

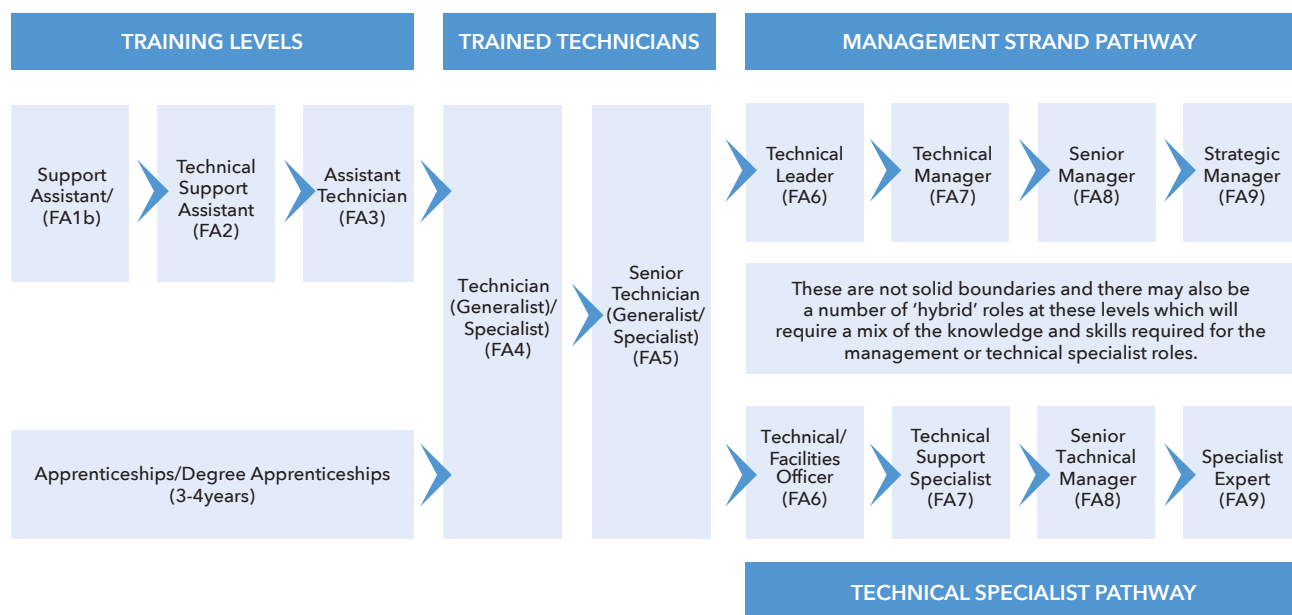
TECHNICAL STAFF - CAREER PATHWAY

OUR JOB FAMILIES FA1-FA9

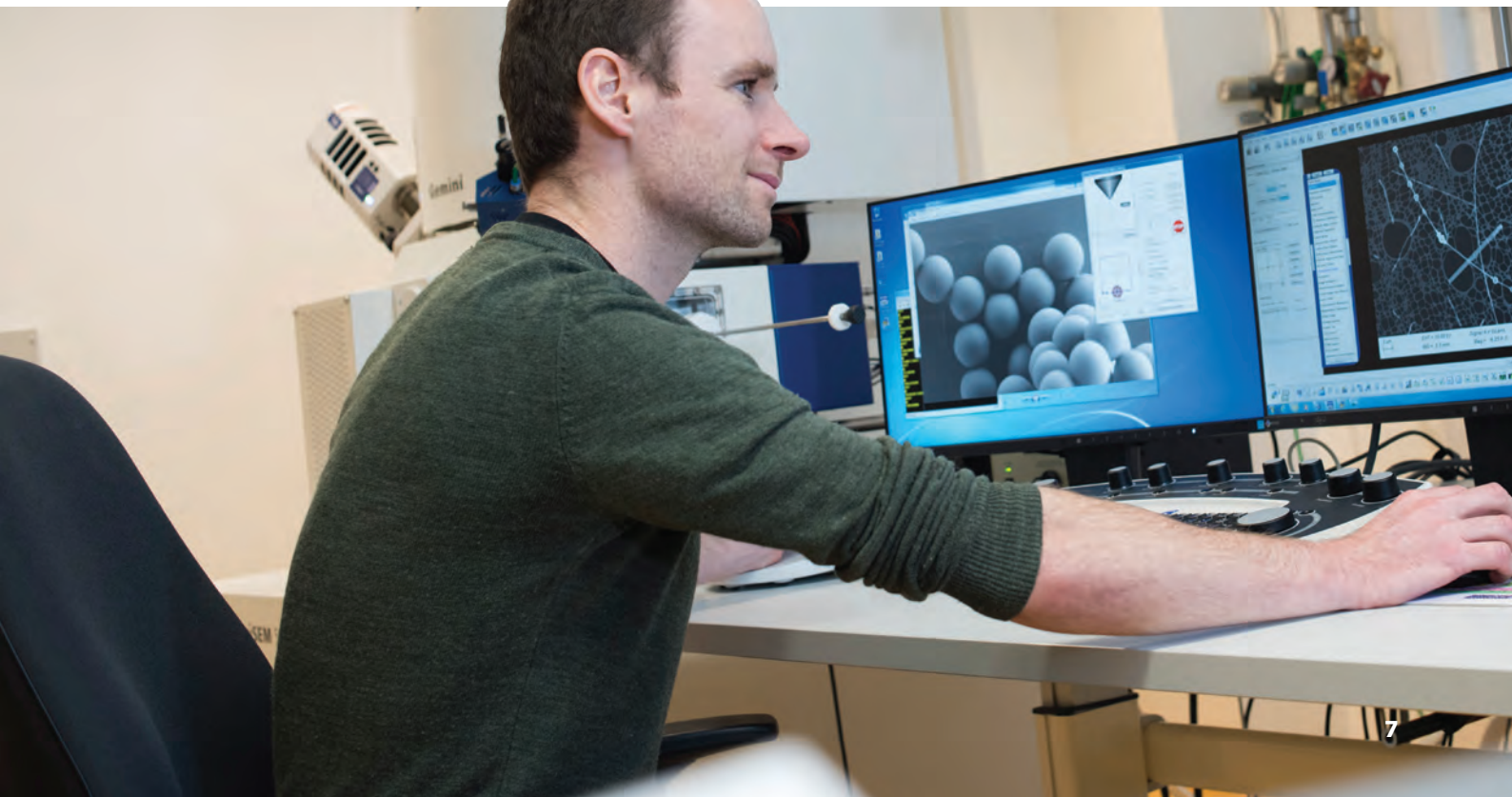
WARWICK
THE UNIVERSITY OF WARWICK

CAREER PATHWAY FOR TECHNICAL STAFF

We've outlined the typical technician career pathways from Levels FA1b to FA9. The roles at these levels correspond to the job family profiles in the following pages, giving you a clear overview of what's expected at each level - so you know what to focus on and you're able to prepare for opportunities that will arise in the future.



PROFESSIONAL REGISTRATION - there are a number of professional bodies across the sector offering support and registration at differing levels from Registered Science Technician (RSci Tech), Engineering Technician (EngTech) up to Chartered status. Professional registration establishes your proven knowledge, understanding and competence. Whilst this is not a requirement at all levels it demonstrates your level of knowledge and encourages continuous professional development.



JOB FAMILIES

LEVEL FA1B

Roles at this level work as part of a team, providing support within a specific area and undertaking routine tasks.

Supervision received from team members but should be able to prioritise own work tasks seeking guidance in difficult or unusual situations.

