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Technical Operations & Safety Manager

Department/Division/Faculty:	Dyson School of Design Engineering, Faculty of Engineering
Campus/Location:	South Kensington; ACEX Extension, Dyson and RCS1 Buildings
Job Family/Level:	Technical Services, Level 4
Responsible to:	Director of Operations, Design Engineering
Line management for:	Departmental technical support team (ca. 6 people)
Key working Relationships (Internal):	Head of Department, Director of Operations, lab managers, academic and teaching staff, researchers, students, Faculty staff, Estates, Health & Safety teams.
Key Working Relationships (External):	Contractors, Suppliers of workshop equipment and services, service engineers, company sales representatives, Press and Media. Undertaking and supporting Staff and Students linked to MSc programmes running in partnership with the Royal College of Art.
Contract type:	Full time, Open ended

Purpose of the Post

The post-holder will provide overall leadership and management to Design Engineering's Prototyping and Manufacturing Workshop and will ensure that all areas of the Departmental Workshop Services are adequately staffed and managed, for smooth, safe operation, in order to deliver the best possible service to departmental users, external clients and the university. These facilities provide technical support for mainly teaching, and some other activities associated with Design Engineering. The post-holder will manage and promote service provision across the department and meet changing and developing needs of technology, and the research and teaching direction of the Department.

The post-holder will play an essential role in teaching and research by further developing facilities and activities, alongside managing ongoing activities within this area.

The post-holder will oversee the department's operational Health & Safety by training, implementing and advocating current local and university-wide policies and processes. As departmental safety officer and laser

safety officer they will assure that policies are discussed, developed, and adopted in all areas within the framework of the university safety department and act as point of contact for Design Engineering towards safety teams, committees, external visitors, contractors and consultants. The nature of the post requires that no annual leave is taken during the teaching terms. Due to the requirements of the role, this post is not eligible for hybrid working.

Key Responsibilities

Teaching workshop and laboratory management

- Lead and manage all aspects of running the Workshop Facilities in the Department and provide relevant specialist engineering skills and knowledge to facilitate/enhance the teaching (and research) aspirations across the Department. This post will be responsible for the operation of the ACE Prototyping and Manufacturing Workshop to ensure that the highest level of technical support is delivered in these facilities.
- Line management of technical staff to include delegate workload amongst team, employing casual workers where required, holding regular team meetings, conduct annual review conversations, providing feedback on individual's performance and identifying training needs, to plan and ensure continuous professional development of technician team.
- Manage and develop a team of technical staff to meet changing and developing needs of technology, the research and the direction of the Department.
- Workshop budget management and procurement.
- Work with senior academic colleagues to develop and update a strategic roadmap of facilities identifying new areas of research where capabilities need to be developed as well as rigorously looking at existing facilities and ensuring that these are fit for the current and planned activities (teaching or research). Identify where investment and change management are needed and prepare detailed proposals for both internal and external stakeholders.
- Co-ordinate activities within the department's MEng, MSc, and MRes programmes, alongside facilitating research, consultancy and other needs of the of the workshop.
- Oversee operating procedures and workshop rules. Maintain and implement departmental record keeping for training and risk assessment processes.
- Oversee and ensure the preparation and review of Workshop Canvas course, ensuring materials and records are kept up to date.
- Control and manage access to ACE Workshop facilities. Ensure the validity of all workshop users' documentation (including but not limited to training records, risk assessment and CoSHH forms).
- Sit on and contribute to advisory panels and committees. Attend university meetings on technical strategy and development.
- Collaborate with senior technical staff from other departments, review institutional best practice, and arrange access to facilities outside of workshop to students.
- Oversee the provision and delivery of manual workshop training to individuals of all abilities. Continually assess the appropriateness of this training and endeavour to optimise efficiency and timeliness of training content and delivery methodology.

