

CANDIDATE PACK

Technical Team Leader

School of Life Sciences

College of Liberal Arts & Sciences

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services



JOB DESCRIPTION

Job Title: Technical Team Leader

Reports to: Head Technician

Department: College of Liberal Arts & Sciences

Grade: NG6

ROLE PURPOSE

To lead and manage a Life Sciences technical team in the academic delivery of School activities (teaching, research, and knowledge exchange activities), through the provision of a high quality and customer-focused technical service to academic and research colleagues, students and external users.

To contribute to establishing best practice in the supervision of the technical team and facilities, including forward planning, optimum utilisation of materials, equipment and technical resources and facilitating the development of members of the technical team under their line management. The post holder will discharge these responsibilities in addition to maintaining their own 'hands-on' core specialist technical support activities.

PRINCIPAL ACCOUNTABILITIES

1. To liaise with the Head Technician and other team leader to manage the laboratories, staff and technical resources in the School of Life Sciences, providing customer focused technical support for the core activities of the School (teaching, research and knowledge exchange) and its users. This will include:
 - a. To ensure optimum level of technical support and service is delivered to the School of Life Sciences at all times.
 - b. To ensure activities are legally compliant where necessary and conform to quality assurance and quality standard systems and processes as required.
 - c. To play a key role in establishing and implementing best practice in the management of the facilities including forward planning of the effective usage of materials, equipment, and technical staff.
 - d. To deputise in the absence of the Head Technician and cover for the other team leader as required.
 - e. To lead user groups/expert groups as delegated to the post-holder.
2. Lead and manage a multidisciplinary team of Technical staff, ensuring that; all relevant people management policies are effectively implemented in accordance with brand values and leadership and management competencies, modelling good practice line management; all staff in the team engage with the University's PDR process, deliver their personal objectives and complete all agreed personal development activities, recording all relevant information on their PDR record, setting appropriate service and performance standards, in consultation with



key stakeholders, and ensuring they are met; engaging and motivating staff to achieve maximum performance and flexibility within clear lines of accountability and responsibility; promoting effective relations with other academic areas and areas of Professional Services, and contributing to Westminster's positioning as a University of first choice by providing an outstanding customer experience.

3. To ensure team compliance with all relevant Health and Safety requirements in the designated technical services area, monitoring, auditing and ensuring the safe usage of all equipment and materials by users. This will include:
 - a. To maintain best practice through established Health & Safety legislation, Risk and Hazard Management and COSHH procedures.
 - b. To induct and train staff, apprentices, students, and other users of the facilities. The post holder will be required to write and review technical guides, SOPs and relevant documentations, including risk assessments as required.
 - c. To ensure that Health and Safety procedures, particularly when working with hazardous substances, are strictly adhered to.
4. To provide specialist technical support to academic colleagues and students during the preparation and delivery of practical classes (e.g. as part of the undergraduate or postgraduate curriculum, as part of support for research projects, summer school or CPD/short-course activity). Such specialist technical support includes (but is not limited to):
 - a. To provide specialist advice and support in the post holder's specialism
 - b. To provide a lead and support role to the delivery of practical classes as assigned by the Head Technician. To work with other technical team members regarding the preparation and delivery of general and specialist practical classes in the life sciences modules
 - c. To provide support for research within the school.
 - d. To support space and equipment organisation, maintenance, servicing and supervision of the teaching and research laboratories.
5. To instruct users in, and carry out demonstration of, the safe and correct use of equipment and materials, in teaching, research and knowledge exchange, on both an ad-hoc basis and during scheduled practical sessions throughout the year, maintaining appropriate records that this instruction has taken place.
6. To manage their team in providing technical support to academic staff and students during the preparation and delivery of practical classes (e.g. as part of the undergraduate or postgraduate curriculum, as part of support for research projects, summer school or CPD/short-course activity).



