

Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details	
Faculty/Directorate	Academic Services
School/Department	Technical Services
Team	Chemistry and Nutrition
Job Title	Technical Officer
Grade	6
Hours of Work	35
Contract Duration (Perm/Fixed Term)	12 months
Reports To (Job Title)	Technical Manager - Chemistry and Nutrition
Responsible For (Job Title)	No direct line management responsibility

Principal Accountabilities

To be a member of the technical team, acting as a specialist in chemistry proactively applying knowledge and skills to support the work of students and academics within a laboratory environment.

To support learning, teaching, research and enterprise activities, as a member of the technical team.

To provide technical advice, training and instruction to service users in areas of specialism, as part of the teaching team.

Key Tasks

Specialist Responsibilities

To work independently in a specialist area, taking responsibility for a designated workspace and the provision of an effective service.

To take responsibility for the operation and general maintenance of highly specialist, complex equipment, which includes initial troubleshooting and simple repairs, liaising with relevant specialists where necessary.

To demonstrate equipment and techniques to students, as part of the teaching team, and to other service users to support strategic research and enterprise activities.

To develop and deliver induction training for workshop/lab users into the safe and effective use of Chemistry equipment/techniques/software, assess the competence of users where appropriate and to keep records of induction for the lab/workshop.

To produce instruction manuals/standard operating procedures for processes on the safe and effective use of equipment relevant to the area.

To be proactive in setting up and conducting appropriate and relevant experiments/projects, using a range of techniques to gather, analyse and produce data to support teaching, research and enterprise activities.

To devise innovative solutions to complex technical problems.

To identify areas for service improvement and drive forward initiatives.

Service Delivery - General

To instruct and monitor lab/workshop users in the use of equipment and processes, paying particular attention to safe working practices.

To respond to a variety of requests for information and assistance from colleagues and service users, referring them to others as required.

To train students in the use of specialist equipment and software and provide support for project work.

To monitor resource usage, assist with the organisation of stores, requisitioning and movement of equipment/materials with the technical team, taking responsibility for chemistry specialisms.

To liaise with suppliers and manufacturers to gather specialist information for purchasing and troubleshooting purposes.

To attend meetings, as required by the Technical Services Manager or line manager, to seek feedback and to explore the technical requirements of service users to develop and improve the service.

To participate in external networks and user groups, attending relevant events to keep up to date with the latest developments and techniques and to share information with other technical specialists.

To actively promote the service area and to suggest potential external partners and consultancy opportunities for the University.

To take the lead in investigating new laboratory/workshop equipment required by the Faculty and to produce proposals for the Technical Services Manager, for the purchase and/or modification of equipment relevant to own area of responsibility.

Health and Safety

To keep apprised of current Health and Safety legislation and to initiate, undertake, document and implement risk assessments relevant to own area of responsibility.

To have day-to-day responsibility for health and safety within area of responsibility.

To check equipment is fit for purpose, undertaking initial trouble shooting and simple repairs in order to maintain safety and customer satisfaction.

To recognise, respond to and report any hazards or emergencies in the lab/workshop area.

To promote good health and safety practice and maintain a good standard of housekeeping.

Teamwork

To participate as a member of the Technical team, working with the other Technical Officers to ensure that day-to-day service delivery is met. Acting as a role model to less senior team members, advising and guiding new starters on standard information and procedures and covering the work of others.

To attend team meetings and communication sessions and to make suggestions to improve the service offered by the labs.

To contribute to building team morale and to be proactive in providing support, assistance and cover to other team members and provide ongoing advice to team members regarding equipment and methods.

To liaise with technical staff across different teams and sites to share information and skills and to ensure co-ordination of work and effort.

To work in a flexible manner, undertaking duties in other service areas as required.

To engender a professional ethos in the lab and to promote high standards of customer care.

Special Features

There will be a requirement to wear protective clothing in line with activity risk assessments.

Workload will vary according to the demands of the service and flexibility in working hours will be required, including possible evening duties or occasional weekend work.

This role will be based across two buildings.

Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Excellent oral and written communication skills in order to exchange complex technical concepts in a manner appropriate to the service users	E
		1.2	Ability to work independently and as part of a team working in a flexible manner, adapting to a variety of environments and providing excellent customer service.	E
		1.3	Ability to operate HPLC machines and knowledge of maintenance/ trouble shooting.	E
		1.4	Ability to operate a range of laboratory equipment safely to a high standard, including but not limited to; use of Ultra-violet/visible/Infra-red/fluorescence spectrophotometers, flame photometers, GC/MS, ion chromatography, HPLC, ICP/MS, rotary evaporators, furnaces, fume cupboards and associated preparation techniques and software.	E
		1.5	Ability to prioritise a personal workload and to take responsibility for chemistry within a lab area.	E
		1.6	Ability to analyse situations, explore, evaluate and recommend potential solutions.	E
		1.7	Proficiency in working with standard office IT applications, for example Microsoft Word, Access and Excel.	E
2	General & Specialist Knowledge	2.1	Knowledge of Health and Safety legislation relating to lab/workshop areas and proven knowledge of health and safety in relation to Chemistry.	E
		2.2	Detailed and extensive knowledge of theory and practice regarding chemistry.	E

		2.3	Broad understanding of relevant discipline.	D
3	Education & Training	3.1	Degree in Chemistry or a closely related subject and/or equivalent relevant work experience.	E
		3.2	Professional registration e.g. RSciTech	D
4	Relevant Experience	4.1	Substantial experience of working in a relevant lab environment, including extensive experience in the use of and demonstration of lab equipment as outlined in 1.3 and the production of quality outputs.	E
		4.2	Experience of witing and contributing to risk assessments.	E
		4.3	Experience of writing SOP's	E
		4.4	Experience of demonstrating to service users in an educational setting.	D
5	Special Requirements	5.1	Must be willing to complete development and training in line with service requirements and to keep up to date with developments in specialist area.	E
		5.2	Commitment to excellent customer service.	E
		5.3	Commitment to equal opportunities.	E
Date of Revision			May 2024	