IMPERIAL

Laboratory Manager (Imperial Incubator - Maternity Cover)

Department/Division/Faculty:	Enterprise
Campus/Location:	White City and North Acton (West Tech London)
Job Family/Level:	Professional Services; Level 3B (Salary scales)
Responsible to:	Incubator Manager
Line management for:	Laboratory and Community Support Assistant
Key working Relationships (Internal):	Imperial Incubator Team including White City, BaseOne (Acton) and Leap ARC Motherlabs (Hammersmith), Imperial Advanced Hackspace, Quantum Transport Testbed team, Enterprise Division, Innovation Ecosystem Team, Imperial Safety Division,
Key Working Relationships (External):	Scale Space and Sciopolis management, Front of House and Security teams. Incubator occupants, Visitors, Suppliers
Contract type:	Full time on site. Fixed term – Maternity Cover

Purpose of the Post

This role is part of Imperial's Enterprise Division, a team of over 100 specialists and professionals who provide a range of support and solutions for enterprising and entrepreneurial activities. From technology licensing and patenting through to entrepreneurial programme management, incubation services, consultancy, project management and more, our division is well equipped to tactical a diverse range of challenges to create real-world impact.

The purpose of this post is to manage the delivery of world-class incubation and technical support services to startups based at the Imperial Incubator sites at White City and North Acton. As multi-tenant innovation hubs, the sites offer private laboratories, offices and shared specialist facilities within a thriving entrepreneurial ecosystem. Working as part of the Imperial Incubator team you will ensure all tenant laboratory activities follow the building safety processes (including carrying out hazard analysis and onboarding safety inductions) and manage the safe operation of shared equipment areas. You will work in collaboration with all members to create a safe co-working and laboratory space and supports the companies working there. The role is varied with tasks ranging from liaising with suppliers, ensuring the

shared equipment is functioning properly, managing gas manifold allocation and operation, managing chemical and LN2 storage, managing lab waste streams, carrying out risk assessments and regular 'walk rounds', events assistance and set up, induction of new occupants, supporting tours and VIP visits. You will act as the primary on-site technical and safety contact for all laboratory users, providing high quality customer service and operational support.

In collaboration with Scale Space and Sciopolis teams, and the Imperial incubator team, you will play an important role in the design and delivery of our activities that support the wider entrepreneurial and incubation ecosystem within West Tech London.

Key Responsibilities

Safety, Facilities and Operations

Ensuring all shared equipment within the facility is maintained to a high standard and reporting any defects.

Take a proactive lead in the maintenance and development of safety management system and systems of work to manage shared equipment and facilities to a high standard to support our member's laboratory operations, this to include:

- Being the point of contact and take specific responsibility for laboratory safety specific topics including Chemical Safety, Chemical inventory, segregation, storage and waste disposal, Laboratory Spill Kit provisions, including in specialised areas as necessary. Hold regular safety meetings to update all member companies.
- Prepare, review and maintain central Standard Operating Procedures (SOPs) and risk assessments, making sure control measures are adequate, building upon processes
- Take a lead on ensuring that all safety signage is correct and up to date, including door signs and in lab safety folders for emergency contacts and laboratory hazards
- Support onboarding and offboarding of member companies, including reviewing and accepting Hazard Risk Analysis before access is granted, delivering inductions and assisting with laboratory checks during move in and move out processes
- Give guidance to laboratory users and startup teams on safe practices in laboratories, in accordance with the requirements of Health and Safety legislation.
- Organise safety inspections and audits including for any accidents or near misses. Take part in conducting inspections as required, follow up with local users on any actions.
- Arranging the coordination and collection of general, clinical and chemical waste. Advise on laboratory waste disposal, including general waste, WEEE, clinical, specialist (e.g. hazardous), liaising with the cleaning contractors, FM staff and safety staff
- Safely manage shared facility areas (eg LN2 store and chemical store) and equipment rooms to a high standard to ensure all shared equipment is functioning and regularly maintained and serviced; Management and oversight of the shared facilities including ice machine(s), glass washers, pure water systems, autoclaves, and any other common equipment. Book repairs and schedule servicing as appropriate.