7. To carry out the regular inspection and evaluation of equipment in the technical services area, to ensure that it conforms to required Health & Safety standards; maintaining and undertaking minor repairs to equipment (where the post holder has had the necessary training to undertake such repairs) and arranging engineer/specialist maintenance when required. To keep the designated technical service area in a clean, safe, and fully operational condition.
8. To ensure stocks of laboratory supplies are monitored, maintained, and requisitioned when required, to maintain optimum levels at all times throughout the year.
9. To participate in and contribute to relevant internal or external networks (e.g., Technician team meetings, user groups, committees, professional networks, Technician's Commitment), as directed by the Head Technician. To undertake relevant continuous professional development activities and maintain up to date knowledge and skills in the designated specialism.
10. To coordinate and contribute to writing technical guidance/manuals for users relevant to the designated technical service area and its equipment and provisions and provide coordination to develop & maintain the technical support digital learning tools and software.
11. To undertake any other duties within their competence and appropriate to the grade, as required by the line manager or his/her nominee.

CONTEXT

The School of Life Sciences laboratory support team comprises 17 technicians that provide high quality and value adding technical services and support aligned to the School's academic portfolio. The life sciences laboratory infrastructure includes a range of wet and dry laboratories, along with dedicated high-grade specialist research equipment and spaces.

The technical team support over 350 practical sessions in the life sciences modules between two semesters, which are delivered via five dedicated large teaching laboratories, in addition to student project labs for undergraduate and post graduate research work. Other key areas of technical services and support within the School include, (1) the management and delivery of extensive equipment and space maintenance, servicing and procurement (2) direct support to academic research projects and knowledge exchange or enterprise activities, (3) conducting consultancy and specialist hire income generation activities and (4) health and safety and regulatory compliance.

The range of Life Sciences Laboratories bring their own suite of health and safety considerations and requirements including monitoring of COSHH legislation; Licensing (and periodic inspection) by the Human Tissue Authority, HSE and an ongoing focus (including regular internal inspections, audits and annual student and colleague development) on health and safety.

The post-holder is expected to work closely with colleagues within and outside of the School to maintain the highest quality of technical support and provide the best possible experience to



School users (primarily students and academic and research colleagues) in the delivery of the School's core activities. The post holder will form part of the technical team management structure in conjunction with a second Technical Team Leader and the Head Technician and will have direct line management of part of the technical team. The post holder will need to liaise closely with the head Technician and other technical team leader but will also work closely with the manager of The Clinic, the procurement team, School and University safety advisors and the University's Estates Planning & Services department. The post holder will be expected to 'model' a customer-centered approach and have a commitment to personal and professional development, demonstrating this commitment through undertaking regular continuous professional development activities.

DIMENSIONS

- The post-holder has line management responsibility and works as part of a team of in supporting the core activities of the School.
- The post-holder is a user and service provider of the equipment and physical resources in the designated technical service area and ensures their safe usage in compliance with Health and Safety requirements.
- There may be restrictions on taking annual leave during busy periods (e.g. during term time)
- There may be a requirement to undertake mandatory training (e.g. in respect of Health and Safety compliance) or other CPD.



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Educated to degree level in the Biosciences or equivalent practical experience

Desirable

- Relevant post-graduate or professional (membership of a relevant professional body and or technical registration of the Science Council) or demonstrable equivalent level of professional experience
- NVQ in customer services or equivalent practical experience

TRAINING AND EXPERIENCE

Essential

- Experience in preparing and delivering laboratory based practical classes.
- Experience of supporting research including student research projects.
- Demonstrable experience of effective technical staff performance management.
- Demonstrable understanding of health and safety legislation, requirements and best practice in the context of the specific work in the biosciences laboratory.
- Proven track record of working and successful delivery of services in a Life Sciences laboratory environment.
- Experience of demonstrating/training users on equipment and/or software.
- Proven knowledge of and skills for working with a variety of materials, equipment and software in the biosciences laboratory.
- Experience of working successfully as a member of a customer-facing team of staff.
- Experience of writing and contributing to laboratory supporting documentation (e.g. standard operating procedures, risk assessments and guidance documents).

