

Grade 7: Technical Management

Role Description

COMMUNICATION

a) Oral Communication

The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: discussing requirements and materials for classes, or explaining that heating/electrical equipment will need to be shut down.*

The role holder frequently receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others. *Example: explaining operational use of computer programmes.*

b) Written Communication

The role holder frequently receives, understands and conveys straightforward information in a clear and accurate manner. *Example: answering enquiries regarding requirements and materials for classes via e-mail, or using e-mail to inform people of work-in-progress.*

The role holder frequently receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others. *Example: writing guidance notes on the use of specialist equipment or software, or recording technical details, or drawing schematic diagrams of electronic circuit designs, or writing reports.*

TEAM WORK AND MOTIVATION

The role holder is required to participate in and deliver their contribution to a team. *Example: offering proactive support to colleagues, or participating in discussions about the organisation of workloads within the team.*

A further important requirement of the role holder is to be supportive and encouraging of others in a team. They would help to build co-operation by setting an example and showing a flexible approach to delivering team results. They would contribute to building team morale as an active participant in the team. *Example: being a senior member of the team.*

LIAISON AND NETWORKING

The role holder is required to carry out day to day liaison using existing procedures. The purpose of this is to ensure dissemination of information in the right format to the right people at the right time, building relationships and contacts to facilitate future exchange of information. *Example: liaising with staff and external contacts, ensuring that relevant and timely information is provided, and establishing*

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The role holder is required to provide advice or input to contribute to the decision making of others. The decisions would have an impact of defined spread which may endure for some time. *Example: providing technical advice to researchers, or providing advice on which equipment to purchase.*

PLANNING AND ORGANISING RESOURCES

The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives. *Example: deciding when and how best to respond to requests in order to provide*

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TEAM DEVELOPMENT

The role holder is required to advise or guide new starters working in the same role or unit on standard information or procedures. *Example: regularly helping to induct new members of staff, or organising their induction programmes.*

The role holder is required to train or guide others on specific tasks, issues or activities. They would give advice, guidance and feedback on the basis of their own knowledge or experience and deliver training. *Example: providing training or one-to-one coaching for members of the team.*

TEACHING AND LEARNING SUPPORT

The role holder is required to introduce students or others who are new to the area to standard information or procedures. The role holder does this by providing standard information or delivering teaching or training. *Example: explaining how to operate equipment, or use software packages.*

The role holder is required to teach or train students or others on specific tasks, issues or activities. They would assess performance and provide feedback during the event. The role holder does this by providing standard information or delivering teaching or training. *Example: providing training to staff or students on specific tasks.*

KNOWLEDGE AND EXPERIENCE

The role holder is required to apply working knowledge of theory and practice, sharing this knowledge with others as appropriate. They would demonstrate continuous specialist development by acquiring relevant skills and competencies. *Example: holding a relevant professional or vocational qualification and technical knowledge in the relevant field, or keeping abreast of changes in legislation/regulations, and having sound knowledge in the field.*