EXAMPLES OF WORK TASKS

- Support in the setting up of apparatus/ equipment with guidance.
- Assist team members with tasks and provide support for events.
- Processing of routine documentation and dealing with straightforward queries.
- Carry out straightforward interpretation of information, data and/or calculations.
- Accurately record and retrieve information.
- Provision of a service with ability to resolve general technical problems within own area.

QUALIFICATIONS

Jobs at this level require vocational qualification NVQ Level 1, or education to GCSE level or equivalent, or experience in a similar or related role.

KNOWLEDGE, SKILLS AND EXPERIENCE

- Ability to learn new processes or practices within own area.
- Basic level of written and verbal communication skills.
- Ability to interpret and follow instructions and guidelines.
- Knowledge of health and safety practices
- Operational IT skills.
- Cost consciousness.



JOB FAMILIES

LEVEL FA2

Roles at this level generally work as part of a team, providing a service within a specific area and undertaking routine tasks.

Supervision received from team members but should be able to prioritise own work tasks requesting advice or guidance on difficult or unusual situations.

EXAMPLES OF WORK TASKS

- Support in operation of, and setting up of, apparatus/equipment.
- Provide customers with information and assistance.
- Preparation, or processing, of routine documentation or information.
- Carry out straightforward and routine interpretation of information and data.
- Assist in the planning, organisation and provision of support to events.
- Accurately record, input and retrieve information.
- Monitoring and maintenance of stocks/supplies.
- Provision of technical service to customers.

QUALIFICATIONS

Jobs at this level require vocational qualification NVQ Level 1 or 2 or education to GCSE level or equivalent, or experience in a similar or related role.

KNOWLEDGE, SKILLS AND EXPERIENCE

- Ability to learn new processes or practices.
- Basic level of communication skills.
- Ability to operate and set up specialist equipment.
- Ability to interpret guidelines, Standard Operating Procedures and Risks Assessments.
- Awareness of health and safety procedures and practices.
- Operational IT skills.
- Cost consciousness.



JOB FAMILIES

LEVEL FA3

Roles at this level generally work independently or as part of a team, providing a range of services and support with limited supervision.

Most allocated tasks and responsibilities would fall within a specialised area with the individual providing technical support in a research environment or assisting with the demonstration of practical skills in a teaching/laboratory environment. Supervision and guidance received from team members and line manager.

