

JOB DESCRIPTION

Job Title: Senior Technical Services Manager: Clinical Pharmacy/Science
Technical Services

Grade: SG8

Department: FES/Medway School of Pharmacy

Responsible to: Head of School; Medway School of Pharmacy

Responsible for: Medway School of Pharmacy Teaching Support Technical staff

Key Contacts: Academic and administrative (Kent & Greenwich staff), University-wide colleagues, suppliers, and external contacts

Standard Occupational Classification (SoC code):

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

The Senior Technical Manager is a senior leadership role responsible for the strategic development, management, and effective use of technical resources—both human and physical—within the Medway School of Pharmacy. Provides high-level leadership and operational oversight of Clinical Pharmacy and Science technical services to ensure excellent support for teaching, research, and knowledge exchange activities across science and clinical pharmacy laboratories.

This role will unite and develop the technical workforce, ensuring staff are equipped with the skills, knowledge, and training required to deliver an efficient, professional, and nationally excellent technical service. The position includes responsibility for managing the teaching support technical team, which underpins all practical elements of the MPharm and Preparation Year programmes, as well as some postgraduate taught courses.

Key laboratories: Sciences and Clinical Pharmacy consisting of Chemistry, Pharmaceuticals, Bioscience, Microbiology/Molecular Biology, Pharmacology, and Clinical Pharmacy (including Clinical Skills and Dispensing) laboratories.

KEY ACCOUNTABILITIES

Team Specific:

Leadership & Strategy

- Develop and implement technical service strategies, policies, and procedures to ensure quality, consistency, and efficiency.
- Work with the Head of School and senior leadership to set and achieve strategic goals and KPIs.
- Lead the development of the Sustainable practices for teaching laboratories, and advice research and office-based activities to become more sustainable.

Health & Safety Compliance

- Oversee robust health and safety systems across all teaching and research areas.
- Ensure compliance with University of Greenwich and University of Kent policies.
- Advise on risk assessments and safety issues for staff and student projects and deliver local Health and Safety training where required, (including new staff and student inductions).
- Act as Senior Health and Safety Officer (HaSLO) and representative for the school, taking part in the local and executive Faculty Safety meetings.

Professional Development & Technician Commitment

- Drive the professionalisation of technical services, ensuring recognition of technical staff as qualified specialists.
- Lead delivery of the Technician Commitment Action Plan and ongoing self-assessment process.

Teaching Support

- Lead and manage the Teaching Support Technical Team, ensuring delivery of high-quality technical support for all practical components of the MPharm programme, Preparation Year, and where required postgraduate taught courses.
- Ensure technical provision meets the needs of clinical pharmacy teaching, including dispensing laboratories, aseptic techniques, and patient-focused simulations, alongside core science disciplines such as Chemistry, Pharmaceuticals, Bioscience, Microbiology/Molecular Biology, and Pharmacology.
- Develop and maintain specialist clinical facilities and resources to support safe and effective practice-based learning, ensuring

compliance with professional standards and health and safety regulations.

- Provide expert guidance and training to technical staff on clinical processes and equipment, fostering a culture of professionalism and continuous improvement.
- Collaborate with academic staff to align technical services with evolving clinical education requirements and regulatory frameworks.
- Act as the lead for the Teaching Support Technical Services, ensuring quality, consistency, effectiveness and development of technical provision and staff at the Medway School of Pharmacy to drive up standards and ensure the delivery of a nationally excellent technical service.

Research Support Responsibilities

Provide technical and operation support for research activities such as:

- Oversee all gas-related requirements, including the ordering and receipt of gas cylinders, safe storage within the designated gas room, coordination of annual manifold inspections, and timely replacement of regulators to ensure ongoing compliance with relevant regulatory and safety standards.
- Technical support to SRP and PhD students in the operation of specialist research equipment that is shared with teaching.
- Support routine repair and preventative maintenance of research instrumentation to minimise external engineer call-outs Troubleshoot faults and liaise with service providers where escalation is required.
- Conduct, monthly temperature reading for Legionella Compliance Monitoring, provide relevant documentation to Safety Unit and Facilities Management to ensure University can monitor compliance.
- Maintain an up-to-date inventory of research equipment in accordance with line management requirements, ensuring accurate asset tracking, lifecycle planning, and audit readiness.
- Coordinate access for visiting engineers and contractors, including management of Soterweb permissions and liaison with Facilities Management (FM) to ensure safe and compliant access to laboratories, workshops, or specialist research spaces
- Obtain quotations from multiple suppliers, assess cost-effectiveness, and place orders to support research projects, Specialist Research Projects (SRP), and other related activities in compliance with university financial procedures.
- Monitor, record, and reconcile research-related expenditure accurately within established budget files, ensuring transparency and adherence to project budgets and audit requirements.

Resource & Operations Management

- Plan and monitor laboratory resources, including operation, maintenance, and development of facilities.
- Manage budgets, procurement, and purchasing systems for non-grant supplies, including tender processes.
- Oversee day-to-day technical operations, including allocation of work, authorisations, and administration of staff hours, leave, and training.