Departmental Safety Officer

- Act as Departmental Safety Officer, ensuring that policies and handbooks are discussed, developed, and adopted in all areas within the framework of Imperial's safety department.
- Manage the health and safety interfaces, such as Corestream, SharePoint and webpages.
- Run departmental health and safety meetings, audits, walk arounds and spot checks.
- Act as first point of contact for students and staff with H&S concerns, questions on Risk Assessments, COSHH, lone working and other relevant processes to assure compliance, sign-off and up-keep of Imperial Health and Safety rules.
- Be responsible for the monitoring and reporting of accidents, incidents and introducing change to minimise risks.
- Act as departmental representative for all safety matters and liaise and collaborate closely with the Faculty Safety Adviser, the Safety Audit team, safety committees, building managers and Estates teams.
- Manage and oversee building access by staff, students, visitors and sign off visiting contractors and special work permits.
- Design and deliver timetabled yearly lectures e.g. Safety Induction lecture (Department Safety Awareness, Laboratory Experimental Safety, Introduction to Health and Safety lectures, Experimental services and project safety)
- Review, plan and implement policies, processes and training to ensure staff and students adopt safety as an integral part of the department's teaching and experimental activities.
- Create and support user-friendly processes, forms and interfaces to maintain the highest standards of safety compliance.
- Plan and manage the provision of experimental services across the department to keep pace with the highest possible levels of technical advancement and modern safe practices, developing long term strategies to ensure optimal use of resources.
- Assist and advise the department on safety and safe operations for new building projects, e.g. new workshop, breakout, office or laboratory spaces.
- Understand and comply with all appropriate Health & Safety requirements of the equipment to comply with Imperial's health and safety regulations.
- Prepare and review safety documentation for hazardous procedures, use of equipment and materials within the workshop and department; risk assessments, CoSHH assessments.

Person Specification

Requirements

Essential (E)/ Desirable (D)

Candidates/post holders will be expected to demonstrate the following:

Education

A minimum of BTEC/HNC in Mechanical Engineering or an equivalent qualification.	(E)
Relevant technical, engineering, safety or management qualifications at level 4 or above, or equivalent professional experience.	(E)
Health and safety qualification, ideally NEBOSH certified.	(D)

Experience & Knowledge

Significant experience in the operation of manual machines, multi-disciplinary design and manufacturing processes including turning, milling, soldering, resin, woodworking and polymer-based techniques.	(E)
Significant experience of managing or supporting multidisciplinary engineering, design, manufacturing and prototyping activities within workshop and technical environments.	(E)
Significant experience in programming and operating of CNC and additive manufacturing equipment.	(E)
Experience of CAD or other relevant engineering, design and manufacturing software.	(E)
Strong analytical and practical problem-solving skills.	(E)
Experience of maintaining effective operational and compliance records.	(E)
Demonstrable experience of managing a workshops, facilities or laboratories.	(E)
Demonstrable experience of designing and developing workshop facilities.	(E)
Significant experience of line managing a multidisciplinary technical team, including delegation, objective setting, workload and performance management.	(E)
Experience of managing and delivering technical, safety, and facilities related projects, coordinating stakeholders, budgets, resources and activities to meet agreed outcomes.	(E)
A thorough understanding of workplace health and safety regulations and procedures. An understanding of safe practices and management in an engineering workshop	(E)
Ability to interpret, implement and monitor national and institutional Health and Safety policies in their local arrangements across workshops and laboratories.	(E)

Skills & Abilities

Strong operational and strategic leadership skills, with the ability to build effective relationships and influence stakeholders at all organisational levels.	(E)
Project management skills, strong IT and administrative skills, including improving systems, processes for service delivery, compliance monitoring, financial management, record keeping and management reporting.	(E)
Ability to oversee and contribute to the development and delivery of effective technical and safety training for users with differing levels of knowledge and experience.	(E)
Ability to provide advice and feedback to all users on the technical feasibility of their concepts and designs.	(E)
Highly motivated by the challenge of educating others.	(E)
Creative & decisive approach to finding solutions to technical problems.	(E)
Excellent interpersonal skills; ability to communicate complex technical and safety information clearly to specialist and non-specialist audiences, including assessing disability and inclusivity requirements.	(E)
Positive attitude in working to tight timescales.	(E)
Good administrative skills for the organisation and planning of scheduled activities (equipment bookings, teaching activities and maintenance).	(E)

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An interest in developing the potential of workshop facilities.	(E)
Innovative and positive attitude to resolving new problems.	(E)
Self-directed – able to work with minimum supervision and manage several projects in parallel	(E)
Willingness and ability to perform routine and non-routine tasks effectively as may be dictated by changing circumstances.	(E)
Willingness to undertake training necessary for the role and to collaborate with colleagues to improve skill base and adapt to changing circumstances.	(E)
Willingness to work flexibly, including occasional planned or emergency support outside normal working hours.	(E)
Acceptance of importance not to take holidays or other non-essential time off from work during times of scheduled teaching activities.	(E)

Further Information

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

[Our values](#) are at the root of everything we do and everyone in our community is expected to demonstrate Imperial:

- Respect
- Collaboration
- Excellence
- Integrity
- Innovation

Employees are also required to comply with all Imperial policies and regulations.

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex, or sexual orientation. You can read more about our commitment [on our webpages](#).

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