



OPPORTUNITY

Where change
gets real.



Reference: 0307-26

Grade: 8

Salary: £38,784 to £46,049, per annum, depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose:

The post holder will lead the technical team to deliver a professional and high-quality service to academic, professional staff and students.

The post holder will be part of the technical team and report to the Deputy Head of Technical Services

Main Duties/Responsibilities

- ▶ To deputise for the Deputy Head of Technical Services
- ▶ To lead the technical team to deliver the required technical support, setting standards, implementing changes/improvements as required to meet the needs of academic staff and students.
- ▶ To work closely with stakeholders such as Heads of Schools and contribute to process development.
- ▶ To be responsive to changing priorities, allocating resource as required and maximising the efficiency of the technical support provided at all times
- ▶ To take a proactive and trouble-shooting approach to problems, providing advice to inform decision making.
- ▶ To oversee the management of all resources, using available data to advise on future requirements.
- ▶ To manage a small budget for consumables etc.
- ▶ To lead and co-ordinate the technical contribution to practical sessions, Open Days and Masterclasses.
- ▶ To identify, develop and deliver a range of appropriate training, guidance and materials, to assist and instruct staff and students
- ▶ To undertake an ongoing informal assessment of student competence and the effectiveness of skills instruction delivery techniques.
- ▶ To undertake routine calibration, configuration and operation, including problem solving related to specialist and non-specialist technical equipment.
- ▶ To implement and monitor compliance with Health and Safety rules and regulations in the workplace ensuring technical areas are kept in a safe and orderly manner, providing advice as appropriate.
- ▶ To represent the University/ Technical Services on internal and external networks and committees
- ▶ To manage technical team in designated area, monitoring performance at individual and team level and identifying appropriate learning and development needs.
- ▶ To undertake any technical support duties as may be reasonably expected from time to time by the Head of Technical Services.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> ▶ BSc or equivalent qualification/ experience relevant to the role and subject discipline ▶ NEBOSH or equivalent/ other relevant H&S qualification 	Application form and interview
Experience	<ul style="list-style-type: none"> ▶ Considerable knowledge and experience gained in a technical or scientific area relevant to the subject discipline ▶ Leading a technical team to provide an effective and professional technical service 	Application form and interview
Aptitude and skills	<ul style="list-style-type: none"> ▶ In depth knowledge of a range of technical and scientific practices in a relevant subject ▶ Ability to use initiative and demonstrate an innovative and pro-active approach to problem solving. ▶ Ability to manage a team, monitoring performance, providing support and development as required ▶ Planning and organisation skills with the ability to manage customer expectations and priorities ▶ Flexible to provide support outside of core hours as required ▶ Excellent communication skills, verbal and written alongside strong interpersonal and influencing/behavioural skills 	Application form and interview

	Essential	Method of assessment
	<ul style="list-style-type: none"> ▶ Broad understanding of effective approaches to train and teach on methodologies and techniques ▶ Competent in the use of IT packages including specialist software relevant to the subject discipline 	

	Desirable	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> ▶ Additional qualifications to support this role ▶ Dispensing Diploma ▶ Diploma in contact lens Practice 	Application form
Experience	<ul style="list-style-type: none"> ▶ Experience in a teaching/clinical environment 	Application form and interview
Aptitude and Skills	<ul style="list-style-type: none"> ▶ Flexible approach to support the needs of the School/College 	Application form and interview

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours

				
Innovation	Collaboration	Ambition	Inclusion	Integrity
We strive for excellence within ourselves and others, providing solutions to new and existing challenges.	We work best when we are collaborative, working together to contribute to the Aston community.	We strive together for improvement and innovation looking ahead to see the bigger picture.	We treat everyone in our community equally and how they would like to be treated.	We are open, honest and fair. We take ownership of the way we work and how we treat each other.

How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59 on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form, then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact information

Enquiries about the vacancy:

Name: Reece Lillie

Job Title: Deputy Head of Technical Services

Email: r.s.lillie@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy.

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: [Benefits and Rewards | Aston University](#)

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/skilled-worker-visa> You can also find further information on our candidate immigration [web page](#).

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see our candidate immigration [web page](#) for further details.

Before you start and Right to Work

Right to Work Check

All employees must complete a Right to Work check before they commence work at Aston. HR will contact you during the onboarding process to arrange your check.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents that can help you find suitable accommodation. Useful websites for support and guidance

<https://www.gov.uk/government/publications/how-to-rent/how-to-rent-the-checklist-for-renting-in-england> and <https://www.citizensadvice.org.uk/housing/>

You can also use property search websites such as Rightmove or Zoopla.

Equal Opportunities

Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection

Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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