- Maintain a safe environment including infrastructure maintenance (ad hoc and planned preventative maintenance), defect reporting and minor improvements, service contracts and visits, defects and minor lab works/upgrades, ensuring that the teams produce the necessary risk assessments, requests for changes etc.
- Act as the First Aid Co-ordinator and report on safety issues to the relevant committees. The post holder will be expected to keep up to date with current legislation. Report any safety incidents and near misses to our central Safety office
- Support emergency preparedness across laboratory spaces, including fire evacuation procedures, spill response arrangements, participation in building wide drills and monitoring of alarm and temperature alert systems
- Work closely with the Scale Space and Sciopolis Site Manager, Facilities Lead, Front of House and Community Manager to ensure seamless building wide operational support.
- Manage relevant laboratory and intranet sites and booking systems including equipment list, "equipment wish list" and service logs are maintained and up to date.

Member Company Support (Engaging and helping to support members at the Imperial Incubator)

- Deliver training, inductions and ongoing support on shared equipment (some of which require user training and certification)
- Develop contacts and research opportunities within the wider Imperial community. This will include supporting joint activities and supporting the delivery of showcase events and demo days, which may include providing set-up of activities within the Incubator, both technical and facility set up and clean down.
- Develop and manage any multi-user laboratory/technical services to ensure safe use and compliance with statutory regulations.
- Supporting members with their development of lab operations. Provide ongoing technical support for members with respect to safe working. Undertake general technician duties in support of Incubator operations if required. This may include the movement of goods requiring manual handling.

Other Duties

- Communication: the role requires a professional approach to communication and an effective, proactive and engaged approach to communication with Imperial's industrial partners, entrepreneurs, new academic and student ventures or spin-outs, external startups and the White City, BaseOne (Acton) and Leap ARC (Hammersmith) teams.
- Undertake appropriate administration tasks core to the role, and that support the team's key objectives especially with regard to tracking data for KPIs and ensuring information is up to date in all forms of communication (online and offline)
- Organise work output to meet deadlines and to support departmental and specific project objectives. Adjust priorities as necessary to accommodate new workloads or change in circumstances or problems

- Comply with all relevant Imperial policies including Financial Regulations, Equal Opportunities Policy, Promoting Race Equality Policy, Health and Safety Policy, Information Systems Security Policy and Intellectual Property Rights and Register of Interests Policies
- Undertake any necessary training and/or development. This will include expectation and willingness to learn new software and hardware skills as required
- Any other duties commensurate with the grade of the post as directed by line manager / supervisor

Person Specification

Requirements Candidates/post holders will be expected to demonstrate the following:	**Essential (E)/ Desirable (D)**
Education	
Higher Education Degree	E
NEBOSH or similar Safety Certificate or above	E
Experience	
Experience of working in a laboratory environment	E
Experience working with researchers or practical experience working with developing startups and spinouts	E
Experience in carrying out risk assessments	E
Knowledge	
Preparation, review and maintenance of SOPs and risk assessments	E
Interest in connecting innovators and inventors with the tools and expertise they need to realise their ideas	E
Skills & Abilities	
Ability to use a range of laboratory equipment	E
Flexible attitude towards work with the ability to work as part of a team and to be open-minded and cooperative	E
A willingness to nurture and support our community of innovators, entrepreneurs and startups	E
Ability to manage and maintain laboratory equipment, and to organise efficient and safe use of space	E
Ability to work closely, proactively and flexibly with staff and members, offering advice and guidance. Excellent interpersonal skills to be able to deal with a wide range of people (students, academics, entrepreneurs)	E
Excellent presentation and written communication skills and the ability to write clearly and succinctly	E

Ability to organise your own work with minimal supervision and prioritise work in response to deadlines	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.

November 2026