



<b>Job title</b>	Clinical Skills and Simulation Technician	<b>Job family and level</b>	Technical Services Level 2
<b>School/ Department</b>	Clinical Skills Centre – Faculty of Medicine and Health Sciences	<b>Location</b>	East Midlands Campuses of University of Nottingham

## Purpose of role

The purpose of this role is to provide technical support to the Faculty of Medicine and Health Sciences' Clinical Skills Centre. Under the direction of the Clinical Skills Centre Manager the role works collaboratively and flexibly with the other members of the team, colleagues in schools and central professional services, to ensure delivery of a high-quality student experience which meets programme requirements. The role holder will be expected to work flexibly to support the technical services across the department's geographical sites.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<b>Preparing Clinical Skills for day to day activities</b> <ul style="list-style-type: none"><li>Following the teaching timetable prepare Clinical Skills rooms in readiness for practical classes including moving equipment, furniture, partition walls as required, ensuring all tasks are undertaken safely and to a deadline.</li><li>In liaison with academic colleagues develop written guidance to direct the preparation of equipment and consumables for use in practical classes ensuring they are put out and cleared away as required.</li><li>Undertake cleaning of rooms and equipment, keeping them organised and in good order, clearing away rubbish as required and undertaking activities not covered by cleaning staff.</li><li>Monitor and maintain stock levels/stores of basic equipment and consumables ensuring these are readily available whenever required.</li><li>Ensure the Clinical Skills store room and additional storage areas are kept clean, tidy and in an organised state.</li><li>Collection of deliveries from stores</li><li>Support the delivery of Simulated Participant sessions as required.</li><li>Take a proactive approach to the continuous improvement of services provided by the Centre.</li><li>Undertake relevant professional development to keep knowledge and skills up to date.</li><li>Plan work and prioritise effectively, escalating problems or conflicts to more senior colleagues.</li></ul>	40%
2	<b>Staff and Student Support</b> <ul style="list-style-type: none"><li>Deliver excellent technical support to colleagues and students, providing a high level of customer service and contribute to the customer service culture of the Centre.</li></ul>	35%

	<ul style="list-style-type: none"> <li>Assist, guide and support students and/or other technicians in the use of basic equipment ensuring Standard Operating Procedures (SOP's) are adhered to and the equipment is used safely.</li> <li>Provide guidance and support to any junior colleagues through on-the-job training/coaching for equipment/working practices in own area.</li> <li>Work with academic colleagues to ensure any written requests for equipment/room bookings are clear and planned appropriately.</li> <li>Communicate information/instructions effectively to a range of audiences including academics, technical colleagues, students, commercial clients and maintenance staff. Ensure necessary information is passed on to relevant parties following in-house processes.</li> <li>Provide reception cover when required.</li> <li>Attend and contribute to regular team meetings.</li> </ul>	
3	<b>Health and Safety Performance</b> <ul style="list-style-type: none"> <li>Ensure all relevant health and safety policies and procedures as directed by the University Safety Office and Departmental Safety Assistant are adhered to.</li> <li>Contribute towards the weekly health and safety/housekeeping checks within Centre completing documentation accordingly and escalating any issues to the Departmental Safety Assistant.</li> <li>Consider health and safety in the performance of all duties by assessing the risks of the planned activity and performing the tasks having considered, and acted to secure, the safety of yourself and others.</li> <li>Ensure all waste is disposed of using defined waste streams as stipulated in the local safety rules</li> <li>Report any incidents or near-misses using the University's online accident reporting system, assisting with the subsequent investigation as appropriate</li> </ul>	15%
4	<b>Equipment Maintenance</b> <ul style="list-style-type: none"> <li>Maintain and clean equipment such as CPR training manikins ensuring they are ready to use for practical classes.</li> <li>Fix minor problems with equipment, escalating larger issues to line manager.</li> <li>Troubleshoot technical problems with equipment, providing basic guidance to a range of people on how to use it.</li> <li>Ensure the equipment asset register is kept up to date.</li> </ul>	10%
5	<b>Any other duties appropriate to the grade and role</b>	n/a

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent oral and written communication skills, including the ability to communicate information with clarity.</li> <li>▪ IT literacy skills.</li> <li>▪ Problem solving skills.</li> <li>▪ Customer service skills.</li> <li>▪ Ability to work accurately in order to maintain high standards, with the ability to work effectively under pressure.</li> <li>▪ Ability to adopt a methodical approach to work in order to achieve work deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Developing technical skills in relevant area.</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Previous relevant experience, with the ability to undertake a range of technical support activities e.g. cleaning and maintenance of equipment with minimal supervision.</li> <li>▪ A sound understanding of Health and Safety.</li> <li>▪ Experience of following Standard Operating Procedures or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working in an education setting.</li> <li>▪ Practical appreciation/experience of hazards.</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ A minimum of two A Levels in relevant subjects or equivalent vocational qualifications (NVQ, City &amp; Guild), plus some experience in a relevant technical/scientific role. Or Considerable work experience in a relevant role.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Professional Registration e.g. Science Council</li> </ul>
<b>Statutory, legal or special requirements</b>	<ul style="list-style-type: none"> <li>▪ Manual handling skills including the ability to lift and move objects such as tables, manikins and chairs as this role will involve setting up and moving consumables and equipment.</li> <li>▪ Early starts/late finishes and weekend work may be required to ensure practical sessions are set up or cleared away on time.</li> </ul>	



## Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

<b>Valuing people</b>	Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
<b>Taking ownership</b>	Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
<b>Forward thinking</b>	Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
<b>Professional pride</b>	Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
<b>Always inclusive</b>	Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

## Key relationships with others

