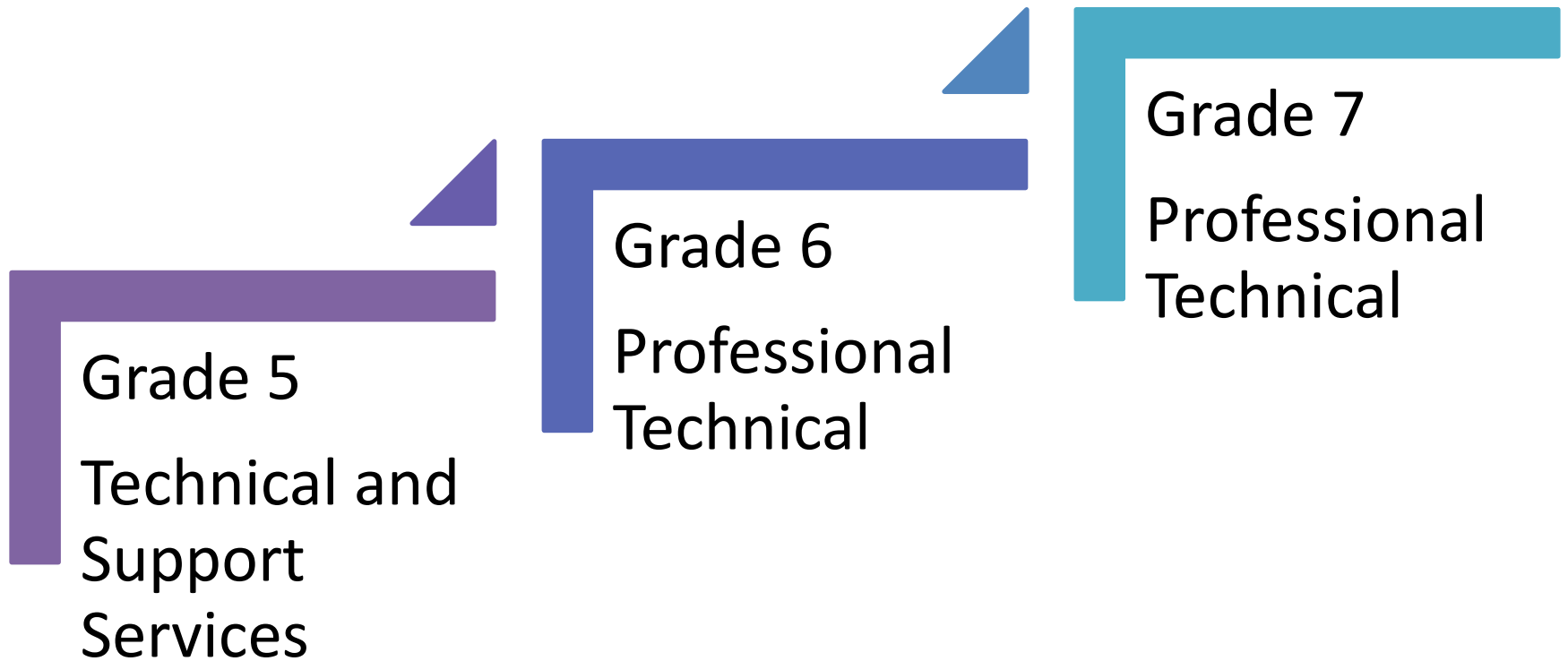


Advancing your career at Heriot-Watt

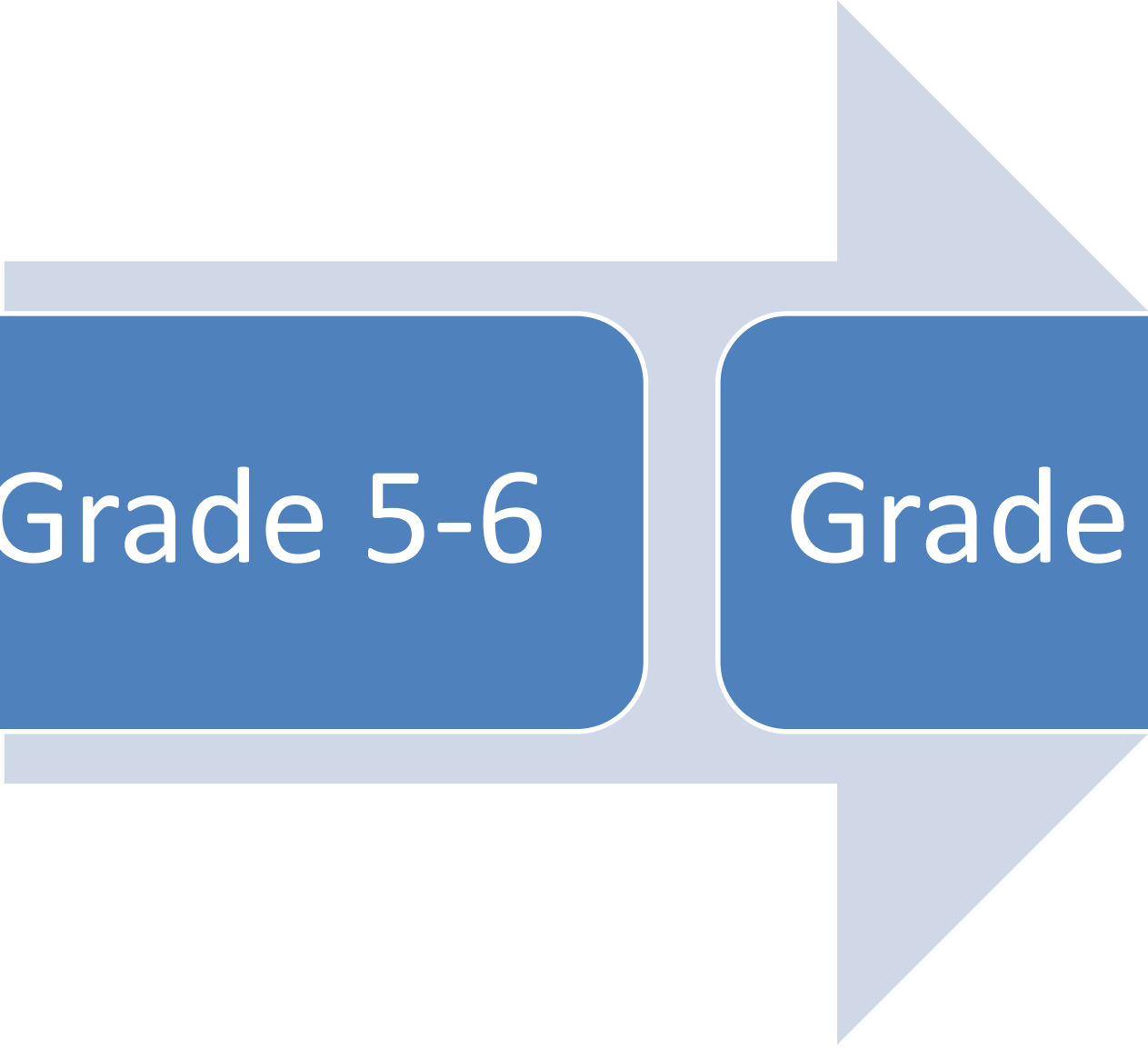
Technical & Support Staff Grades 5 - 7



Where's your role?



How to advance...



Grade 5-6

Grade 6 - 7

What's expected at each grade?

As you progress through the grades you continue to build on your previous grade level descriptors.....

