**Job Description: Professional Service Positions**

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| **Faculty/Directorate/Service Area:** | Faculty of Science and Engineering – Biosciences |
| **Job Title:** | Technician (Biosciences) |
| **Department/Subject:** | Biosciences |
| **Salary:** | Grade 6 £28,759 - £32,332 per annum, pro rata |
| **Hours of work:** | 14 hours a week/0.4 FTE Mondays and Tuesdays |
| **Number of positions:** | 1 |
| **Contract:** | Permanent |
| **Location:** | The position will be primarily based at Singleton campus. Travel to other campuses may be required based on business and/or operational needs. |

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| **Main Purpose of Post** | 1. Support the day-to-day operation of Biosciences teaching and/or research facilities including assisting in the allocation of work and assistance in supporting the management of technical staff and apprentices. 2. Provide a supporting role within Biosciences facilities working in collaboration with staff, students and other faculties as required. This includes Shared Laboratories facilities to ensure the smooth running of Bioscience, BIOchem, AMS & Pharmacy practicals. 3. Provide help, advice, recommendations and support to academic staff, students, researchers and other technical staff. 4. Maintain, service, calibrate and repair of equipment to meet required needs. 5. Organisation of practical materials and preparation of practical teaching and research facilities. 6. Assist in the delivery of practical sessions in either teaching and/or research environments as required. 7. Support demonstrations of equipment, software and procedures to users as required. 8. Support and advise academic staff to develop and adapt experiments for Biosciences facilities and activities. 9. Collaborate with staff from other departments and associated teaching and research areas, where relevant, in the provision of technical services. 10. Network with other technical staff within the faculty, university and externally with the wider higher education or industrial sector to enhance the student and/or research experience e.g. Technician Commitment. 11. Actively engage with University Corporate Responsibility Teams in promoting excellent standards in health safety and welfare within defined discipline facilities and ensure university policies and procedures are adhered to. 12. Support purchasing, procurement processes and assist the production of tender documentation as required. 13. Support fellow Technicians and to where required, support and provide cover during absence or busy times to other business needs. 14. Supply and input data into databases. 15. Continually update knowledge and understanding in field to facilitate teaching and/or research. |
| **General Duties** | 1. To coordinate and manage own workload and provide direction to direct reports as required. 2. To fully engage with the University’s Performance Enabling and Welsh language policies 3. To promote equality and diversity in working practices and to maintain positive working relationships. 4. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 5. Any other duties as agreed by the Faculty / Directorate / Service Area. 6. To ensure that risk management is an integral part of your day-to-day activities to ensure working practices are compliant with the University's Risk Management Policy. |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. * Demonstrable evidence of providing a caring approach to all your customers ensuring a personalised and positive experience.   **Qualification:**   * Educated to minimum A Level standard preferably including a Biosciences related subject or Level 4 qualification in a Science related subject and/or evidence of equivalent experience and qualifications commensurate with the roles and responsibilities of the job. * Have completed a recognised period of training (apprenticeship, formal training scheme or similar) and substantial relevant work experience.   **Experience:**   * Experience of delivering technical support within a technical environment or within the Biosciences or a closely related field. * Experience of health and safety processes in a technical environment within Biosciences or a closely related field   **Knowledge and Skills:**   * Able to demonstrate an understanding of Health and Safety and environmental requirements. * Able to prepare relevant chemical solutions and materials for Biosciences or closely related experiments and practicals. * Proven strong IT skills. * Strong analytical, fault finding and problem-solving skills. * Planning and prioritisation skills to ensure timely procurement of materials and equipment are available when required. * Able to assist in the preparation and maintenance Biosciences health and safety and environmental assessment processes and documentation within the technical environment e.g. COSHH * High degree of manual dexterity, ability to lift, carry and manoeuvre equipment. * Ability to read and understand technical work instructions and to interpret and assist with the production of documents and processes. * Willingness to undertake further training as required. * Ability to work effectively as part of a multi-skilled team. * Knowledge of Biosciences or closely related equipment and facilities, maintenance schedules and associated record keeping. * Able to demonstrate good oral and written communication skills. * Self-motivated and able to work independently.   **Desirable Criteria:**   1. Recognised Health and Safety qualification such as NEBOSH or IOSH or willingness to work towards. 2. Relevant Further, Higher or Professional qualifications. 3. Experience of gas cylinder handling and use of high-pressure systems. 4. Experience in handling and use of cryogenics (e.g., liquid nitrogen, dry ice). 5. Experience in the use of analytical instrumentation (e.g., GCMS, HPLC, ICP). 6. Experience of working in the HE Sector. 7. Prior experience of delivering technical support in Biosciences related facilities. 8. Registered member of a professional body. 9. Experience of delivering teaching support to learners/students. 10. The ability to communicate in Welsh. 11. Driving License. |
| **Welsh Language Level** | Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/). |
| **Additional Information** | Informal enquiries: h.c.williams@swansea.ac.uk |

  