EXAMPLES OF WORK TASKS

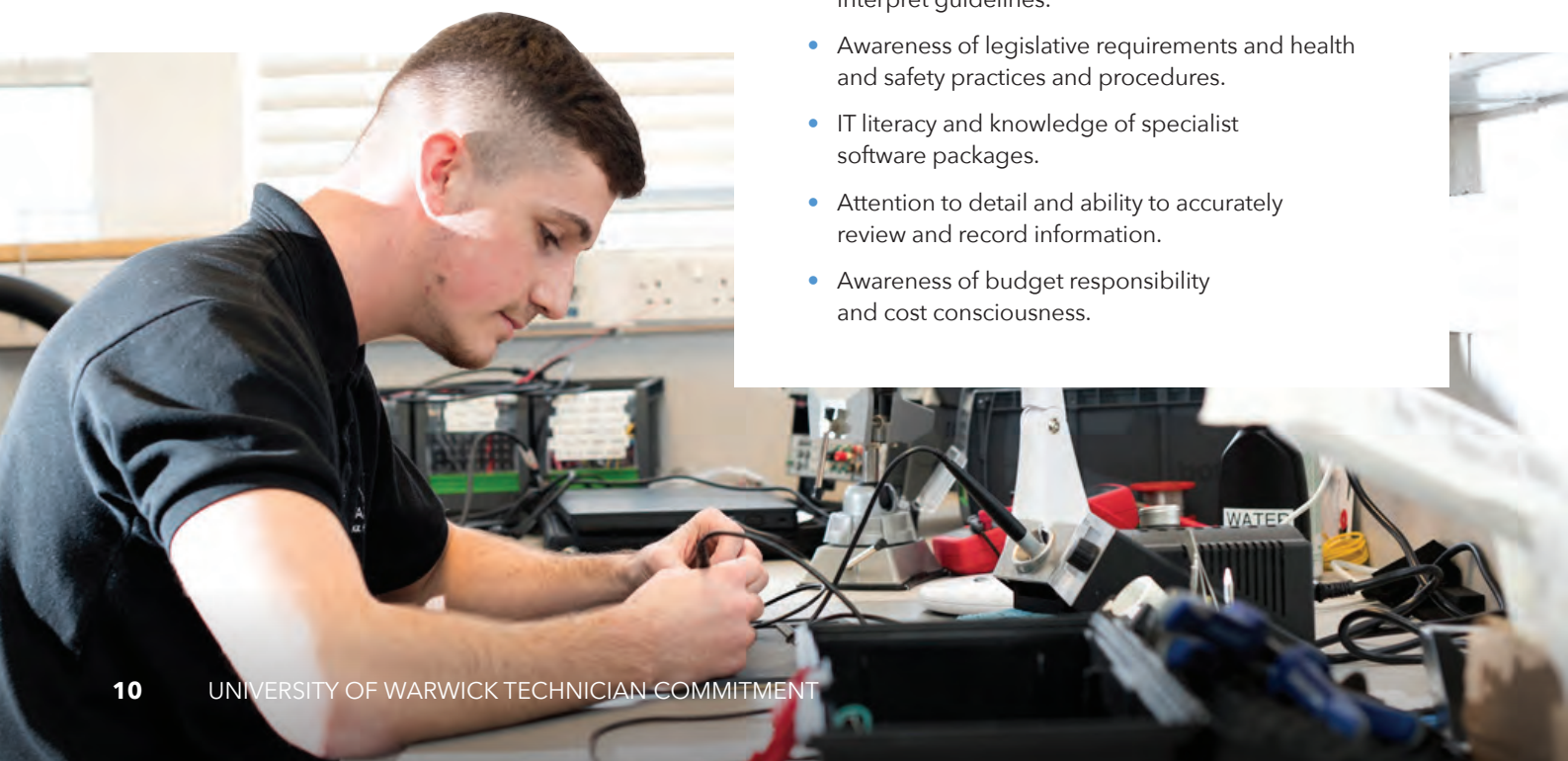
- Involved in the construction, operation, setting up and/or testing of apparatus/equipment.
- Provision of a technical service to customers.
- Support in the preparation and setting up of rooms/teaching laboratories.
- Involvement in the collection, interpretation, recording, analysis, summarisation and presentation of data and results to specified requirements.
- Provision of support to visits and events.
- Planning, monitoring and maintenance of stocks/supplies.

QUALIFICATIONS

Jobs at this level require vocational qualification NVQ Level 2 or 3, or education to 'A' level standard or equivalent, or relevant experience in a similar work environment. An interest in, and good understanding of, own work area and how this links to the wider research undertaken within the Department is required.

KNOWLEDGE, SKILLS AND EXPERIENCE

- Technical experience in a facility or laboratory environment.
- Ability to work on own initiative, or as part of a team.
- Good interpersonal, written and verbal communication skills.
- Customer service skills and experience.
- Ability to work to detailed specifications and interpret guidelines.
- Awareness of legislative requirements and health and safety practices and procedures.
- IT literacy and knowledge of specialist software packages.
- Attention to detail and ability to accurately review and record information.
- Awareness of budget responsibility and cost consciousness.



JOB FAMILIES

LEVEL FA4

Roles at this level generally work independently or as part of a team, providing a range of specialist technical services and support with limited direct supervision.

May provide support in a research environment or demonstration/training of practical skills in a teaching or laboratory environment. Supervision and guidance, as required, received from team members, line manager or academic leads.

