1. **Job Details**

   **Job title:** Technical Services Manager (TSM)

   **School/Support Department:** Engineering & Electronics

   **Unit (if applicable):**

   **Line manager:** Head of School

2. **Job Purpose**

   Responsible for the assessment, planning and management of all technical resources and staff in the provision of technical support to the School of Engineering and Electronics.

3. **Main Responsibilities**

   *(Normally between 4 and 10. Percentages should total at least 95% (and no more than 100%))*

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<th>Approx. % of time</th>
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<tr>
<td>1. Management of all technical staff of the School. This includes dealing with matters relating to selection and recruitment, training, appraisal, grievance and discipline.</td>
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<td>2. Delegating supervision of technical staff to TSO’s for effective operation of technical support.</td>
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<td>3. Responsible for space and facilities management for the School. This includes co-ordination of the construction, modification, renovation, occupation and maintenance of buildings within the School.</td>
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<td>4. Management of the School technical charging system for the allocation of technician time for teaching and research as and when job requests for are requested.</td>
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<td>5. Responsible to the Head of School for compliance with School and University policies and statutory requirements on Health and Safety</td>
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<td>6. Responsible for the procurement of equipment, materials and services for technical support</td>
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4. **Planning and Organising**

   Post holder is required to prioritise and act on own initiative with minimal level of direction. Examples:
   - Delegating day to day planning for provision of technical support to the TSO’s.
• Planning for the sustained support of technical staff to the School through succession planning (i.e. when a member of the technical services team leaves).
• Long term planning for the deployment of the team mindful of skill set of the team and those skills needed by academics in developing research areas. Planning for the use of School facilities especially during the on-going building moves/developments in the School (>5 yr planning required).
• Space management includes identifying areas/free space which should be modernised/refurbished for future use, co-ordinating plans and costings with Estates and Buildings.

5. Problem Solving
Post holder is required to prioritise and act on own initiative with minimal level of direction. Examples:
• Day-to-day operational and personnel matters such as grievances, increments, promotions, etc.
• Building/refurbishment project problems e.g. contractors going over time.
• Space management and resources issues e.g. lab refurbishment, building closures, and staff relocations.
• Health and Safety issues e.g. Auditing labs and workshops, ensuring compliance with legislation.

6. Decision Making
The post holder is required to take all decisions relating to the management of the School’s technical support team including redeploying staff to new/different duties and locations. The post holder would make decisions concerning the use of all technical; facilities in the School (e.g. laboratory use) and the purchase of major new items of equipment within the School. The post holder would only refer to the Head of School if grievance issues with staff could not be resolved after negotiation, to consult re planned changes in the School’s Technical operations or the size and shape of the Technical Services Team (e.g. whether to replace a vacant post).

7. Key Contacts/Relationships
Post holder works with all technical staff in the School and with the School Administrator, and Finance Administrator on specific costed projects. The post holder works closely with the School Administrator and Head of School on personnel issues. The post holder works with the School Administrator and IT Services Manager for School projects (e.g. building moves). Across the School the post holder works with all academic staff, Research Associates and students. The post holder has contact with other Technical Services Managers in CSE Schools and with colleagues in the College Office (e.g. HR re personnel issues).

8. Knowledge, Skills and Experience Needed for the Job
Educated to higher education level in relevant subjects (e.g. HNC/HND in engineering/management), with at least seven years relevant work experience in a technical support role, three years of which must have been in a staff management capacity with responsibility for a large team of staff and facilities.
Sound knowledge of facilities management.
Experience of procurement of equipment, materials and services.
Sound knowledge of Health and Safety legislation.
Excellent inter-personal and communication skills.

9. Dimensions
Customer base: 181 academic staff (incl. RA’s), 60 staff, 207 post-graduate students, 1000 under-graduate students.
The post holder manages a Technical Services team of 21 through the five School TSO’s.
Approximate number of staff affected by the post holder: 100
Approximate number of students/customers affected by the post holder: 1,200+

10. Job Context and any other relevant information