

Job Description and Person Specification for:

Technical Support Assistant

Department:

Practice-Related Learning

Reports to:

Head of Practice-Related Learning

Salary (Band/Annual/Pro rata):

Band B

Responsible for:

No line management responsibility

Hours per week/FTE:

0.5 FTE (18 hours per week)

Working Pattern:

TBC

Job Purpose/Summary:

The Technical Support Assistant will work across the HSU, PRL team with a focus on all aspects of clinical and non-clinical education within the simulation, clinical, classroom and virtual learning environments. The role specifically, focuses on the organisation and delivery of key aspects of technical support in Bournemouth and London. The role will involve both office-based activities and active participation to ensure smooth operations.

Main Responsibilities/Key Tasks
1. Logistics, Project Coordination & Administration

- Act as a central point of contact for the PRL team and all specialist teaching spaces. Including adhoc requests and maintenance issues.
- Plans tasks and logistical jobs on campus and manages the PRL student casuals.
- Input to budget setting concerning the costs and required functionality of specific equipment, and some supervision of students and learners, e.g. when using a new piece of equipment.
- Manage and track the progress of various PRL projects, ensuring they are completed on time and meet quality standards.
- Provide administration for task tracking, booking simulations, handling job bookings, and general coordination.

2. Communication & Collaboration

- Interacts with a wide range of internal and external colleagues, including the wider team and organisation.
- Assists in preparing and showcasing simulation facilities for outreach activities, including open days and school visits.
- Liaise with internal and external stakeholders to coordinate practical and simulation activities, resolve issues, and manage timelines.
- Facilitate internal communication within the PRL team and with other departments or faculty to ensure smooth operations.
- Liaises with academic staff to discuss timetables, equipment requirements and work plans for practical teaching spaces.
- Contribute to managing mandatory training, external company communications, and room and equipment logistics.

3. Health, Safety, and Compliance

- Contribute to risk assessments and liaise with the health and safety officer to ensure that HSU's practical teaching spaces are maintained to a standard that complies with the latest and most relevant health and safety and COSHH regulations.

4. Innovation & Research

- Contribute to the development of new and sometimes complex tools, techniques and teaching, learning and research innovations (such as developing a new piece of equipment, structure or process to support research experiments or creative practice).
- Participate with the team in preparing the teaching, learning and research environment by, e.g. demonstrating the equipment and contributing to ongoing evaluation and continuous improvement.

5. Asset and Equipment Management

- Maintain a database and asset management system for simulation equipment and activities.
- Manage administration for routine maintenance of standard and bespoke equipment, stock control and housekeeping to ensure teaching, learning and research environments are, and remain, fit for purpose.
- The procurement of equipment, including auditing and infection control requirements.
- The procurement of and assistance in restocking of hygiene consumables across HSU's practical teaching space.

Additional Duties

- Undertake such other duties as may reasonably be expected, commensurate with the grade of the post, as directed by the line manager. This may include some occasional weekend work, e.g., open days and recruitment events.
- To demonstrate support for the University's commitment to equal opportunities and its Equality, Diversity, Inclusion and Belonging Policy.
- To demonstrate support for the University's Health and Safety Policy, ensuring that it is adhered to in the post holder's areas of responsibility.
- To work in line with our values.

Key Stakeholders

- Academics
- Students
- External services
- Local and national Hospitals and Educational Institutes

Requirement:	Essential:	Desirable:
Education, Training and Qualifications	GCSE including Maths and English at Grade C or above or equivalent level of qualification and grade	Experience of working in a front-line healthcare role
Skills and Knowledge	<p>Excellent written and oral communication and interpersonal skills</p> <p>Excellent customer care skills and the ability to deal tactfully and professionally with colleagues are essential.</p> <p>Competency with IT and audio- visual equipment or willingness to learn.</p> <p>Ability to effectively organise and prioritise own workload and ensure deadlines are met without supervision.</p> <p>Ability to use your own initiative within sphere of responsibility, working as part of a team or independently.</p> <p>Excellent problem-solving skills.</p>	Presentation skills
Experience	<p>Experience in healthcare or educational setting.</p> <p>Must be able to use Microsoft and adobe software applications confidently.</p>	
Personal Attributes	<p>A passion for the provision of excellent clinical education and training. Demonstrates a positive and enthusiastic approach to work.</p> <p>Professional manner. Willing and able to take part in simulation role play as patient or layman</p>	

	Professional manner Calm and friendly approach Reliable	
Abilities	<p>Able to organise and prioritise workload to meet deadlines</p> <p>Act independently and proactively</p> <p>Have attention to detail</p> <p>Maintain confidentiality and use discretion at all times</p> <p>Good organisational ability</p> <p>Ability to work well under pressure</p> <p>Ability to work co – operatively as a team member</p> <p>Ability to handle soiled linen and products of simulation</p>	
Other Requirements	<p>Flexible approach</p> <p>A proactive mindset and a positive approach to work</p> <p>A commitment to institutional value which are:</p> <ul style="list-style-type: none"> • Caring • Professional • Passionate • Inclusive • Collaborative 	

NB: *The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.*

Health Sciences University is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.

December 2024