EXAMPLES OF WORK TASKS

- Assist in all aspects of design, construction and operation of apparatus/equipment/precision instruments.
- Provision of a technical service to customers.
- Manage resources/equipment and supplies.
- Undertake routine tasks/experiments.
- Provision of technical support to visits and events.
- Record, input and retrieve information.
- Supervision of trainees/students/contractors undertaking practicals/work tasks.
- Ensuring cleanliness of work area is kept to appropriate standards.

QUALIFICATIONS

Jobs at this level will have completed an Apprenticeship and require vocational qualification NVQ Level 3, or HNC or education to 'A' level standard or equivalent, or relevant work experience in a similar environment. Knowledge in own work area and an understanding of how this links to the wider research undertaken within the Department is required.

KNOWLEDGE, SKILLS AND EXPERIENCE

- Technical experience in a technical/research facility or laboratory environment.
- Ability to work on own initiative, or as part of a team.
- Good interpersonal, written and verbal communication skills.
- Time Management skills.
- Problem solving.
- Awareness of specific legislative and health and safety procedures and processes.
- IT literacy and knowledge of specialist software packages.
- Attention to detail and ability to accurately review, analyse and record data/information.
- Financial awareness in order to monitor budgetary expenditure.



JOB FAMILIES

LEVEL FA5

Roles at this level work largely autonomously within a team or may lead a small team, train/coach others or support with the management of a technical facility.

Tasks and responsibilities within the roles generally fall within a specialised area, providing specialist technical services and support in a research environment or through demonstrating/training of practical skills in a teaching or laboratory environment. Minimal supervision, guidance as required, received from line manager or academic leads.

EXAMPLES OF WORK TASKS

- Provide technical support to research activities and project work.
- Support the technical management of teaching laboratories.
- Collection, interpretation, recording, analysis, summarisation and presentation of data.
- Planning, organisation and provision of technical support to visits and events.
- Manage supplies/resources/equipment and keep inventory of consumables and equipment.
- Assist with apprentices and undertake supervision and instruction of trainees/students/contractors through seminars/demonstrations/practicals/work tasks.
- General housekeeping ensuring work areas are well maintained to a high standard.

QUALIFICATIONS

Jobs at this level require vocational qualifications at NVQ Level 4, or HNC/HND or education to 'A' level standard or equivalent in Mathematics and/or a relevant science subject, or relevant experience at a high level in a similar work environment. A degree or professional/recognised qualification is desirable but not essential. A high level of skill and specialist knowledge and experience in own work area is expected with an understanding of how this links to the wider research undertaken within the Department. Membership of an appropriate organisation in work area would be appropriate.

KNOWLEDGE, SKILLS AND EXPERIENCE

- Specialist technical experience in a technical/research facility or laboratory environment.
- Ability to work on own initiative, or as part of a team.
- Good interpersonal, written and verbal communication skills.
- Good numeracy skills and ability to undertake complex calculations.
- Ability to interpret complicated instructions/diagrams, analyse requirements and apply specialist technical solutions to problems.
- Awareness of specific legislative and health and safety practices and procedures ensuring compliance.
- IT literacy and ability to use specialist software packages.
- Awareness of financial and budgetary expenditure.
- Supervisory skills.



JOB FAMILIES

LEVEL FA6

Roles at this level work largely autonomously, supporting others and may lead a small team or support with the management of a resource or a technical facility providing a service to internal and external customers.

Tasks and responsibilities generally fall within a specialised area providing specialist technical services and support in a research environment or through demonstrating/training of practical skills in a teaching or laboratory environment. Works with minimal supervision with guidance, as required, received from line manager or academic leads.

EXAMPLES OF WORK TASKS

- Coordinate the provision of technical support to research activities.
- Coordinate staff and/or the functional running of an area/project.
- Manage in a multiuser environment including specialist resources and equipment.
- Undertake technical management of teaching laboratories.
- Deliver tasks/experiments on multidisciplinary systems to technical specifications.
- Liaise with externals and organise and support visits and events.
- Accurately record, input and retrieve information and provide management information.
- Line management of staff overseeing daily workplans.
- Ensure compliance with regulations/legislation with awareness of future changes.
- General housekeeping ensuring work areas are well maintained to a high standard.

