

Job Description: Professional Service Positions

Faculty:	Faculty of Medicine, Health and Life Science
Job Title:	Agile Teaching Technician (Clinical)
Salary:	Grade 4 £22,681 – £24,533 per annum together with NEST pension benefits
Hours of work:	35 Hours a week/100% FTE
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.

Introduction	<p>To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.</p> <p>The creation of three faculties at Swansea University in 2020 was a key platform to drive further success for the university over the next decade. This role represents an exciting opportunity for you to use your skills and experience to make a real difference to the outcomes and success of the faculties in one of our core teams</p> <p>Swansea University is characterised by the distinct values, culture and behaviours that lie at our core and underpin the key pillars of our university as outlined in the University's vision and purpose.</p> <p>This position will be based in the Technical, Infrastructure and Environment team. Consistent structures and roles have been created across all three faculties, to aid collaborative working and innovation to enable excellence in outcomes, delivery and support.</p>
Background information	<p>The Agile Teaching Technician (Clinical) within the Faculty is responsible for supporting and maintaining the Faculties Teaching and/or Research facilities and associated processes; ensuring the faculty has a resilient, compliant and fit for purpose technical environment equipped to deliver the business needs efficiently and effectively.</p> <p>The post holder will work as part of the Faculty's Technical, Infrastructure and Environment team, and in collaboration with colleagues from other University Directorates and Professional Services Units, to implement the operational plans associated with their respective environment ensuring alignment and connection to other Faculties, Professional Service Units and overarching strategies and plans to enhance efficiencies and quality.</p> <p>The Agile Teaching Technician (Clinical) will work closely with Faculty's staff members, and colleagues within other Professional Services Units/Faculties, to ensure the effective day to day running of their respective environment; inclusive of Faculty specific equipment, consumables and other systems required to deliver the Faculty's teaching and research endeavours. This will be achieved by engaging with a network of individuals inclusive of the Faculty Technical team, other University staff and suppliers.</p> <p>Promoting the values and behaviours of the university, enhancing efficiency, effectiveness, quality, sustainability and inclusivity within the faculty, the post holder will put our students, staff, collaborators and community at the heart of the University, helping to deliver a culture and outcomes that we can all be proud of.</p>

<p>Main Purpose of Post</p>	<ol style="list-style-type: none"> 1. Assist with the day-to-day operation of relevant teaching facilities. 2. Provide assistance within the defined discipline facilities working in collaboration with staff, students and other faculties as required. 3. Provide assistance to academic staff, students, researchers and other technical staff. 4. Assist in the maintenance, service, calibration and repair of equipment to meet required needs. 5. Assist with the preparation of practical teaching and research facilities. 6. Assist academic staff with teaching and research activities within defined discipline facilities. 7. Collaborate with staff from other departments and associated teaching and research areas, where relevant, in the provision of technical services. 8. Network with the technician communities within the Faculty and University e.g. Technician Commitment. 9. 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. 10. Assist in the purchasing and procurement processes. 11. Assist fellow Technicians and to where required, support and provide cover during absence or busy times to other business needs.
<p>General Duties</p>	<ol style="list-style-type: none"> 1. To fully engage with the University's Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships 3. To conduct all activities within the University's environmental requirements as set out in its Sustainability Policy and Environmental Management System, in order to minimise individual and departmental impact 4. To contribute to 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 directed by the Faculty Leadership Team or their nominated representative expected within the grade definition 6. To ensure that risk management is an integral part of any decision-making process, by ensuring compliance with the University's Risk Management Policy.
<p>Professional Services Values</p>	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values (http://www.swansea.ac.uk/the-university/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. Our values are:</p> <p>We are Professional</p> <p>We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality</p>

	<p>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.</p> <p>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.</p> <p>Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
<p>Person Specification</p>	<p><u>Essential Criteria:</u></p> <p>Values</p> <ol style="list-style-type: none"> 1. Demonstrable evidence of taking pride in delivering professional services and solutions. 2. 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. 3. Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience. <p>Qualifications</p> <ol style="list-style-type: none"> 4. Minimum of Level 2 qualification or 3 GCSE's and/or evidence of equivalent experience and qualifications commensurate with the roles and responsibilities of the job. <p>Experience</p> <ol style="list-style-type: none"> 5. Experience of delivering support within a professional environment. <p>Knowledge and Skills</p> <ol style="list-style-type: none"> 6. Able to demonstrate a basic understanding of Health and Safety and environmental requirements. 7. Planning and prioritisation skills. 8. Understanding of the importance of the maintenance of relevant health and safety and environmental assessment processes and documentation within a professional environment. 9. Ability to read and understand guidance. 10. High degree of manual dexterity, ability to lift, carry and manoeuvre equipment. 11. Willingness to undertake further training as required. 12. Ability to work effectively as part of a multi-skilled team. 13. Knowledge of record keeping. 14. Able to demonstrate good oral and written communication skills. <p><u>Welsh Language</u></p> <p>This role requires Level 1 Welsh Language – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role) e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use or learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.</p> <p>For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.</p> <p><u>Desirable Criteria</u></p> <ol style="list-style-type: none"> 1. Comfortable working with Human Tissue specimens.

2. GCSE Qualifications in Maths, English and a Science subject.
3. Experience of medical and clinical equipment/consumables.
4. Prior experience of delivering technical support.
5. Registered member of a professional body.
6. Experience of delivering support to learners/students.
7. Experience of working in the HE sector.
8. The ability to communicate in Welsh.
9. Driving License.

**Additional
Information**

Informal enquiries: Katarina Kusz – k.e.kusz@swansea.ac.uk

