



**Job Title:** Technical Services Manager

**Grade:** 7

**Salary:** £39,105 to £45,163 per annum, pro-rata if part-time

**Department:** Physics and Astronomy

**Hours/Contract:** Full-time or job share, fixed term contract to 31 July 2026

**Job Family:** Technical and Experimental

**Reference:** 10962

### Role Purpose

This role is a managerial lead for laboratory areas supporting the College of Science and Engineering. To take operational responsibility for the laboratory areas (both teaching and research labs) within the School of Physics & Astronomy and Space Park Leicester (SPL). To provide management support services particularly in relation to health and safety, equipment maintenance and documentation related to the running of laboratory areas. To lead and manage the laboratory support teams on main campus and work closely with Engineers and technical staff based at Space Park Leicester, ensuring that the work carried out meets the requirements and contributes to the aims of the School, College and University.

To act as the Health & Safety and Buildings Co-ordinator for the School of Physics & Astronomy and Space Park Leicester.

The role holder will be responsible for the laboratories within the School of Physics & Astronomy and Space Park Leicester, but will also be expected to undertake cross-College roles and projects as determined by the Operations Manager and to act as deputy to the Operations Manager as required.

### Resources Managed

The role holder will manage a small team of technical staff.

### Main Duties and Responsibilities

- Take responsibility for the organisation of laboratory and ancillary areas within Physics and Space Park Leicester, including planning and maintaining the safety aspects of laboratories and specialised facilities where required. Advise on, and organise appropriate training for laboratory staff in support of teaching and research.
- Manage and lead the School's laboratory team, that are based on main campus, in the provision of support for research and teaching, identifying issues and organising cover where needed. Organise and lead regular team meetings. Monitor and appraise performance, devise training schedules and ensure technical staff training and development needs are met.
- Plan and coordinate repairs and set up servicing contracts for equipment. Co-ordinate the maintenance of the asset register and other equipment inventories, including ensuring all safety related documentation is maintained. Oversee the disposal of equipment, chemicals and radioactive substances, ensuring compliance with legal requirements.
- Contribute to the development of procedures and systems within the School of Physics & Astronomy (including at Space Park Leicester), and in support of the cross-College structure. Identify key areas for improvement, prepare reports and recommendations and devise new





working practices and systems to ensure continuous improvement and effectiveness of support services.

Safety Co-ordinator. Responsibilities include:

- To advise the Head of School and Operations Manager on the implementation of University Safety Policy. This includes documentation relating to safety audits and School safety workplans including the updating of School safety documentation.
- Provide advice to members of the School on all safety matters.
- To organise and lead the programme of School safety inspections, work plans and risk assessments
- Responsible for the safety reporting and documentation.
- Support the College of Science and Engineering Safety Committee
- Champion a safe working environment for all staff, students and Industry Partners at Space Park Leicester

Building Safety Officer for buildings. Responsibilities include:

- To advise on matters of health and safety, and to deal with/ report appropriately any unresolved safety issues within the buildings, working either directly with building occupiers, Operations team or through a network of building contacts and Safety Officers
- To liaise with the University Fire Safety Officer and occupants of the buildings on building fire safety matters e.g. maintenance of fire escape routes, testing of fire alarms etc.
- To liaise with the Estates Department and building occupants regarding all matters affecting working operations within the building. To communicate key information to all building users via a network of contacts and to report on issues resulting from Estates work being carried out, to minimise disruption and enable the effective continuation of research and teaching activities.
- Responsible for the security of the buildings occupied by the School of Physics and Astronomy, including acting as out-of-hours contact for Estates and security issues.

## Internal and External Relationships

### Internal:

- Meet with the Physics and SPL Operations Managers to discuss issues relating to the operation of the school/SPL (minimum weekly).
- Attend management team meetings to discuss operational and management issues relating to the School.
- Maintain contact with members of technical staff (daily basis) concerning school duties, resources, procedures and other laboratory issues.
- Attend safety committee meetings
- Advise academic, engineering and research staff regarding support and resources for their research and teaching activities.
- Convene regular monthly technical staff meetings to discuss technical procedures, Health and Safety requirements/documentation and operational issues.
- Provide advice as required to undergraduate and postgraduate students on a range of technical and safety issues.





- Develop close working relationship with SPL Commercial and Innovation Team in order to understand bespoke needs of SPL facility and team

**College and University**

- All staff, via key contacts, to communicate information affecting the operation of the buildings on main campus and Space Park Leicester.
- Estates department concerning maintenance and security issues within the school and buildings on main campus
- Attend College Safety and Security committee meetings.
- Procurement Office regarding procedures relating to the procurement of goods and services e.g. purchase card use, waiver requests, co-ordination of information for tender documents and to seek advice on behalf of academic staff.
- Organisational Development Unit to discuss technical training requirements and funding for technical training activities.
- HR department as required, regarding recruitment of technical staff and related matters.

**External:**

- Meet company representatives in order to keep up to date with new products and equipment, organise demonstrations and exhibitions.
- Attend appropriate local and national meetings relating to technician training initiatives, as a representative of the University when necessary.
- Liaise with Space Park Leicester Commercial Partners as necessary

**Planning and Organising**

Plan and organise own workload according to the changing requirements of the School, deadlines, priorities and resources available.

Plan and organise training and development programmes for members of technical staff, for up to one academic year ahead.

Plan the servicing of research and teaching equipment and organise service contracts.

Organise teams ahead of H&S Audits and safety inspections

React to, and deal with situations and problems as they occur in order to ensure the smooth running of the School.

**Qualifications, Knowledge and Experience**

**Essential**

- Educated to Degree level or equivalent experience, within a technical background\*
- Substantial knowledge of Health and Safety legislation and experience of implementation and enforcement of safety policy within a complex, technical environment\*
- Supervisory/management experience in a technical setting\*
- Experience in producing effective Risk Assessments\*

**Desirable**

- Relevant expertise, and knowledge within a engineering / physical science based discipline\*
- Qualification in team leading or middle-management\*





- Experience of preparing technical job summaries.
- Experience of recruitment and selection procedures.

### Skills, Abilities and Competencies

#### Essential

- Proven capability for analysing and solving technical issues in a laboratory setting
- Working knowledge of Health and Safety regulations and their application
- Excellent verbal and written communication skills
- Ability to interact confidently with a wide range of people.
- Ability to line manage staff within the campus-based team
- Ability to convey complex technical information to a diverse range of stake holders.
- Meticulous attention to detail
- Ability to compile complex technical information within a written report
- Ability to liaise effectively with a range of stakeholders within and external to the University
- Proven problem-solving skills
- Proactive individual
- Ability to influence people
- Ability to work independently and as part of a team
- Active listener who is able to understand concerns and provide constructive feedback to colleagues at all levels of the organisation in relation to health and safety.
- Good IT skills

#### Desirable

- Full understanding of the scientific/technical applications used in the area of Physics and Astronomy

***\*Criteria to be used in shortlisting candidates for interview***

### Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

### Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

### Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.





## University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

## Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