QUALIFICATIONS

Jobs at this level require vocational qualifications at NVQ Level 5 or 6, or a degree in a relevant science subject or equivalent qualification and/or significant relevant experience in a similar role. A professional/recognised qualification and/or a high level of skill and specialist knowledge and experience in own work area is expected together with an understanding of how this links to the wider research undertaken within the Department. Membership of an appropriate organisation in work area would also be expected.

KNOWLEDGE, SKILLS AND EXPERIENCE

- High level of technical skill and expertise with ability to work on own initiative, or manage a small team.
- Excellent interpersonal, written and verbal communication skills.
- High level of experience in working to professional diagrams/complex instructions and problem solving.
- Good knowledge of specific legislation and health and safety requirements and processes.
- IT literacy and ability to use highly complex and specialist software packages.
- Attention to detail and ability to accurately review, analyse and record data/information and data handling.
- Experience of budgetary expenditure and financial awareness.
- Awareness of University Financial Regulations and transparent approach to costing (TRAC) facility costing.
- Occasional line management of team members.
- Good numeracy skills and ability to undertake complex calculations.
- Good planning, organisation and project management skills.
- Ability to undertake literature searches and draft input into reports or publications.

JOB FAMILIES

LEVEL FA7

Roles at this level work autonomously, providing advice in a specialist area and/or managing a team, facility or discreet area, often providing an external service.

Responsibilities fall within a specialised area involving managing staff or a service to support a research or laboratory environment or teaching practical skills. Little direct supervision with guidance, as required, received from line manager or academic leads.

EXAMPLES OF WORK TASKS

- Provision of high level technical support ensuring minimisation of downtime of equipment.
- Manage a function/facility/area/project and provide technical management to research activities.
- Specify, plan and monitor maintenance of materials/stocks/supplies.
- Develop and maintain customer relations (internal and external).
- Manage provision of seminars, courses, workshops and conferences to disseminate information.
- Provide and present management information/results.
- Input into strategic planning and implementation of business models.
- Contribute to 5 year planning process and revenue plan.
- Manage software licenses and other licenses.
- Line management of staff and daily activity of physical resources.
- General housekeeping ensuring work areas are well maintained to a high standard.

QUALIFICATIONS

Jobs at this level require vocational qualifications at NVQ Level 6 or 7 or a Degree/Masters Degree or a PhD in a relevant science subject or equivalent qualification and relevant experience. A strong background in a specialist area with practical experience and a professional/recognised qualification is expected. Membership of an appropriate organisation in work area would be expected.

KNOWLEDGE, SKILLS AND EXPERIENCE

- Proven recognition of expertise in own area or a relevant discipline.
- Ability to self-motivate, work on own initiative and think creatively.
- Excellent interpersonal, written and verbal communication skills.
- Ability to articulate, influence, negotiate and challenge in a professional manner.
- Ability to interpret complex instructions, analyse requirements and implement detailed specifications.
- Awareness of health and safety legislation, standards and procedures.
- IT literacy and ability to use highly complex and specialist software packages.
- Undertake data handling and technical report writing and present results.
- Proven experience of managing and maintaining budget expenditure
- Understanding of University Financial Regulations and full economic cost (fEC) approach to facility costing, such as TRAC.
- Management skills involving coaching and training
- High level of numeracy skills.
- Good planning, organisation and time and project management skills.
- Experience of drafting/writing input for technical or academic reports or publications.

JOB FAMILIES

LEVEL FA8

Roles at this level are recognised experts in their own field or discipline. They are self-managed and often manage an area or function/facility at University level or provide an external service with management of staff.

