

Job Description

Technical Services Manager

Reference: 1815117

Department: Electronic and Electrical Engineering

Grade: 8 £43,884 - £51,769 per annum inclusive of London Allowance

Location: London

Reports to:

Head of Department for day to day operations, and Departmental Manager for personal and professional services support and development

Responsible for: Management of the Departmental Technical Support Teams, currently eleven staff, with four direct reports.

Main purpose of the job

The Department of Electronic and Electrical Engineering is looking for a highly competent member of staff to have complete oversight and operational control of the IT and technical services required to support world-class teaching, research and knowledge exchange activities. The postholder will develop a deep understanding of the department's infrastructure requirements and have strategic oversight of the areas within the remit, providing input into the department's strategy and planning.

Working under the direction of the Head of Department and with input to / support from the Departmental Manager, the roleholder will be responsible for leading and managing the teams of technical support staff (currently eleven staff), who support the department's teaching and research activities through the provision of IT, laboratories (teaching and learning as well as research) and workshop services.

The role comprises the following elements:

- Lead and manage the department's Technical Support Team (currently eleven staff), who provide support to departmental teaching and research activities through the provision of IT, teaching laboratories, research laboratories and workshop services, managing staffing support across these areas as well as the day to day line management of four direct reports.
- Provide high level management of the Technical Support Team, taking a leading role in career development of staff, identifying suitable training opportunities and managing and implementing organisational change / team restructures as and when required.
- Understanding the infrastructure provision within the department; understanding the current and future infrastructure requirements including equipment planning to support the department's activities and ensure efficient utilisation of resources.
- Departmental contact for operational issues.
- Acting as the client for departmental projects and representing departmental interests on programmes to ensure desired outcomes and objectives are delivered alongside robust governance.
- Developing and implementing the department's estate and equipment strategy in line with relevant Faculty and College strategies.

- Overseeing and coordinating Health and Safety matters across the department's activities and estate, and leading on business resilience/serious incident planning, mitigation and response.
 - Developing strong working relationships with colleagues across UCL as required.
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Duties and responsibilities:

Strategy and Planning

- Act as the departmental point of contact for infrastructure and equipment matters; possess an in-depth understanding of the research, teaching and enabling activities undertaken within the department.
- Develop a departmental infrastructure and equipment strategy in tandem with the Head of Department and in consultation with senior colleagues, and prioritise a pipeline of projects to keep pace with the department's future portfolio of activity.
- Identifying opportunities and developing robust business cases, working closely with relevant colleagues across UCL to scope and enable departmental equipment and infrastructure requirements.
- Maintain an overview and understanding of wider university level strategies.
- Support the department with resource management and development of policies to consistently manage resources across the department according to departmental activities. Champion innovation and changes in working practices to create appropriate, flexible and efficient working environments.

Project Management

- Provide high-quality project management support of projects undertaken on behalf of the department. This may include managing scope and change requests, monitoring of spend, and decisions regarding value for money.

- Maintain in tandem with Estates, a comprehensive database of all departmental estates projects and plans, and provide reports on progress as requested.
- Act as an internal champion for the department and its infrastructure requirements, playing a key role in communicating to staff and students, the broader UCL community and other stakeholders; anticipating, understanding and responding to the needs of stakeholders as projects are considered, developed, designed and delivered.
- Take a lead to resolve issues such as post-completion project snagging.
- Work with UCL Estates and other College partners as appropriate to carry out post project evaluations ensuring future procurement processes are informed by shared past contract experiences.

Health and Safety

- Gain a sound understanding of the health and safety risks of the department's estate and related activities, and the implementation of current policies.
- Act as the departmental Resilience Representative and take a leading role on business continuity and serious incident planning, including identifying and implementing mitigating actions and working closely with the Departmental Manager, the Departmental Safety Officer and others as appropriate.
- Work with colleagues across the department, the faculty and more broadly to mitigate risks and ensure compliance with statutory requirements.
- Check the department's defibrillator machines are in working order and suggest suitable locations for adequate coverage across the department's estate.
- Attend meetings and training to ensure own and others' continuous professional development and to promote best practice throughout the department.

General

- Present estates and technical services updates at departmental meetings and the Strategy Day as and when appropriate.
- Liaise with units across the college in order to ensure seamless, first class customer service.

