Ability to contribute to the effective work of the team and assist colleagues as required.