Job Title:	Senior Technical Manager – Life Sciences
Grade:	Grade 8
School/Division:	Faculty of Science, Engineering and Medicine (FoSEM) / School of Life Sciences
Location:	JMS & OAB / Chichester I, II and III / CRPC / GDSC / Arundel
Responsible to:	Head of Technical Services
Direct reports:	Technical Supervisors x 5, , Senior Technical Specialists x 2
Key contacts:	Head of Departments, Research Centre Directors, Head of Schools, Faculty, Senior Technical Managers in and outside of Faculty of Science, Engineering and Medicine, Estates, Finance and H&S colleagues.
Role description:	The Senior Technical Manager will provide leadership and professional operational management of core technical service in the Life Sciences research labs (inc. Biochemistry areas, Neuroscience, Ecology & Evolution, GDSC, Chemistry and SDDC) and facilities to ensure the delivery of high quality, effective, flexible support to students and academics. Working to ensure that technical operations in Life Science laboratories run smoothly on a day-to-day basis.

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 to schools and departments, including Prep Rooms, Chemical, Gas and Scientific Stores Facilities, Core Science Facilities (e.g. Liquid Nitrogen, ULT Freezer, Centrifuge Facility)

3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.

4. Work in partnership with other key stakeholders (staff, students, visitors and

contractors) to ensure seamless service.

5. To work with Heads of Schools and Academic/Professional Service leads within Life Sciences and FoSEM to ensure that core Technical staff are efficiently, effectively and equitably deployed enabling the local research objectives to be achieved.

6. Support or lead School and Department level projects within the Faculty.

7. Work in collaboration with EFM (Estates Facility Management) and SEF (Sussex Estates & Facilities) to ensure the Faculty's estates and facilities are maintained, developed and managed to a high level.

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. Policy and Procedure

3.1 Based on a broad and deep set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required.

3.2 Contribute to the shaping of policy decisions and improvement in area of expertise.

3.3 Ensure appropriate governance is in place for area of expertise.

4. Customers and Stakeholders

4.1 Proactively work with internal and external stakeholders to ensure the effective service delivery, initiate and develop relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.

4.2 Persuade, influence and negotiate as appropriate to further the objectives of the University

5. Role Specific Key Responsibilities

5.1 To develop, agree and monitor Service Level Agreements, KPIs and Service Catalogues with the Head of Technical Services and Associate Director of Technical Operations to reflect the core research support requirements of the Life Sciences research areas, and to assess and respond to customer feedback to ensure continuous improvement.

5.2 To monitor and analyse performance against the Technical Services KPIs, highlight deviations and subsequently carry out root cause analysis and implement corrective actions as necessary.

5.3 To ensure University Health and Safety and any other relevant legislative guidelines are disseminated and implemented by all technicians within areas of responsibility.

5.4 Responsibility for ensuring that all Risk Assessments and Standard Operating Procedures for Technical Services operations are developed and implemented whereever applicable.

5.5 Oversight of daily resource allocation of technical support across Life Sciences research areas, working closely with Technical Supervisors.

5.6 Management of scientific/technical infrastructure, equipment inventory, service/maintenance contracts and testing (including non-ducted LEVs) for Life Science disciplines. Ensure accurate equipment inventory is maintained and that all required subscriptions/licenses are in place and remain up to date.

5.7 Oversight of access control to the specialist areas for internal and external stakeholders in the Life Sciences research areas,

5.8 Ensuring that chemical inventories are maintained for technical area

5.9 Engage with and enact upon space management decisions across the school.

5.10 Oversight of internal (SEF/ITS) and external contractors,

5.11 Liaise with SEF/EFM and end users to ensure the delivery of minor building projects in their designated area, using specialist knowledge to ensure compliance, H&S and business requirements are met.

5.12 PCARD Holder for school to cover Technical Supervisors when unable to provide PCARD support in their areas.

5.13 Oversight of the disposal of specialist laboratory waste, including clinical, offensive and chemical waste..

5.14 Be able to attend site in the case of an emergency/equipment breakdown in non-

normal working hours and holidays.

5.15 Oversight of internal recharging to researchers for Prep Rooms, Stores and Core Facility use (e.g media,fly food use, solvents, gases and liquid nitrogen)

5.16 Manage, forecast and monitor budgets for the School's Core Technical Services.

5.17 Liaise with the wider technical team within the Faculty and attend department/school meetings and committee relevant to the role.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

- Leading a team of 7 direct reports. Ability to delegate certain authority/tasks to direct reports, where suitable.
- Manage a budget of ~£100k
- Responsible for core technical areas in Life Sciences research areas, especially equipment and premises in prep-room areas and core scientific facilities.
- Responsible for providing an effective and efficient technical service in core support for Life Sciences research areas
- Ensure Technician Commitment actions and initiatives are disseminated to, understood, and implemented within teams.
- The post holder reports to the Head of Technical Services, working under broad direction to enable the post holder to manage their own work and that of their team members, to achieve their agreed objectives. The role holder will play a key role as part of the Divisional leadership team in supporting the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University

policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Usually educated to Level 6 - Degrees, BTEC Advanced Professional award, certificate and diploma, Professional Graduate Certificate in Education (PGCE), Graduate Diplomas, Graduate Certificates
2. A detailed applied and theoretical knowledge and understanding of specialist area.
3. Effective management skills.
4. Well developed oral and written communication skills with the ability to present policy and procedure in a way that can be understood the audience.
5. Planning and organisational skills, including project management, with the ability to delegate to team members where appropriate.
6. Well-developed interpersonal skills with the ability to effectively influence, persuade and negotiate in area of expertise, effectively contribute to team working to build and develop working relationships.
7. Analytical skills with the ability to generate effective solutions and make effective decisions.
8. Commitment to service excellence.
9. Effective IT Skills on PC and Mac platforms.
10. Working knowledge of Health and Safety and its relevance to operational procedures e.g. risk assessments, safety procedures, LOLA etc.
11. Experience of managing budgets.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Practical laboratory skills within life science disciplines (wet and dry lab experience)
2. Extensive experience of working and leading technical teams in a research environment, specially relating to life sciences.
3. Extensive opperational experience of laboratory environments, H&S and compliance associated with this area, e.g. COSHH, DSEAR, HTA, LEV etc.
4. Ability to undertake data handling and technical report writing and present results.
5. Ability to interpret complex instructions, analyse requirements and implement detailed specifications.
6. Ability to exert influence, persuading Schools, Departments, and individuals to work towards a common purpose.
7. Ability to input into strategic planning and implementation of business models.

8. Ability to initiate, develop and maintain collaborative relationships with key internal and external partners.
9. Experience of managing budgets and equipment, following procurement and financial guidelines
10. Proven ability to write new SOPs and ensure they are followed.
11. Finance and budgetary experience
12. Good problem solving abilities, proactive and able to make decisions

DESIRABLE CRITERIA

1. Knowledge of the Higher Education sector.
2. Health & Safety qualification Nebosh, IOSH or equivalent work experience in a role that was responsible for Health & Safety matters in a laboratory environment.