- Promotion of a culture of innovation, respect and collaboration in line with UCL values.
- To actively follow and promote UCL policies, including Equal Opportunities and Race Equality policies.
- To maintain an awareness and observation of fire and health and safety regulations.
- To carry out any other duties commensurate with the grade and purpose of the post as requested by the Head of Department and Departmental Manager.

Person specification

Criteria	Essential or Desirable
Qualifications, experience and knowledge	
The ability to lead and manage a team of technical staff.	Essential
Experience dealing with suppliers, distributors and contractors and managing external relationships to deliver projects.	Essential
Experience of working in or managing a laboratory based environment.	Essential
A degree or equivalent experience in areas aligned to Electronic and Electrical Engineering / IT systems and Software	Essential
A sound working knowledge of safe laboratory and workshop practices and procedures.	Essential
Experience of working with multiple stakeholders and being able to articulate clearly to Project teams the user requirements to aid the design process.	Essential
Experience of working as part of a multi-disciplinary team.	Essential
Proven track record in successful staff and stakeholder liaison and communications on projects.	Essential
An ability to sensitively and discretely deal with staffing issues and matters.	Essential
Experience of delivering projects within HE sector or comparable.	Desirable
Proven and demonstrable experience in the client-side planning, prioritisation and delivery of infrastructure projects in complex organisations.	Desirable
Experience of the Higher Education sector with knowledge of the requirements of research and student focussed support	Desirable
Skills and abilities	
Accurate, numerate and methodical with strong attention to detail.	Essential
Self-disciplined, professional and able to work under own initiative and to tight deadlines.	Essential
Strong negotiator with ability to broker relationships.	Essential
Effective planning, organisational, co-ordination and communication skills.	Essential
Budget and financial reporting experience.	Essential
Highly effective interpersonal, influencing and communication skills (both oral and written), including the ability to: conduct meetings and present proposals in a clear and concise manner to both specialist and non-specialist audiences write clear and concise reports, business cases and other professional documentation	Essential

Criteria	Essential or Desirable
Personal attributes	
A strong team approach, customer focus and a willingness to work flexibly to meet changing circumstances and demands.	Essential
A commitment to the principles of equality, diversity and inclusivity	Essential
A strong commitment to continued professional development in dynamic and evolving fields	Essential
Strong sense of accountability and prepared to take ownership of problems and issues to deliver a prompt, satisfactory outcome.	Essential

About UCL and the Department of Electronic Engineering

University College London (UCL) was founded in 1826 as the third university in England, after Oxford and Cambridge. UCL is the first university in England to admit students of any race, class or religion, and the first to welcome women on equal terms with men. UCL is organized into 11 constituent faculties, within which there are over 100 departments, institutes and research centres. UCL has 983 professors and more than 7000 academic staffs who are dedicated to research and teaching of the highest standards. Its student community is almost 36,000, the largest in the UK. There are 29 Nobel Prize winners and three Fields medalists amongst UCL's alumni and current and former staff. UCL is the top rated university in the UK for research excellence (REF2014). It has a strong tradition and large knowledge base in medical research with a dedicated institute on Healthcare Engineering and 10+ hospitals. UCL has world-class support for researchers and has been voted the best place for postdoctoral researchers to work for consecutive years by The Scientist magazine. The main campus of UCL is located in central London, close to British Museum, West-End and Thames River.

The Department of Electronic and Electrical Engineering at UCL was established by Professor Sir Ambrose Fleming in 1885 and has a very strong research culture, state-of-the-art research equipment and facilities, and a very rich history of many fundamental research achievements in electronic and electrical engineering. The department has received top ratings in every UK research evaluation carried out to date.

Further information regarding UCL may be found at:
www.ucl.ac.uk/

Information about the departments may be found at:
www.ucl.ac.uk/eee

How to Apply

Interested applicants are encouraged to make Informal enquiries about the post to Paul McKenna at p.mckenna@ucl.ac.uk

All applications should be submitted via UCL online recruitment system at the following link:

<http://www.ucl.ac.uk/hr/jobs/>

Job Reference: **1815117**

If you have any queries regarding the application process please contact Vicky Coombes - v.coombes@ucl.ac.uk quoting reference **1815117**