

JOB DESCRIPTION

Job Title: Laboratory Technical Support Coordinator – Agriculture, Health and Environment Department

Grade: SG6

Department: Agriculture, Health, and Environment Department (AHED)

Responsible to: Head of Department, Agriculture, Health and Environment Department (AHED)

Responsible for: Laboratory and Technical Services Lead (NRI)

Key Contacts: N/A

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

The purpose of the role is to collaboratively work with the Laboratory and Technical services team lead and the Department Head. Contribute to the work of NRI by ensuring existing laboratory, glasshouse and controlled environment facilities are fit for purpose in supporting research projects of the Department. Contribute to planning of new facilities and modification of existing facilities. Provide and manage technical research support to AHED grants and contracts both in the laboratory and occasionally under field conditions.

- **Laboratories/Greenhouse operation:** Ensuring the Department's quarantine facilities and laboratories are effectively managed and compliant with NRI's ISO 9001:2015 quality assurance system.
- **Strategic Partnerships:** Strengthening already established relationships with external companies and regulatory firms. Maintain strong relationships with existing partners to ensure continued engagement and collaboration.
- **Project Growth:** Suggest strategies to drive the growth and scalability of lab projects. Explore ways to increase cost effectiveness in laboratory services.
- **Capabilities and collaboration:** Collaborate with project teams to identify specific impact areas that will align laboratory capabilities with project objectives and overall sustainability goals. The capabilities should be measurable, transparent, and meaningful, allowing for consistent evaluation of costs calculation across different projects.

- **Monitor & Evaluate Outcomes:** Regularly track and determine the status of projects and provide suitable environment for efficient execution thereof.
- **Reporting & communication:** Prepare comprehensive impact assessment reports that clearly communicate the results and findings to project teams, and external partners. Convey the value and significance of the laboratory's services in driving positive change within the NRI.
- **Team Collaboration:** Foster effective collaboration within cross-functional teams to ensure alignment and efficient project execution. Facilitate communication, coordination, and knowledge sharing among team members. Encourage a culture of collaboration and teamwork to achieve project milestones and meet deadlines.

KEY ACCOUNTABILITIES

Team Specific:

- Responsible for overall efficient running of Departmental laboratories, quarantine facilities (insectaries and greenhouse areas), to include monitoring, maintenance calibration, repair and servicing of equipment and up-dating of equipment inventory.
- Under the authority of the Laboratory and Technical Services Lead follow the guidance and tasks assigned.
- Co-ordinate other AHED technical staff to maintain facilities and cultures, to achieve research objectives and to support their CPD.
- Co-ordinate with outside contractors the annual servicing of some NRI scientific equipment.
- Provide and co-ordinate space within the facilities with fair and equitable access to all UoG staff and students.
- Administer the use of facilities/bench space by staff and students (both Research and Academic classes and practical sessions) ensure compatibly of insect/plant cultures.
- Ensure that AHED research facilities are compliant with the requirements of the ISO 9001:2015 standard.
- Source and order consumables and laboratory equipment, overseeing installation where required including drafting of operational procedures and risk assessments on the use thereof.
- Maintain and implement NRI's QMS procedures and work instructions used in NRI laboratories.
- Act as Health and Safety local officer and subsequently provide support to staff and students (training to be provided).
- Be part of Health and Safety team and draft, update and approve QMS work instructions and approve risk assessment forms for use in Departmental laboratories quarantine- and greenhouse facilities.
- Participate in internal and external audits.

Generic:

- Provide technical research support to AHED grants and contracts both in the laboratory and occasionally under field conditions.
- Co-ordinate regular training for staff, students, visiting researchers and collaborators in NRI procedures and use of facilities and equipment.
- Ensure routine procedures associated with plant and insect culture are performed according to schedule.
- Conduct biannual Health and Safety laboratory inspections.
- Ensure existing laboratory facilities are used appropriately and that staff and students are working to Health and Safety requirements.
- Ensuring research complies with H&S, plant health, GM and other relevant legislation by gaining knowledge of these areas and external contacts, producing guidance documents and providing advice in specific cases
- Ensure routine procedures are performed according to schedule, e.g. calibration and monitoring of equipment.
- Direct NRI personnel in understanding legislation and requirements within the facilities.
- Work co-operatively with other members of NRI.
- Actively equip and manage the facilities to minimise resource use and negative environmental impacts. Increase knowledge of sustainable practices and identify opportunities for enhancement and funding, communicating these to relevant teams in the University.
- Assist Heads of Research Groups in ensuring AHE research facilities are compliant with the rules and regulations stipulated in DEFRA licences held by the department.
- Provide overall support for student practical classes.
- Assist in the maintenance of the chemical database.
- Maintain/Coordinate stock culture collections of insects and plant material.
- Maintenance of all equipment records.

Managing Self:

- Continuously maintain knowledge of current governmental legislation in respect of DEFRA licences held by the Department.
- Continuously improve own knowledge of people, current relevant research and University working policy.
- Maintain and update relevant university contacts and knowledge of relevant University working policy.
- Maintain own continuous professional development (CPD).
- Well-developed communication skills with the professional qualities needed to gain confidence and respect from businesses and other external partners to the university.
- Able to prioritise individual and team workload and meet competing deadlines successfully with a good track record of achieving objectives.
- A methodical approach to tasks with attention to detail and ability to present high quality data.
- Ability to analyse problems and advise on appropriate solutions.

- Excellent customer focused skills, able to build successful relationships with a wide set of internal and external stakeholders and staff at all levels.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the University delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Produce and deliver work and set tasks to agreed timescales, quality and to plan.
- Contribute to team effectiveness and wellbeing.
- Comply with corporate standards.

KEY RELATIONSHIPS (Internal & External):

- Line Manager and Head of Department
- Academic/Research colleagues in NRI
- Students
- Other laboratory support staff
- Other relevant University staff (e.g. Facilities Management, Safety Unit, Sodexo)

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Experience of working independently in laboratory environment.
- Handling of quarantine biological organisms.

Desirable Criteria

- Design and application of integrated pest management schedule.
- Maintenance of quarantine plant stock collection.
- Maintaining research facilities to a required standard.
- Experience of analytical chemistry/biochemistry/ molecular biology techniques.
- Working with a wide range of insect pests and plant diseases.
- Insect colony maintenance.
- Plant culture maintenance.
- Maintaining research facilities to quarantine standards required by DEFRA.

SKILLS:

Essential Criteria

- Strategic thinking and planning
- Proven ability to work within a multi-disciplinary team
- Proven ability to work with minimum supervision
- Proven ability to manage own workload
- Excellent oral and written communication skills
- Computer literacy e.g. MS Office,
- Strong decision-making skills, able to assess information accurately and effectively, and take ownership of results.

Desirable Criteria

- Chemistry/biochemistry/molecular biology techniques.
- Good organisational skills.
- Use of statistical software.
- Basic molecular biology techniques.
- Basic tissue culture techniques.

QUALIFICATIONS:

Essential Criteria

- Minimum BSc in relevant discipline.
- Chemical handling and application of pesticide spraying.

Desirable Criteria

- N/A

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A