Responsibilities fall within an area of expertise with the individual providing strategic or technical direction to support research or a University function, including seeking replacement or additional resource from both internal and external funds. Limited guidance. Reporting line is into a Departmental Head of Administration or Academic Lead.

EXAMPLES OF WORK TASKS

- Involvement in strategic planning.
- Responsibility for managing the administrative/technical operation of a programme.
- Develop, implement and manage human and physical resources.
- Develop and maintain new and existing customer relations and collaborations.
- Design and execution of industry events.
- Chair operational meetings and membership of University committees.
- Oversee the development and maintenance of robust information recording systems.
- Responsibility for financial planning in own area including 5 year planning process.
- Involvement in the design, development and implementation of University policies and procedures.
- Ensure compliance/application of software licences and other relevant licences.
- Liaise with academics to understand research programmes and requirements.
- Line management of staff, setting objectives and monitoring performance.

QUALIFICATIONS

Jobs at this level require an Honours Degree or PhD in a relevant science subject and significant relevant experience. Strong leadership and/or management skills are expected with a proven background and practical experience in their work area. A professional/recognised qualification is expected together with professional membership of an appropriate organisation in work area.

KNOWLEDGE, SKILLS AND EXPERIENCE

- Proven recognition of expertise in own field at a strategic level.
- Previous responsibility for strategic direction/oversight of area.
- Ability to work independently or collaboratively.
- Ability to coordinate multiple projects.
- Ability to adapt to strive for continual improvement.
- Excellent communication skills (written and verbal), interpersonal and networking skills.
- Experience in building/nurturing interactions/collaborations with stakeholders.
- High level of numeracy skills, data manipulation and handling.
- Good long-term planning and project management skills.
- Experience and knowledge of research grant and contract funding requirements.
- Expertise in specific legislative requirements and health and safety legislation.
- IT expertise in highly complex and specialist software packages.
- Financial knowledge with experience of preparing and managing budget expenditure.
- Knowledge of, and adherence to, University Financial Regulations and TRAC facility costing.
- Proven management and leadership skills including mentoring and coaching.

JOB FAMILIES

LEVEL 9

Roles at this level are experts in their own field and lead strategic direction for an area or function/facility at University level.

They may work independently or lead a team and will collaborate across disciplines with others internally, and externally at an international level. Formal reporting line into a Head of Department or the Registrar, but with a dotted line of responsibility to a member of the University Executive Board.

EXAMPLES OF WORK TASKS

- Lead strategic planning and delivery into University programmes.
- Institutional responsibility for technical expertise, leading human and physical resources and collaborations across multidisciplinary teams.
- International reputation for own area of expertise.
- Represent University at international industry events.
- Lead relevant University groups and chair committees.
- Responsibility for assessing, planning and implementing technological, legislative or functional change relating to own field.
- Financial planning and management of budgetary priorities.
- Work collaboratively with academics leading on institutional activities in own specialist area.
- Planning of long-term resource needs to ensure efficiency and sustainability of function/facility.

