University of Edinburgh

Job Description

1. Job Details

Job title: Technical Services Manager

School/Support Department: Physics

Unit (if applicable):

Line manager: Head of School

2. Job Purpose

To manage the School’s space, physical facilities, and infrastructure.
To manage the School’s technical support provision, and the technical staff who sustain it.
To act as School Safety Adviser.

3. Main Responsibilities

1. Responsible for facilities management for the School; this includes co-ordination of construction, modification, renovation and maintenance of buildings and infrastructure within the School. 40

2. Manage allocation of space, acquiring, allocating, and equipping, so as to satisfy competing demands. 15

3. Manage all School technical staff, including delegation of duties, reviewing performance, and development and appraisal. 15

4. Responsible for ensuring that the School receives the technical support it needs to fulfil all teaching and research commitments. 10

5. Responsible for implementing School safety policy and procedures. 10

6. Manage all aspects of building and personnel security and access within the School. 10

4. Planning and Organising

- Analyse future space requirements for the School (one to two years in advance), then take the necessary steps to acquire and/or modify or refurbish.
- Re-allocate / re-use space, so as to make most efficient use of current estate.
- Project manage (as the “client”), building refurbishment projects.
- Match the technical staff resource with users’ requirements for technical support.

5. Problem Solving

- Space is at a premium and there are always competing interests that have to be satisfied by the jobholder.
- Multi-trade building projects inevitably do not run to plan and the jobholder will be expected to deal with these issues as they arise.
- Resolve personnel issues within the technical staff.
6. Decision Making
- Allocate space occupancy using own judgement as to most appropriate use.
- Determine priorities in time-tabling building work, refurbishments, etc.
- Decide what actions are necessary to comply with School and University safety policy and H. & S. legislation.
- Initiate reward processes, development strategies etc., for technical staff.

7. Key Contacts/Relationships
- All staff within the School – to resolve all space, facilities, technical resource issues.
- Wide range of other College, and University (HR, E & B, H & S, etc.) contacts, with the jobholder acting as principal contact on many issues.
- Act on behalf of the client when dealing with external contractors etc.

8. Knowledge, Skills and Experience Needed for the Job
- Degree, or HND/HNC, in physical sciences.
- Minimum 8 years working in science environment, of which at least 3 years should be as a service manager in a supervisory role.
- Experience of project management, or in delivering complex projects on time.
- Experience of Health & Safety management.
- Ability to work well under pressure.
- Good people management skills

9. Dimensions
- 10 direct reports; 9 indirect reports; 19 fte in total.
- Provide services to 280 staff and PG students.
- Manage own technical budget of £13k, and initiate orders from many other budgets.

10. Job Context and any other relevant information
- As space and facilities manager for the largest occupant of the JCMB, the jobholder often acts as de facto building manager for this, the University’s largest building.