

## GENERIC ROLE PROFILE

**Job Title:** Senior Technical Manager

**Grade:** Grade 8

**School/Division:** [school] – Technical Services

**Location:** [location]

**Responsible to:** [job title of line manager]

**Direct reports:** [job titles of direct reports or n/a]

**Key contacts:** [job title of key contacts].

**Role description:** The Senior Technical Manager will provide leadership and professional operational management of core technical service in [ ] to ensure the delivery of high quality, effective, flexible support to students and academics. Working to ensure that technical operations in Life Sciences run smoothly on a day-to-day basis.

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## PRINCIPAL ACCOUNTABILITIES

1. Lead, manage, promote and maintain a high-quality Technical Services department, engendering a culture of continuous improvement.
2. Ensure the delivery of services of the department.  
stakeholders (staff, students, visitors and contractors) to ensure seamless service.
5. To work with Heads of Schools and Academic/Professional Service leads within the School of Life Sciences to ensure that core Technical staff are efficiently, effectively and equitably deployed enabling the local Teaching and Research objectives to be achieved.

## KEY RESPONSIBILITIES

### **1. Departmental Management and Leadership**

- 1.1 Provide management and leadership to motivate the department to achieve targets and objectives.
- 1.2 Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of all members of the department.
- 1.3 Ensure departmental understanding and application of operational standards are embedded in the departmental culture and methods of working.
- 1.4 Support the development of others, providing training and coaching in area of expertise
- 1.5 Foster an ethos of continuous improvement.
- 1.6 Carry out budgeting exercises and implement cost control measures, within area of responsibility, within policies laid down. Provide budgetary advice to management to support decision making.

### **2. Service Delivery**

- 2.1 Working within overall university policy and procedure, ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives.
- 2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.
- 2.3 Contribute to the development of departmental/functional strategic planning process.
- 2.4 Ensure the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility.
- 2.5 Ensure appropriate records and documentation are maintained commensurate with policy and procedure.
- 2.6 Provide reports and other communication media internally and externally as appropriate. To undertake analysis, interpretation, and presentation of complex information to inform decisions related to subject area.
- 2.7 Identify critical issues when resolving problems particularly where there is complex or competing information and use university policy and objectives to make decisions.

### **3. Policyanmmsy**

- 5.4 Responsibility for ensuring that all Risk assessments and Standard Operating Procedures for technical services staff in immediate team are completed, where applicable.
- 5.5 Oversight and overarching view of daily resource allocation of technical support across the school of Life Sciences, working closely with Technical Supervisors.



## **ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Some practical [    ] skills
2. Extensive organisational experience of [    ]
3. Ability to undertake data handling and technical report writing and present results.
4. Ability to interpret complex instructions, analyse requirements and implement detailed specifications.
5. Ability to exert influence, persuading Schools, departments, and individuals to cooperate around a common purpose.
6. Ability to input into strategic planning and implementation of business models.
7. Ability to initiate, develop and maintain collaborative relationships with key internal and external partners.
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