Desirable

- Previous experience in a Higher Education environment.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Able to provide creative solutions to complex problems on a day-to-day basis.
- Able to apply theoretical models, formulas and test scenarios effectively to solve practical dilemmas or help others move conceptual ideas forward.



- Able to operate maintain and repair specialist machinery/equipment as an experienced and proficient user.
- Excellent IT and digital skills including the use of standard office packages and collaborative on-line environments such as Sharepoint, One Note and MS Teams.
- Excellent interpersonal skills with the ability to communicate information effectively (either verbally or in written form), and articulate complex issues in a manner, which is clear and concise.
- Excellent planning skills, with attention to detail, the ability to meet deadlines, work well under time constraints and other pressures.
- Willing and able to learn new scientific techniques.
- Ability to work both independently and in a team environment.
- A customer-focused approach and the ability to demonstrate this approach in personal working practices.
- Ability to effectively communicate (written and oral) with colleagues and clients in a professional and efficient manner.
- A commitment to continuous personal professional development.
- The flexibility to adapt in an ever-changing sector.
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae;
- names and contact details of two referees (although referees will only be approached at offer stage).

The deadline for receipt of applications is midnight on 11 November 2024

Interviews will take place on week commencing 25 November 2024.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

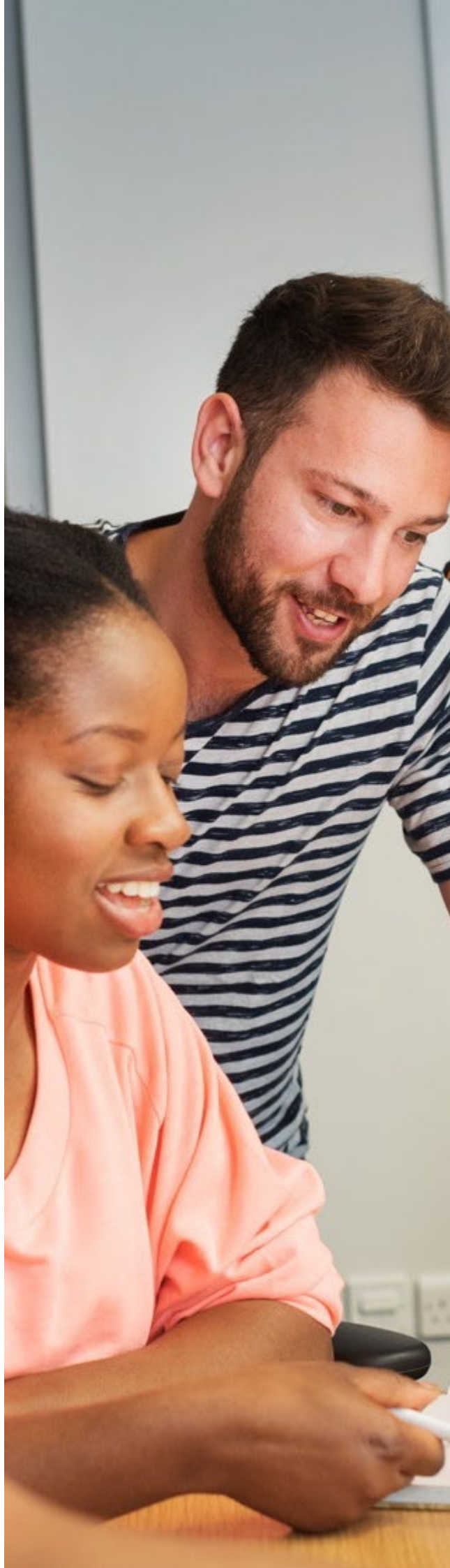
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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