Communication

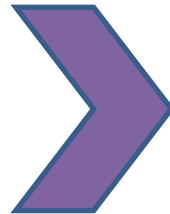
Grade 5 Technical

Communication is initiated, in a timely fashion and information is summarised accurately

Non-routine matters are clarified

Is able to understand, use and explain technical terms commonly in use in own area of work

Consideration is given to others' needs when choosing how to present information, including experimental outputs



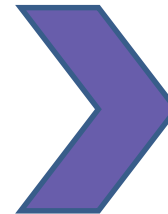
Grade 6 Professional Technical

Communication is initiated, in a timely fashion and information is summarised accurately

Recipient's reactions are noted and appropriate responses are given

Takes action to correct any misunderstandings or mistakes

Consideration is given to others' needs when choosing how to present information and material



Grade 7 Professional Technical

Checks on recipient's understanding and takes action to remedy any misunderstanding

Summarises and interprets technical and specialist information to aid others' understanding to meet the needs of specialists and non-specialists

Provides information in a suitable format so that the others' needs are met

Deliver workshops within modules, or for specific student groups

Takes part in discussions of a specialist nature to aid in the development of systems using language over and above that found in everyday usage

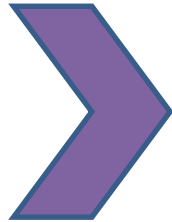
Teamwork and Motivation

Grade 5 Technical

Contributes to the work of the team, helping to coordinate work to meet work deadlines

Helps to clarify priorities and ensure they are understood by team members

Provides support to team members where required

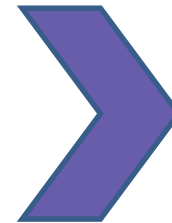


Grade 6 Professional Technical

Helps to clarify priorities and ensure they are understood by team members

Supports colleagues and team members in need of extra help

Acknowledges the achievement of colleagues and team members



Grade 7 Professional Technical

Ensures appropriate resources and support are available so that the team and individual members are able to achieve their objectives

Monitors progress and takes appropriate action to deal with difficulties or slippage

Demonstrates flexibility to deliver team results, whilst contributing to the team morale

Assigning tasks and delegates work fairly according to the team members' abilities

Deals with conflict within the team

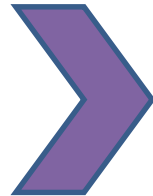
Proactively give advice and support to less experienced team members

Liaison and Networking

Grade 5 Technical

Passes on information promptly and accurately to all those who need to know

Exchanges information and ideas with peers and other subject specialist staff and technicians outside of team as a means of keeping knowledge and skills up to date



Grade 6 Professional Technical

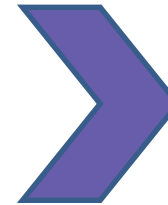
Ensures that accurate information is passed on to the most appropriate people in a timely fashion to improve working practices

Co-ordinates the effort of others so the work is completed effectively in line with service objectives

Works across team boundaries to build and strengthen working relationships and shares information and ideas to help others develop their practice

Is involved in networks to pursue a shared interest as a requirement of the role

Liaise with service users and/or external contacts using existing procedures



Grade 7 Professional Technical

Co-ordinates the effort of others so the work is completed effectively in line with service objectives

Works across team boundaries to build and strengthen working relationships and shares information and ideas to help others develop their practice

Is involved in networks (internally and externally) to pursue a shared interest as a requirement of the role

Develops good relations with counterparts in other schools and sections for the purpose of sharing information and joint problem solving

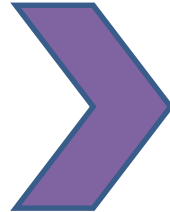
Service Delivery

Grade 5 Technical

Provides accurate and up to date information and knowledge of services and resources available in own and related areas of work

Ensures that the experience of staff and students is positive and satisfactory

Adapts services and systems to meet the needs of staff and students



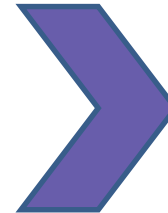
Grade 6 Professional Technical

Has accurate and up to date knowledge of services available in own and related areas of work in order to provide relevant guidance and advice to users.

Adapts services and systems to meet customers' needs and identifies ways of improving standards to ensure a reliable and sustainable service.

Learns from complaints and takes action to resolve them to ensure that the experience of staff, students and visitors is positive and satisfactory

Inform customers of new technologies and services



Grade 7 Professional Technical

Pro-actively monitors service provision and obtains customer feedback. Takes action to resolve any complaints. Collates feedback and views from customers and keeps up-to-date with technological development and organisational objectives to inform service development and make changes

Plans, arranges and implements upgrades to the service in a way which provides minimum disruption to customers.

