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**Senior Technical Manager/Head of Technical Services [select as appropriate]**

**GRADE 9**

**Job Purpose**

To provide advanced leadership, technological and/or specialist services and expertise in a relevant area. Take a leading role in co-ordinating and overseeing all technical aspects of a diverse range of specialist technical service areas or activities.

Provide strategic and functional senior technical leadership to PI’s, research/teaching staff, technicians and students, operating in a specialist area through management or by being a senior individual specialist responsible for managing major services and/or projects acting with a significant degree of independence. Develop and deliver specialised leading-edge techniques and practice.

Shape the structure and development of a technical service area of activity, pioneering the technological capabilities of the functional area to deliver highly innovative next generational solutions to fit broader functional and University strategy.

May have senior leadership responsibility for a diverse specialist technical service area comprising significant numbers of staff.

**Main Duties and Responsibilities**

1. Leadership of a highly effective Technical Services Team, leading and shaping the strategic and operational direction for a service of significant scale and complexity, ensuring the highest level of service quality and delivery of world leading technology, facilities and infrastructure.
2. Lead the provision of expert guidance to other technical specialists as a leading functional expert. Be responsible for all managerial aspects of the specialist service area including contributing to the strategic direction of research/teaching, provision of specialist advice and training to service users, management of resources (including technical and operational staff), financial management and responsibility for health and safety, ensuring compliance with legislative requirements, University policy, and best practice.
3. Lead on achieving the strategic objectives of a Technical Service team/area/function by providing appropriate vision, technical leadership and operational control. Anticipate and direct future change and oversee planning that has long-term reach and focus. Ensure implementation of strategic priorities, driving service improvement and supporting organisational change.
4. Pioneer leading edge techniques and practices through innovative design of complex apparatus/equipment/systems or usage/application of specialist machine equipment. Formulate new techniques and/or systems to deliver enhanced technical services, enabling complex experimentation or research to be conducted or to deliver efficiencies and value.
5. Lead on policy development with a significant influence upon strategy, structure and development of activity within the service area.
6. Strategic leadership of service quality and resource optimisation, joining up various specialisms to deliver a unified future-proofed service. Lead service and performance reviews and facilitate change management through identification of changing needs, benchmarking and capability mapping, skills audit, continuous improvement of quality and efficiency.
7. Lead the provision of operational services and resources including space and facilities with the aim of providing a high-quality learning and teaching environment and an efficient and collaborative research/teaching environment.
8. Make a leading expert contribution to subject specialism through learned societies, professional bodies, broader review and editorial processes. Represent the functional area of the University in external forums, groups or consultative committees.
9. Make a significant expert contribution to major funding bids and related activities and attain independent funding for research focused roles. Lead on governance processes, change control and gateway review processes, and post project review processes.
10. Develop/improve the capability of staff within area of work, motivating and mentoring staff to better meet the current and future requirements of the work area.
11. Support the H&S management structure, policy, processes, protocols and systems. Provide mentorship to student societies in H&S and risk management.
12. Work collaboratively with others, including within the wider College/School/Group and University where relevant with external contacts, to enhance the delivery of the service/research/teaching aims, promote the technical community and support the broader strategic aims of the University, including for the Technician Commitment <https://www.gla.ac.uk/myglasgow/staff/technicians/> and other UK-wide initiatives. Undertake any other reasonable duties as required by Head of Service/School.
13. Contribute to the enhancement of the University’s international profile in line with the University’s Strategic Plan, World Changers Together and contribute to outreach activities.

**Qualifications**

Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary professional knowledge and management skills in a similar or number of different specialist roles. Or: Scottish Credit and Qualification Framework level 9, 10 or 11 (Ordinary/Honours Degree, Post Graduate Qualification), or equivalent, including being professionally qualified in relevant discipline, with a broad range of professional leadership experience in strategically important specialist areas.

Extensive vocational experience demonstrating professional development through involvement in a series of progressively more demanding influential work/roles.

**Knowledge, Skills and Experience**

* Significant breath or depth of specialist technical knowledge and recognised as an expert and authority in the relevant technical field. Details of the discipline/project are as described in the post-specific information and advert.
* Extensive experience and demonstrable success in the delivery of advanced technological design and associated service delivery.
* Deep conceptual understanding of specialist area with the ability to transfer this knowledge to benefit research and/or teaching.
* Substantial degree of independent professional responsibility
* Experience of developing innovative solutions and contributing to strategic planning.
* Highly developed knowledge of the principles, theory and practice of field of work as well as an awareness of broader developments relevant to own work area.
* Demonstrable knowledge of relevant legislative requirements applicable to the role, including but not limited to Health and Safety.
* Significant IT skills, including proficient user of relevant specialist or bespoke software packages.
* Proven analytical and technical/scientific problem-solving capability gained over a substantial period of working at progressively higher levels of technical complexity and influence.
* Proven interpersonal and communication skills, including the ability to understand, conceptualise and interpret complex technical requirements of a research/teaching group and adapt own style to meet the needs of others.
* Excellent teamworking, leadership and people management skills, with ability to collaborate with multiple internal and external stakeholders for effective project management
* Ability to plan and prioritise a technical service to meet long term strategic objectives, whilst delivering a day-to-day service
* Significant relevant work experience within a similar research/teaching services environment, including evidence of previous outputs and professional development.
* Extensive experience and demonstrable success in the delivery of advanced technological design and associated service delivery
* Experience of contributing to the development of a research/teaching services strategy, planning resource allocation and achieving high-quality research/teaching outputs
* Experience of managing high value budgets, including knowledge of procurement and tendering processes to inform decision making, approving spends and monitoring expenditure on behalf of others.
* Experience of preparing analysis and presentation of data to publication standard
* Experience of operating independently in progressing and delivering research/teaching goals within set timescales.