Staff Management

- Plan for Recruitment, induction, and development of all technical staff, ensuring performance standards and continuous learning. Assess staff performance, such that standards of work are maintained, and learning is encouraged and supported.
- Act as appraiser in annual appraisal rounds for all technicians under line management.

Generic:

- Provide professional advice on operational health and safety issues.
- Proactively work to embed Health and Safety across the school by collaborating with other health and safety roles holders to ensure a consistent, professional, and positive approach to the management of health and safety, including the development of a high-performing and strong health and safety culture
- Assist with the continuous improvement cycle for health and safety performance across the school, including participating in audits and inspections of all areas.
- Support the work of the Technicians Commitment steering group and expectations of the Peoples Board with respect to technical development

Managing Self:

- Demonstrates a high level of self-motivation and the ability to work independently, exercising sound judgment and initiative.
- Inspires and motivates others through a positive and proactive approach to leadership.
- Adapts flexibly to changing priorities and working practices to ensure the efficient management of technical services.
- Maintains composure and effectiveness when working under pressure and to tight deadlines.

- Organises and prioritises workload in alignment with the school's operational needs, the University calendar, and statutory compliance requirements.
- Engages in regular self-reflection and actively pursues continuing professional development to enhance skills and knowledge.

Core Requirements:

- Adhere to the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety, Data Protection and Equality Legislation.
- Adhere to the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, reflecting the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Medway School of Pharmacy delivers the required level of service.

Freedom of speech and academic freedom:

In any matter falling under this job description, the university will have particular regard to, and place significant weight on, the importance of freedom of speech within the law, academic freedom and tolerance for controversial views in an educational context or environment. The University's commitments to freedom of speech and academic freedom are set out in the [Freedom of Speech Code of Practice](#). In the event of any conflict between this job description and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence.

KEY PERFORMANCE INDICATORS:

- Comply with legislative requirements, University compliance needs and good practice standards
- Maintain excellent communication with university staff and external agencies by responding effectively to requests for advice and support.
- Maintain records, produce reports and other documents to agreed timescales, plans and recognised quality standards.

KEY RELATIONSHIPS (Internal & External):

Internal: Faculty PVC and Operating officer, heads of school, staff and students, relevant University networks, committees, boards, and groups.

External: Professional bodies, Technician Commitment, local, regional, and national technical networks, leads in other HEIs, Commercial suppliers.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Significant experience successfully managing a technical team in a scientific or clinical laboratory environment.
- Experience of using clinical equipment in educational or Healthcare setting.
- Proven track record of leading and developing a team.
- Experience implementing health and safety systems and ensuring compliance in laboratory settings.
- Demonstrated ability to manage budgets, procurement, and resource allocation effectively
- Clear understanding of student experience from a technical perspective and a commitment to align University processes and procedure such as to enhance this experience
- A successful track record of developing and translating strategic plans and decisions into operational practice
- Demonstrable ability to deliver strategic priorities in line with wider University and schools' strategy

Desirable Criteria

- Experience of working in a Pharmacy, Pharmaceutical or Healthcare setting
- Experience working within higher education or a similar academic environment.
- Experience of using simulated patients and manikins, (including AI) for teaching clinical skills to others.
- Experience supporting both teaching and research activities.
- Familiarity with Technician Commitment principles and professionalisation initiatives

SKILLS:

Essential Criteria

- Strong leadership and strategic planning skills.
- Excellent organisational and operational management abilities.
- Comprehensive understanding of health and safety regulations and risk assessment processes.

- Effective communication and interpersonal skills for engaging with staff, students, and senior leadership.
- Ability to resolve complex problems and adapt to changing priorities.
- Firm commitment to achieving the University vision and values, with a passion for a transformative student experience.

Desirable Criteria

- Advanced IT skills for managing technical systems and resources.
- Ability to develop and deliver training programmes for technical staff and students.
- Negotiation and influencing skills for procurement and resource planning

QUALIFICATIONS:

Essential Criteria

- Degree in a relevant Science discipline, or equivalent qualification or professional experience in Pharmacy, Pharmaceutical or Healthcare.
- Evidence of continuous professional development in technical or managerial areas.

Desirable Criteria

- Postgraduate qualification in a relevant field.
- Professional registration or membership of a recognised technical/scientific body (e.g., General Pharmaceutical Council, Science body, Management, or Health and Safety).

PERSONAL ATTRIBUTES:

Essential Criteria

- Strong leadership presence with the ability to inspire and motivate teams.
- Commitment to health and safety and professional standards.
- Proactive and solution-focused approach to challenges.
- Ability to work strategically, collaboratively and build positive relationships across departments.
- High level of integrity and accountability.
- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- Advocate for equality, diversity, and inclusion within technical services.

- Passion for innovation and continuous improvement in technical provision.