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# JOB DESCRIPTION

**POST:** Technical Specialist – Health

**REF:**

**DEPARTMENT:** Specialist Technical Services

**GRADE:** 5

**REPORTING TO:** Technical Specialist Team Leader - Health

**SUPERVISORY RESPONSIBILITY:** None

# JOB PURPOSE:

To provide high quality technical support and specialist facility management across the range of health programmes including UG and PG, as well as visitors, as required for the delivery of a suite of high-quality degrees. The post will require a constant overview of the running of the specialist spaces and equipment providing demonstrations, setting up for sessions, managing our digital review technologies whilst actively engaging with the students and their outputs and needs. You will be required to oversee key aspects of Supported Open Learning (SOL).

# DUTIES AND RESPONSIBILITIES:

1. To provide technical support to academics and students during taught activity and to lead on taught demonstration sessions where required, including the support of academics in the application and demonstration of all related equipment and resources.
2. To take an active role within the School, working with colleagues on module planning, offering ideas and investigating possibilities.
3. Undertake Supported Open Learning sessions (SOL), including demonstrating equipment, Health & Safety inductions, assisting students with making processes and the operation of specialised equipment where appropriate, referring them for tutorial support as appropriate and other academic related matters.
4. Undertake the daily running and supervision of the spaces and equipment; identifying problems and needs and providing solutions; rectifying problems where possible or in consultation with the Technical Specialist Team Leader and Head of Technical Services where necessary.
5. To take responsibility for the supervision of students in production learning activities and sessions as directed by academic colleagues and the Technical Management Team.
6. To keep accurate records and maintain inventories of equipment in accordance with the relevant policies and laws.
7. To ensure the adequate provision of materials and equipment for students and staff for teaching workshops, research/projects and income generation work.
8. To work flexibly and in co-operation with other technicians and teaching staff within the School and University.
9. Undertake relevant inductions and continuing professional development training to develop pertinent knowledge and skills within the role, ensuring skills are updated in accordance with emergent technologies.
10. To ensure facility Health and Safety standards are adhered to as well as contributing to updating all local Health and Safety procedures and safe systems of work, liaising closely with the Technical Management Team and Health and Safety Advisor.
11. To provide technical support for recruitment activities, such as tours of specialist areas.
12. To fully participate in performance development reviews.
13. Diagnosefaults and take corrective action so that facilities meet the minimum standard of serviceability required. To be responsible for the security, care, maintenance and organisation of the repair of equipment, paying due attention to PUWER and PAT regulations.
14. Organise the issue, return and logging of all equipment and portable specialist kits held by the programme as well as being responsible for the administration of the booking system for equipment, including ‘fault reporting’ procedures in accordance with the relevant policies and laws
15. Interpret and advise on innovative technical concepts and help to further develop the facilities and offer to the students.
16. To assist with Open Days, events and trips as required.

## Plus

* Any other duties as may reasonably be required.
* Ensure that the highest standards of professional performance are maintained.
* Demonstrate a personal commitment to equality, diversity and inclusion and ensure equal opportunities are integral to the work of the department.
* Ensure compliance with relevant legislation and statutory codes of practice, as advised.
* Participate in the arrangements for performance review.
* Ensure that professional skills are regularly updated through participation in training and development activities.
* Ensure all University policies are implemented within the remit of this post.

# HEALTH & SAFETY

Under the Health & Safety at Work Act 1974, whilst at work, members of staff must take reasonable care for their own health and safety and that of any other person who may be affected by their acts or omissions.

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post’s main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

# PERSON SPECIFICATION

**POST TITLE:** Technical Specialist - Computer Science

**SCHOOL / DEPARTMENT: Specialist Technical Services**

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

## Education & Training

|  |  |  |
| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| A relevant degree or substantial experience as a practitioner | Desirable | Application |
| Able to demonstrate experience of managing facilities and resources | Essential | Application/ Interview/ Test |

## Knowledge & Experience

|  |  |  |
| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Technical Ability to demonstrate and work with a range of practical health resources, technologies and software’s | Essential | Application/ Interview |
| experience of working in a health areas, such as Nursing, Language Speech Therapy, Operating Theatre, Paramedics, Radiography, Midwifery. | Desirable | Application/ Interview |
| The ability to learn new technologies and software quickly and efficiently | Essential | Interview |
| Experience of working in a customer service environment. | Essentail | Application/ Interview |
| Knowledge of basic Health & Safety procedures and responsibilities related to a Health environment. | Desirable | Application |
| Ability to undertake the first line maintenance and general up-keep of equipment. | Essential | Application/ Interview |

## Skills & Attributes

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Personal commitment to equality and an understanding of what this means in practice. | Essential | Application/ Interview |
| Excellent communication and interpersonal skills with the ability to provide day to day support/advice and direction to students and staff. | Essential | Interview |
| Proactive with an ability to research and investigate technical and safety issues that lead to improvements, efficiency and compliance. | Essential | Interview |
| The ability to work autonomously and be self-directed; anticipating needs and being proactive in the running of the facility. Ability to respond flexibly and reliably to complex workloads and prioritise conflicting demands. Highly competent organisational ability. With an ability to problem solve. | Essential | Application/ Interview |
| Ability to operate and contribute effectively in a team environment. | Essential | Application/ Interview |
| Experience of demonstrating processes to a variety of audiences, especially students | Desirable | Application/ Interview |

## The Leading in York St John Framework

YSJ is my University, I choose to be here, and I show my commitment by contributing to its long-term success. This Framework is used in our Recruitment & Performance Development Reviews, please take these into consideration when making your application and in your role.

|  |  |
| --- | --- |
| **Self-Assured** | I take personal responsibility. If not me, then who? If not now, then when? |
| **Agile** | I am proactive, creative and responsive in testing solutions. I continuously adapt my Approach. |
| **Socially Aware** | I contribute my knowledge, skills and time to the broader University community. |
| **Tenacious** | I confidently and passionately contribute my ideas and support others to do the same. |
| **Open-Minded** | I communicate with empathy and positivity, without prejudice. |

## Special Features

The post holder will be required to lift and carry heavy and bulky objects, display equipment and materials

The post holder will be required to work flexibly on or off campus; at times this will include evening and/or weekend/unsociable hours of work.

Occasional requirements to undertake travel away from the place of work which can also involve overnight (or longer) stays away from home/place of work.