Contribute to team meetings and discussions with ideas that will improve the efficiency of the service

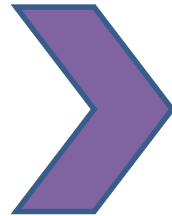
Decision Making Processes and Outcomes

Grade 5 Technical

Uses judgment to make decisions with limited or ambiguous data and takes account of multiple factors regarding use of laboratory equipment/resources, machine and hand tools and workshop practice, computer hardware/software

Contributes to decision making by providing relevant information and opinions

Anticipates and highlights issues that need to be taken into account



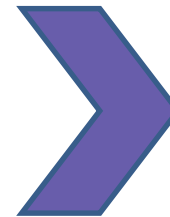
Grade 6 Professional Technical

Uses judgment to make decisions with limited or ambiguous data and takes account of multiple factors

Helps others to explore options that initially appear to be inappropriate or unfeasible and recognise when a decision is or is not needed

Work with others to make a decision

Make independent decisions which have an impact within own work area



Grade 7 Professional Technical

Makes independent decisions and enables others to contribute to decisions

Helps others to explore options that initially appear to be inappropriate or unfeasible and recognise when a decision is or is not needed

Ensures that options are weighed, outcomes identified and chances of success considered

Anticipates and highlights service issues that need to be taken into account

Makes independent decisions which may have a significant impact on those out with the immediate work team.

Make collaborative decisions with senior staff.

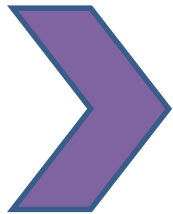
Planning and Organising Resources

Grade 5 Technical

Proactively work with others to prioritise work in order to achieve teaching/research and team objectives

Takes steps to make effective use of and reduce the waste of resources

Monitors stocks of resources and suitability of equipment so that corrective action can be taken if needed

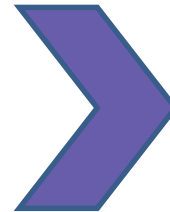


Grade 6 Professional Technical

Creates realistic plans to achieve own deadlines and objectives

Monitors progress of self and others so that corrective action can be taken

Takes steps to monitor levels of use and reduce the waste of resources



Grade 7 Professional Technical

Ensures that time and resources are used effectively to their maximum efficiency

Checks and reports on progress and achievement against plans to managers and key stakeholders

Develops plans to take account of problems, delays and new priorities

Co-ordinates the work of self and others to improve performance and use of resources

Assists with the management of a specific project

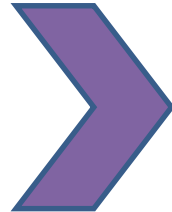
Initiative and Problem Solving

Grade 5 Technical

Analyses problems to identify their cause

Considers options and select solutions most likely to have the desired outcome

Adapts approaches to produce suitable and acceptable solutions



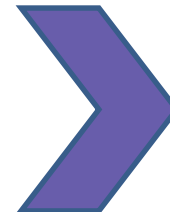
Grade 6 Professional Technical

Adapts approaches to produce suitable and acceptable solutions

Takes action to prevent recurrence of specific problems with equipment or machinery

Considers possible solutions to identify those which offer wider benefits to staff, students or visitors

Anticipates possible implementation difficulties with new equipment or machinery and identifies practical ways of overcoming or preventing them



Grade 7 Professional Technical

Use initiative and judgement to resolve problems. May be necessary to devise a work around until a permanent solution can be implemented.