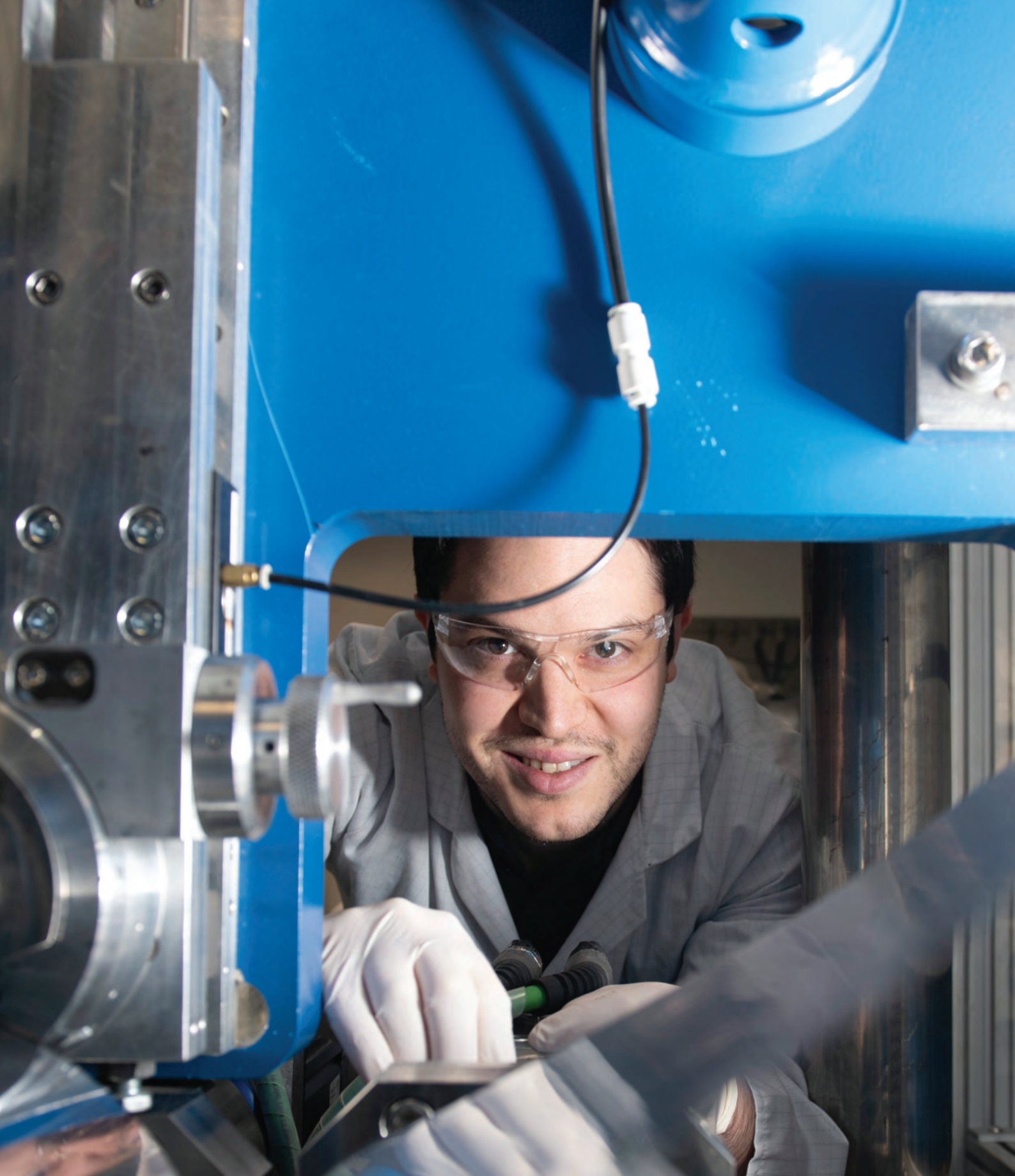
QUALIFICATIONS

Jobs at this level require an Honours Degree and/or PhD in a relevant science subject and significant appropriate experience. Strong leadership and/or management skills are expected with significant authoritative knowledge/experience in their discipline. A professional/recognised qualification is required together with membership of an appropriate organisation in work area.

KNOWLEDGE, SKILLS AND EXPERIENCE

- Authoritative knowledge of field of expertise with experience of providing strategic direction.
- Ability to work independently and collaboratively at international level.
- Excellent communication, interpersonal and networking skills.
- Excellent written and verbal skills.
- High level of numeracy skills.
- Proven experience of planning, prioritisation, organisation and time and project management skills.
- Proven knowledge of specific legislative and health and safety requirements and compliance.
- IT expertise in use and interpretation of highly complex and specialist software packages.
- Strategic knowledge of University Financial Regulations and processes.
- Ability to analyse issues and provide innovative solutions at institutional level.





For all information related to Technicians please visit the website:

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