

FALMOUTH

UNIVERSITY

JOB DESCRIPTION	RESEARCH AND KNOWLEDGE EXCHANGE
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Job title: Technical & Facilities Manager: Centre for Blended Realities

Grade: 7B

Responsible to: Lead, Centre for Blended Realities

Responsible for: Technical Staff

Date: October 2024

Job purpose: To manage and be fully responsible for technical staff, technical resources, estates and facilities of the centre. This includes the provision of high-quality support for those seeking to work with the centre, plus the supervision, maintenance and development of the technical facilities, equipment and/or processes in all areas of the centre and for all users.

The role holder will also have the lead responsibility for ensuring safe Health & Safety practices are operated by all individuals using technical facilities, equipment and/or processes of the centre.

The role holder will lead the technical team to enable the effective operation and delivery of technical support and services, and to actively promote the centre and cross-disciplinary working.

This position is funded by Research England's E3 scheme.

Main tasks and responsibilities

The main tasks and responsibilities of this role have been grouped in the following areas:

1. **Technical and resource management / administration.**

2. **Technical support and services.**
3. **Curriculum, research and business support.**
4. **Health and safety.**
5. **General duties and responsibilities.**

1. Technical and resource management / administration

- Manage and be fully responsible for the technical staff, technical resources, estates and facilities of the centre, including the planning and delivery of technical instruction, demonstration, supervision, support and maintenance for the technical facilities, equipment and/or processes.
- Be a member of and contribute effectively to the management team of the Centre for Blended Realities.
- Set, deliver, monitor and report on standards for the technical support and services of the centre. This will include, but not be limited to, service targets such as grant capture, high quality REF outputs, and KE activities including consultancy.
- Liaise closely with the Centre Lead, Heads of Services (KE and External Funding), Research Staff (secondes, fellow, and professors) to strategically and operationally plan the delivery of research activity, support and maintenance for the technical facilities, equipment and/or processes.
- Manage the budget and budget planning for the technical staff, resources and facilities of the centre, including resource replacement cycles.
- Ensure technical staff undertake training and development to maintain currency of technical, industry and Health & Safety skills and knowledge.
- Promote and enable access to the technical support and services of the Academic Department to all parties, including students, teaching and research staff, and external customers.

2. Technical support and services

- Prepare, install, commission, monitor, maintain and operate technical facilities, equipment and/or processes for all users of the centre, ensuring that the technical facilities, equipment and environment is in safe and good working order, troubleshooting when necessary.
- Induct, supervise and advise all users of the centre, including students, teaching and research staff, and external customers, on the operation and suitability of technical facilities, equipment and/or processes.
- Maintain and service equipment, complete maintenance and inventory documentation (including PAT), and be responsible for reporting all faults and repairs, ordering equipment and replacement spares as necessary within prescribed budget limits.
- Be responsible for the storage, distribution, maintenance and ordering of stock and materials, and ensuring the storage of hazardous substances and materials meet statutory requirements.
- Ensure the general tidiness and daily maintenance of the technical facilities.
- Assist and support the practical and technical arrangements of exhibitions, installations and performances (both internal and external) as required by Centre lead, including the advance preparation of space.

- Work collaboratively as part of a technical team, assisting and covering colleagues in other technical areas, including stores, during busy periods or absences. This may include the issue and return of equipment and operation of the electronic equipment booking system.
- Complete technical and other relevant (e.g. Health & Safety) training as identified and agreed for appropriate maintenance and development of skills.

3. Curriculum, research and business support

- Provide instruction in technical aspects of the centre's activity, working in conjunction with academic staff, in particular the Heads of Subject, Course Leaders and Year Tutors.
- Provide technical advice, demonstration and support for all centre users, including external customers, in general and specific workshop/studio practice, equipment, materials, processes, techniques, software, related issues and activities. Assist users in realising conceptual ideas practically.
- Evaluate and assess performance, provide feedback and record technical competences, in ways which will inform records of achievement.
- Prepare training manuals and other learning media in support of the learning process.
- Liaise with the appropriate academic and technical staff in the undertaking of work associated with the role.
- Contribute to the development and delivery of marketable income generating activities such as business support and research, and to Master Classes, Short Courses, and Summer Schools.

4. Administration and management

- Contribute to relevant technical or other working groups/committees as determined by the centre lead.

5. Health and safety management

- Working within the Health & Safety at Work Act, the post holder has a legal duty to take reasonable care for health and safety both for themselves and others who may be affected by their actions.
- In consultation with your team, you will be responsible for the development of a Risk Management plan for the Technical Centre. This will identify and prioritise risks for your area(s) and sets out actions which can reduce risk and ensure security. The risk plan will be reported annually as part of the annual planning cycle.
- Actively lead, manage and take responsibility for ensuring safe health & safety practices are operated by all individuals using technical facilities, equipment and/or processes, including the training, auditing and review for health & safety management.
- Ensuring that resources are available to the staff under your control to maintain statutory compliance at all times.
- Ensure risk assessments of all equipment, processes and procedures associated with the technical facilities are undertaken to a high standard, are current and that their correct implementation within the health & safety framework of the University on a continuous basis is ensured.
- Agree, recommend, document and adopt work practices within the centre and technical area(s) which are consistent with actions arising from risk assessments.
- Build risk assessments and associated health & safety standards and procedures into the training and practice of all users of the technical facilities, including the use of appropriate documentation.