Takes action to prevent recurrence of service problems

Considers possible solutions to identify those which offer wider benefits to service users

Anticipates possible implementation difficulties with new or developing services and identifies practical ways of overcoming or preventing them

Ability to take a general concept and translate it into specific, measurable inputs and outputs

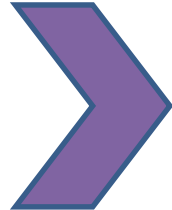
Analysis and Research

Grade 5 Technical

Sources new and relevant information by carrying out appropriate enquiries

Records experimental outcomes and produces full and accurate reports for others

Carries out analysis accurately and methodically

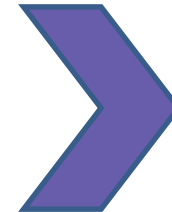


Grade 6 Professional Technical

Designs and uses data gathering and analytical methods appropriate for each investigation

Recognises and accurately interprets patterns and trends

Searches for information from a variety of sources as per the requests of others



Grade 7 Professional Technical

Break problems down in to component parts and assess practical options

Recognises and accurately interprets patterns and trends with service needs and delivery using creativity to resolve problem/issues

Produces reports that identify key issues and findings on service levels

Research new technologies with the possibility of future implementation

Sensory and Physical Demands

Grade 5 Technical

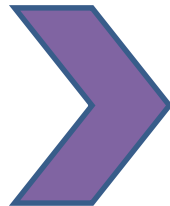
Required to complete basic tasks which would require a minimum of instruction or physical effort

This is the basic level for this element and the level of award will depend on the function of the role

Uses a range of skills and techniques to set-up and prepare equipment, resources and materials and carry out procedures and tasks

Uses a variety of methods, equipment, instruments and tools which demand the application of one or a range of the senses or the application of sustained or prolonged physical effort

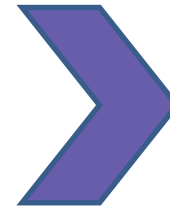
Uses a range of skills and techniques to prepare specimens, samples and materials and carry out standard and specialist experimental procedures and tasks



Grade 6 Professional Technical

Required to complete basic tasks which would require a minimum of instruction or physical effort

This is the basic level for this element and the level of award will depend on the function of the role



Grade 7 Professional Technical

Required to complete basic tasks which would require a minimum of instruction or physical effort

This is the basic level for this element and the level of award will depend on the function of the role

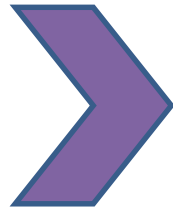
Work Environment

Grade 5 Technical

Recognises and records hazards and risks associated with work

Takes steps to eliminate hazard or risk and safeguard the situation

Records actions necessary and reports incidents and keeps other notified as required



Grade 6 Professional Technical

Engaged in work that is relatively stable, and which has little impact on the performance of the role

This is the basic level for this element and the level of award will depend on the function of the role, however it is possible to assimilate to these examples below

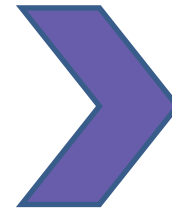
Recognises and eliminates common hazards and risks and safeguards situation.

Notifies others where required

Ensures that safe practice and the use of protective equipment and clothing are part of normal day to day working by all technical staff, students and visitors

Reports on working practice and the environment to highlight potential risks and hazards

Involves others to increase their understanding of the nature of risks and hazards



Grade 7 Professional Technical

Engaged in work that is relatively stable, and which has little impact on the performance of the role

(This is the basic level for this element and the level of award will depend on the function of the role, however it is possible to assimilate to these examples below)

Ensures that safe practice and the use of protective equipment and clothing are part of normal day to day working in all technical services areas

Reviews and reports on working practice and the environment to highlight potential risks and hazards

Involves others to increase their understanding of the nature of risks and hazards

Ensures that appropriate action plans and assessments are drawn up to address risks

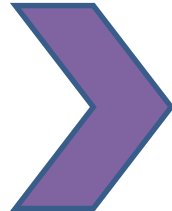
Involves others to increase their understanding of the nature of risks and hazards

Pastoral Care and Welfare

Grade 5 Technical

Provides assistance to team members recognising the limits of own ability and responsibility

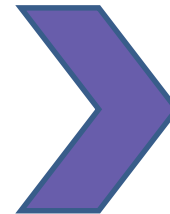
Refers team members to others when extra help is needed



Grade 6 Professional Technical

Provides assistance to team members recognising the limits of own ability and responsibility

Refers team members to others when extra help is needed



Grade 7 Professional Technical

Show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress

May be required to initiate appropriate action by involving relevant staff or agencies

