

## Technical Job Family – GRADE 3

### Role Summary

This role descriptor builds on the demands and activities outlined at Grade 2. Roles at this level will carry out a range of more specialised tasks and activities which require specific technical and practical skills, together with a good working knowledge of technical systems, equipment, processes and procedures relevant to the role/area of work. Work will be undertaken within established procedures and processes, but role holder will be required to exercise some personal responsibility, judgement and initiative in organising and carrying out their work, and will be expected to resolve day-to-day work problems and issues without reference to others. While the role holder will not usually be subject to direct/regular supervision, managerial guidance will be available when required. Role holders may also be required to provide guidance to team members at lower grades. Knowledge required for the role is typically gained through a period of practical training or elementary/introductory study (e.g. Standard Grades (GCSEs), NVQ 2/3 or equivalent) and approximately 2 years experience in a similar post.

### HERA Elements

<b>Communication</b>
<ul style="list-style-type: none"><li>▪ Regularly required to receive and convey routine factual information, both orally and in writing, to staff, students and others 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><li>▪ Will periodically be required to communicate (typically orally) more complex information which needs careful explanation and interpretation e.g. providing technical/more specialised information to others.</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>▪ 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>▪ Provide a defined technical service. Activities may include: preparing and carrying out straightforward tests/experiments/technical procedures, operating a range of equipment/machinery/programmes some of which may be more specialised; carrying out maintenance/servicing according to instructions.</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 considering impact on own area of work and immediate team.</li><li>▪ Will contribute to collaborative or advisory decisions in relation to own area of work e.g. suggesting ways of improving working practices, recommending appropriate course of action etc.</li><li>▪ Will have a degree of independence within set/specified parameters.</li></ul>
<b>Planning and Organising</b>
<ul style="list-style-type: none"><li>▪ Generally expected to plan and prioritise their own work and use of equipment/resources, and reprioritise according to demand/workload. In certain roles the plan/schedule of work may be dictated by the needs of the customer/user.</li></ul>
<b>Initiative and Problem Solving</b>
<ul style="list-style-type: none"><li>▪ Required to deal with/resolve a range of straightforward problems/issues independently in accordance with</li></ul>

instructions, guidelines or experience (e.g. dealing with machine/equipment breakdowns, carrying out straightforward/routine repairs, dealing with incorrect goods received, reprioritising tasks due to workload/issues which have arisen), and using judgement to determine when to re-direct more complex issues to others.

- May be expected to deal with some problems where solutions may not be immediately apparent and where various options need to be considered e.g. solving more involved equipment problems.

#### Analysis and Research

- Expected to establish the basic facts in situations, informing others where necessary e.g. routine machine/equipment checks, checking stock levels, logging data, assessing work circumstances and materials required.
- Will also be required to gather and analyse routine data e.g. investigating faults/problems; setting up and conducting straightforward experiments; extracting data from reports; complex cross-checking; monitoring resource usage; testing products or equipment developed by others to ensure fit for purpose.

#### Sensory and Physical Demands

- 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, utilising non-standard/more specialised equipment etc.

#### Work Environment

- 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, use of hazardous machinery, requirement to use protective clothing e.g. gloves, goggles etc. Level and duration of exposure will be dependent on role.

#### Pastoral Care and Welfare

- Required to show sensitivity to those who may need help and/or initiate appropriate action by involving relevant people.

#### Team Development

- 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.

#### Teaching and Learning Support

- Not required to teach/train others outwith the team.

#### Knowledge and Experience

- Requires specific technical and practical skills.
- Requires a well developed knowledge of technical systems, specialised equipment/software, processes and procedures relevant to the role/area of work, and an appreciation of the work activities and objectives of the broader team.
- Knowledge required typically gained through a period of practical training or elementary/introductory study (e.g. Standard Grades (GCSEs), NVQ 2/3 or equivalent) and approximately 2 years experience in a similar post. Where no certificate/qualification is held, approximately 3 to 4 years relevant work experience will be required.
- Required to undertake refresher/update training.
- Knowledge of and adherence to the University's Health and Safety and Equal Opportunities policies/procedures.

### Personal Skills/Attributes

- Ability to communicate clearly and effectively both orally and in writing.
- Competent literacy and numeracy skills, where required.
- Ability to provide effective and efficient customer service.
- Accuracy and attention to detail.
- Ability to make effective use of appropriate equipment/tools.
- Ability to work with minimal supervision.
- Flexible approach to work.
- Sound planning and organisational skills - able to plan/schedule workdays ahead.
- Ability to contribute to the effective work of the team and assist/guide colleagues as required.