

## **Laboratory Technician - Pharmacy - Learning and Information Services - Grade E**

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### Job Description

#### **Purpose**

To support the Senior Technician in the provision of technical support for students and staff in the Pharmacy, Foundation and Research laboratory facilities.

#### **Duties**

1. To support the technical lead and primary contact for the running of pharmacy laboratory facilities, ensuring effective and efficient use of resources in designated areas.
2. To set up, prepare and demonstrate operation of equipment and laboratory resources for use by students and staff.
3. To provide help, support, guidance and advice, for example through demonstrations or inductions to staff and/or students in a group or individually, on the use of equipment and the skills, techniques and procedures associated with the practical use of laboratory resources within Pharmacy.
4. To help supervise individual or groups of students in laboratory and practical sessions as required.
5. To support the Senior Technician in fault reporting, maintenance and development of equipment and facilities, including daily checks, ensuring they are maintained in a safe, clean, secure, and tidy condition.
6. To help supervise technical staff as required by the Senior Technician.
7. To assist with Health and Safety activities for designated facilities as required including risk assessments and waste disposal processes.
8. To assist staff and students undertaking research, exhibitions and Knowledge Transfer/income generating activities.
9. To work on specific technical projects as the business requires.
10. To demonstrate and provide a consistently high level of customer service to staff and students.
11. To demonstrate flexibility and commitment to the University and LIS mission statements, policies, and development plans.
12. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.
13. To carry out other such duties as may reasonably be associated with the grade and a role of this nature.
14. To deputise for the Senior Technician as required.

### Person Specification

#### **Knowledge, Skills, and Behaviours (Essential)**

- Recent and extensive experience of setting up, operating, supporting and maintaining a wide range of equipment relating to a pharmacy (Application/Interview).
- Experience of working in a laboratory environment. Including preparing common reagents (Application/Interview).
- Experience in a customer facing technical support role (Application/Interview).
- Proven recent experience of supervising and training staff (Application/Interview).
- Proven experience in conducting risk assessments and implementing Health & Safety processes and policies, with a strong understanding of Health and Safety procedures to ensure a safe working environment (Application/Interview).
- Undergraduate degree level in science subject or equivalent experiential learning in a related discipline (Application).
- Competence in the use and support of equipment and instrumentation associated with in a pharmacy and laboratory (Application/Interview).
- Good customer service and communication skills both written and verbal (Application/Interview).
- Work well independently and as part of a diverse team, actively contributing to team efforts (Application/Interview).
- Demonstrable IT literacy and knowledge/experience of relevant software and support (Application/Interview).
- Ability to plan, prioritise and organise own workload whilst maintaining attention to detail and concern for quality of work of team and self (Application/Interview).
- Ability to provide manual handling to varying weights and sizes (Application/Interview).
- Awareness of confidentiality (Application/Interview).
- Commitment to personal and professional development (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

### **Knowledge, Skills, and Behaviours (Desirable)**

- Experience of working in a Further or Higher Education environment (Application/Interview).
- Experience in liaising with external sources for the provision of quotes/equipment failure and technical support (Application/Interview).
- Relevant Health & Safety qualifications. Professional registration with a recognised Science related organisation (Application).
- Ability to adapt to changing work environment and new technologies. (Application/Interview).