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**Technical Services Manager**

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| **School/Department:** | Technical services |
| **Grade:** | 9 |
| **Reports to:** | Head of Technical Operations (HoTO) |
| **Responsible for:** | Assistant Technicians  Technicians  Technical Tutors |
| The Technical Services Manager is a senior position, with responsibility for the development of, management of and the use of a wide range of technical resources, both physical and human, that support teaching & learning in their areas of responsibility.  The post holder is required to advise the HoTO on the operational development of the learning and teaching resources (workshops, studios, and equipment etc.).  The day-to-day operational responsibilities will require liaison and networking with Head of Schools, Programme Directors, and senior members of the professional support departments.    The post holder will also be required to liaise with their counterpart(s) at the campuses ensuring that, over time, working practices are harmonised to create University-wide policies, procedures and standards of work.  The Technical Services Manager is also responsible for the leadership and management, of the assistant technician, technicians, and technical tutors. The Technical Services Manager is, therefore, responsible with the HoTO for co-ordinating physical and human resources which enable optimum use of the physical facilities and technical services, with due regard for the central importance of students’ learning. | |

**Main Responsibilities/Duties**

1. To lead and manage the technical staff and subject specialism in the delivery of a technical support service that meets the needs of the academic structure by, building and promoting their work as a team, as well as in their individual areas of responsibility, and establishing common standards of work and practices.
2. Take a lead in establishing good working relationships with the professional service departments (e.g. Estate Services, IDS, and Finance) and with the University Health, Safety and Wellbeing team, using high level networking, diplomacy and liaison skills
3. To be a Campus H&S Duty Manager as requested by HoTO (in conjunction with Heads of Department and Leadership Team) and act as the primary response to any emergency incident to ensure the health, safety and safeguarding of staff, students, estate and those affected by University activities. The role is authorised to give instruction to all campus staff and students and to determine any actions deemed necessary to bring the incident to a close.
4. To advise on student and staff project risk assessments through appropriate University policies.  To support students and relevant staff to facilitate safe working practices in relation to the production of art works, media and events where appropriate.  To undertake the checking of medium and high risk project risk assessments advising where recommendations to the HS&W Team should be made.
5. Establish collaboration within the University and with external institutions, in order to maintain and promote best practice and to monitor performance against recognised sector benchmarks
6. To assist the HoTO with a single annual financial plan, of staffing and facilities, and authorise expenditure in accordance with the budget and the University’s financial regulations, so that the annual operating plan is delivered and the inventory is maintained.
7. Work with HoTO to define and develop, implement and monitor an annual operating plan for faculty resources (addressing the operation, maintenance and development of the areas facilities and taking into account supply and demand) that achieves agreed strategic changes through the effective and flexible deployment of staff and other resources.
8. Manage the day to day operation of the campus technical functions (including allocation, authorisations and administration of hours of work, leave, sickness, PDR, training etc.) so the quality of the service is delivered and enhanced.
9. Responsible for the day to day management of H&S systems within a designated area (including the investigation and reporting of accidents and injuries).
10. To work with the H&S Manager by being part of the Universities H &S Audit and Inspection team. To provide reports and recommendations on findings and then to follow up and report on progress of said actions.
11. Demonstrate responses to the feedback received from staff and students by establishing appropriate priorities within the area’s technical support services
12. Prepare an annual maintenance and development planfor the area’s facilities, and authorise expenditure in accordance with the budget and the University’s financial regulations, so that the annual operating plan is delivered
13. Responsible for the compilation of business cases within own specialism to secure funding for investment or resolve equipment issues. To assist with the tender and procurement process and implementation.
14. Plan for the recruitment and induction of technical staff, recognise, develop and assess staff performance, such that standards of work are maintained and learning is encouraged and supported.
15. Act in the appraiser role in the PDR process for all technicians under your line management.
16. Advise the HoTO in the definition of technician roles and responsibilities, systems and procedures, which enable, direct and motivate staff
17. To manage elements of the central resource budget and central stores budget in accordance with finance and procurement regulations. To work within this budget, to monitor trends and allow for forthcoming projects. To make recommendations on future budget and finance allocations and to consider needs of the courses and students going forward.
18. Plan and deliver successful internal health and safety inspections and audits of the Campus facilities and working practices
19. Represent the HoTO at committees, meetings, groups, School and Course Boards and COG as requested
20. Collaborate with central departments as necessary to ensure the smooth day-to-day operation of campus resources
21. To manage and assist in the preparation of assessments, exhibitions, internal and external shows
22. To manage the stock checks and asset inventory of equipment, furniture and tools.
23. Self-appraise and pursue a plan for personal and continuing professional development.
24. Undertake other Campus responsibilities appropriate to the efficient operation of the Technical Services Team and commensurate with the post and grade.

**Other Duties**

* To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.

Take responsibility for the health and safety of yourself and others in carrying out the duties of the role.

To promote equality, diversity and inclusion in your performance of your duties.

To take responsibility for safeguarding of children and vulnerable adults as a member of UCA staff.

* To actively participate in learning and development to meet the requirements of your role and the University.

# **Selection Matrix**

**This matrix identifies the criteria needed to be effective in the position. These will be used for selection purposes.**

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| **Criteria** | | Essential | Desirable | Used to shortlist (max of 5) |
| **Qualifications** | | | | |
|  | Level 5 qualification or equivalent work experience |  |  |  |
|  | Health & Safety Management (IOSH, NEBOSH etc) |  |  |  |
|  | Qualification in People Management (ILM, CMI etc) |  |  |  |
|  | Teaching Qualification or Professional Recognition (FHEA, SFHEA) |  |  |  |
| **Knowledge & Experience** | | | | |
|  | Substantial experience of a range of traditional and modern technologies |  |  |  |
|  | Experience of recruitment, management and evaluation of staff |  |  |  |
|  | Experience of planning and effective management of resources including financial and budget control |  |  |  |
|  | Experience of management and delivery of substantial projects. |  |  |  |
|  | Knowledge and experience of Health and Safety practices, appropriate policies and application. |  |  |  |
|  | Commitment to providing high quality customer service upholding the quality of user experience |  |  |  |
| **Ways of Working** | | | | |
|  | Able to demonstrate leadership skills to motivate, direct and challenge colleagues and team and build effective team working. |  |  |  |
|  | Ability to set personal targets and manage own workload with minimum supervision. |  |  |  |
|  | Effective communication skills, verbal and written and a good listener. |  |  |  |
|  | Demonstrates high-level networking, diplomacy and liaison skills. |  |  |  |
|  | Able to demonstrate reflective practice |  |  |  |
| **Personal Attributes/Behaviors** | | | | |
|  | Commitment to own personal and professional development and development of staff for whom there is a line management responsibility |  |  |  |
| **Other requirements** | | | | |
|  | Able to demonstrate general IT skills |  |  |  |

**Does this role require a DBS check?** No