- Organise, coordinate, prepare and/or deliver health & safety training sessions for individuals and groups of users of the technical facilities, and to gauge comprehension, assess learning and record attainment. Ensuring that training and certification where relevant, is carried out in a timely manner taking account of statutory renewal periods for relevant training.
- Ensure that all users are trained or supervised in the use of equipment and related techniques, to ensure compliance with statutory health & safety and manufacturer guidelines.
- Be responsible for restricting the use, including closure, of facilities, equipment or processes to individuals or groups of users that have not demonstrated appropriate levels of health & safety and working practices, and advise on how and when further training and assessment of competences can be obtained.
- Ensure that correct and timely communication of safety issues, both to your line-managers and to your direct reports, is carried out effectively
- Ensure that adequate records are kept of all matters relating to health and safety within your area of responsibility.
- Complete and maintain an appropriate first aid qualification to provide a first line response to accidents and incidents within the technical areas or areas being used for technical support and services.
- Be a registered Fire Warden to respond and enable an immediate and complete evacuation of facilities in a fire emergency.

Health and safety requirements

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of university policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy. In relation to health and safety, you are responsible for ensuring that:

- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).
- The health and safety of any person associated with the facilities for which you are responsible and the activities being carried out within those facilities is delivered through the provision of risk assessments, safe processes of work and effective monitoring and supervision.
- Membership and responsibility as a designated member of Falmouth's Committee structure (including Health and Safety Committee) as appropriate to the role.

You are responsible on direction and on behalf of the relevant management board lead, for supporting the discharge of their health and safety duties as a member of the senior management team:

- To monitor effective safety implementation.
- To identify health and safety needs and requirements.
- For the care of all those affected by your acts or omissions.

You have a responsibility to ensure a safe and healthy environment for staff, students and other users of the areas of the University under your span of control, by ensuring that:

- Falmouth’s safety policies and requirements are implemented and that resources are available to the staff under your control to ensure statutory compliance.
- Risk assessments are undertaken for relevant activities (e.g. fieldwork, performances, exhibitions etc.) undertaken by staff and students within your area, and that any Resulting actions are taken and that safe working practices are followed.
- Correct and timely communication of safety issues, both to your superiors and the staff that work for you, as relevant to your areas of responsibility is carried out.
- Staff within your area fulfil their responsibilities under the University’s Health and Safety Policy, including any responsibilities as members of University Committees as appropriate.

Measures and Indicators of Success

Measures and indicators of success in this role will be agreed at regular intervals and as part of the annual PDR (Performance Development Review) process, and will include, but are not limited to:

- Contribution to delivery against annual targets articulated in the RKE strategy
- Contribution to the progressive achievement of CBR’s financial income and research outputs
- An increased level of externally funded research and knowledge exchange activity at the University - both in terms of income generated and the proportion of staff involved.

Person Specification: Technical & Facilities Manager

Attributes	Essential requirements	Desirable requirements
Education and qualifications	Relevant degree or equivalent qualification or industrial experience. Substantial demonstrable experience of recent practice within one or more of the subjects relating to the activity of the centre. Relevant Health and Safety qualification e.g. IOSSH/NEBOSH/CIEH or other relevant recognised industry standard; In line with H&S training grid:	Postgraduate degree in a relevant subject. Relevant COSHH certification. NEBOSH would be expected to achieve. Achievement of, or willingness to study for a PGCHE.

	<ul style="list-style-type: none"> ○ IOSH Managing safely. <p>Relevant First Aid qualification.</p>	
<p>Experience and knowledge</p>	<p>Significant experience of managing a team of technical staff, facilities and budgets.</p> <p>Significant recent experience of instruction of technical aspects of academic curricula.</p> <p>Experience of working closely with academic colleagues.</p> <p>An up to date knowledge of related technical practice and a commitment to continual specialist development.</p> <p>Ability to service and maintain technical facilities, equipment and processes.</p> <p>Application of appropriate health and safety requirements for relevant technical facilities.</p> <p>To undertake research and CPD, by agreement with their line manager, to maintain the currency of their expertise.</p> <p>Recent experience of current Health & Safety practice (eg. First Aid, COSHH and LOLER) and guidelines including the writing of Risk Assessments.</p> <p>Significant experience of effectively managing health and safety implementation within a technical environment relevant to the work processes under their control.</p>	<p>Ability and experience in using relevant specialist software.</p>

	<p>Experience of running safe systems of work within a similar technical environment.</p> <p>IT literate.</p> <p>Demonstrate an understanding of customer service.</p>	
<p>Skills and personal requirements</p>	<p>The ability to engage with external partners / researchers in the realisation of concepts through practical application and taught sessions.</p> <p>Ability to work outside of normal office hours.</p> <p>Ability to create and nurture relationships with key contacts and partners in related industry.</p> <p>Well-developed communication skills including tact, diplomacy and sensitivity in working with inexperienced persons.</p> <p>Ability to work under own initiative and be resourceful in approach to problem solving.</p> <p>Ability to develop and maintain good working relationships across departments.</p> <p>Flexibility to work in different locations.</p>	