This is the basic level for this element and the level of award will depend on the function of the role, however it is possible to assimilate to these examples below

Deals with difficult situations or confidential matters, from team members according to policy and procedures

Involves others or refers elsewhere, when situation becomes more complex and if additional help or information is required

Deals with difficult situations or confidential matters, from team members according to policy and procedures

Involves others or refers elsewhere, when situation becomes more complex and if additional help or information is required

Team Development

Grade 5 Technical

Acts as a 'Buddy', coach and role model to new team members

Provides training and instruction to other team members within own areas of responsibility

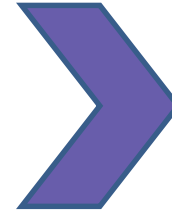


Grade 6 Professional Technical

Provides induction material and early experience to help new colleagues learn their job and become part of the team quickly

Acts as a 'Buddy', coach and role model to new team members

Recognises when a technical team member needs help and provides appropriate guidance and/or produces material to help others learn



Grade 7 Professional Technical

Recognises when a technical team member needs help and provides appropriate guidance, support and/or the identification of appropriate development

Provides training to team members where necessary and produces material to help others learn

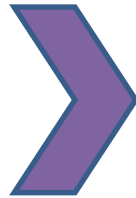
Provides regular feedback to team members and suggests constructive ways in which to improve performance

Teaching and Learning Support

Grade 5 Technical

Demonstrate and explain the accurate use of equipment, machinery, specialist techniques and procedures to staff students and visitors adapting the approach and style to suit learners' needs and to assist their learning and deal with any misunderstandings

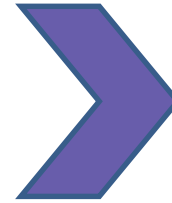
Provide standard information to promote learning



Grade 6 Professional Technical

May be required to assist with the demonstrating and explanation in the accurate use of equipment, machinery, specialist techniques and procedures to staff students and visitors adapting the approach and style to suit learners' needs and to assist their learning and deal with any misunderstandings

May be required to assist with the training or teaching groups or individual students to aid their learning progress with technical aspects of course related work, adapting the approach and style to suit learners' needs



Grade 7 Professional Technical

Design content or learning materials within existing framework

Make appropriate modifications to existing materials on the basis of knowledge or experience of the learner(s) to introduce students or others who are new to the area to understand information and procedures

Explores content and approach of presentation or training activity to take account of feedback using a variety of methods and examples to assist understanding and learning

Provide demonstrations in relation to a specific task, issue or activity to students/staff. This may include providing instruction to others when they are first using a particular service or working in a particular area

Knowledge and Experience

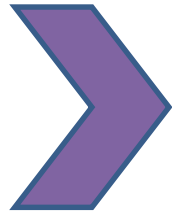
Grade 5 Technical

Able to apply a working knowledge of theory and practice, sharing this knowledge with others as appropriate

Demonstrate continuous specialist development by acquiring relevant skills and competencies

Achieved academic or vocational qualifications (NVQ 3, 2 A levels, ONC/OND, City and Guilds Level 3 or equivalent)

Demonstrate a knowledge of relevant systems, equipment, processes and procedures relating to the Institution

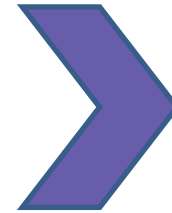


Grade 6 Professional Technical

Application of a breadth or depth of experience

Act as a point of reference to others on general day to day duties

Demonstrate continuous specialist development acquiring and refining skills and expertise in new or related areas through undertaking and encouraging internal and external development activities.



Grade 7 Professional Technical

The need for a breadth or depth of experience to Act as a point of reference to others

Comprehensive knowledge which has been acquired over a number of years.

Well developed analytical and problem solving capability.

Advanced knowledge and experience of relevant systems, equipment, processes and procedures

Thinking of going for promotion?

How to prepare...

- Check for any activities in your school
- Looking for advice?
 - Talk to your line manager
 - Check-in with a trusted colleague
 - Talk to the Reward and Employee Engagement team

Good luck!