

JOB DESCRIPTION



Job title:	Service Technician
Pay Band	Band 2
Department:	Bioservices
Reporting Structure:	<pre>graph TD; A[Senior Animal Technician (HSU)] --> B[Service Technician]</pre>
Staff reporting to postholder:	None
Main purpose of job:	Maintaining hygiene levels throughout Bioservices facilities and assisting with animal care as required
Main duties of postholder:	Bioservices laundry and area maintenance General cleaning to maintain hygiene standards within Bioservices Post-study room cleaning within Bioservices facilities Assisting with power washing within Bioservices Assisting with animal food and water provision and area maintenance Assisting with weekend animal care as required Record keeping for legal and regulatory compliance including GLP data

PERSON SPECIFICATION

Desirable	
Experience:	A background in animal related work
	Experience of multi-species animal husbandry
	Experience of work safely - alone or as part of a team
	GLP training
	Driving Licence
Skills:	<p>Communication - excellent interpersonal and communication skills when dealing with a wide range of managers, staff and other contacts.</p> <p>Ability to provide verbal communications to staff, visitors, collaborators or clients.</p> <p>Ability to communicate to others with confidence, including face to face.</p>
	<p>Managing relationships – ability to deal with a wide range of people with tact and diplomacy</p> <p>Able to build and maintain effective working relationships with a range of people.</p> <p>Ability to ensure that animals are clean, fed and are comfortable.</p>
	<p>Team working - ability to work flexibly and effectively as part of the team to complete tasks.</p>
	<p>Confidentiality – awareness of the importance of confidentiality.</p> <p>Ability to handle and process sensitive information, data and records, with accuracy.</p>
	<p>Resilience - strong ability to work with ambiguity and constantly changing set of circumstances and issues.</p> <p>Ability to remain calm and sustain performance in the face of pressure.</p> <p>Ability to maintain the balance of care for animals and staff while getting the job done.</p> <p>Ability to maintain composure when dealing with difficult situations involving animals.</p> <p>Able to work within variable conditions such as heat and humidity, lone working and anti-social hours.</p>
	<p>Planning and organisation - able to work on own initiative, prioritise, plan activities taking into account deadlines and resources.</p>

<p>Ability to prioritize daily workload</p> <p>Able to ensure that equipment is well maintained.</p>
<p>Decision making – able to take independent action where necessary in line with policies and procedures</p> <p>Ability to recognise subtle changes in animal behaviour to decide if veterinary attention is required.</p> <p>Ability to identify when equipment failure requires repair by external engineer or can be made in house.</p>
<p>Flexibility – ability to adapt and work effectively with a variety of situations, individuals or groups.</p> <p>Able to understand and appreciate different and opposing perspectives on an issue and to adapt an approach as the situation changes</p>
<p>Other skills</p>
<p>Other Requirements</p> <p>Must be able to demonstrate compassion and confidence with different species of animals.</p> <p>Physically fit to restrain animals while procedures are being carried out</p> <p>Physical dexterity to work in awkward positions and confined spaces.</p> <p>Stamina to complete repetitive tasks.</p>