Advancing your career at Heriot-Watt

Technical & Support Staff Grades 3 - 5
Where’s your role?

Grade 3
Technical and Support Services

Grade 4
Technical and Support Services

Grade 5
Technical and Support Services
How to advance...

Grade 3-4

Grade 4-5
What’s expected at each grade?

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

Grade 3 Technical & Support Services:
- Communication is initiated, in a timely fashion and information is summarised accurately
- Is able to understand, use and explain technical terms commonly in use in own area of work
- Written material is basic, clear and concise

Grade 4 Technical & Support Services:
- Is able to understand, use and explain technical or specialist terms commonly in use in own area of work
- Written material is well structured, clear and concise

Grade 5 Technical:
- Non-routine matters are clarified
- Consideration is given to others’ needs when choosing how to present information, including experimental outputs
Teamwork and Motivation

Grade 3 Technical & Support Services
Contributes to the work of the team
Provides support, assistance and cover to other members of the team

Grade 4 Technical & Support Services
Proactively provides support, assistance and cover to other members of the team

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
Ensures that accurate information is passed on to the most appropriate people in a timely fashion to ensure successful working practice.

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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.
Service Delivery

**Grade 3 Technical & Support Services**
- Has accurate and up to date information and knowledge about the services and resources available in own and related areas of work
- Ensures that the experience of staff, students and customers is positive and satisfactory

**Grade 4 Technical & Support Services**
- Has accurate and up to date information and knowledge about the services and resources available in own and related areas of work
- Ensures that the experience of staff and students is positive and satisfactory

**Grade 5 Technical**
- Provides accurate and up to date information and knowledge of services and resources available in own and related areas of work
- Adapts services and systems to meet the needs of staff and students
Decision Making Processes and Outcomes

Grade 3 Technical & Support Services:
- Contributes to basic decisions within the team
- Decides on order of own work within preset guidelines

Grade 4 Technical & Support Services:
- Distinguishes between the need to make a decision, when to defer and when not to take a decision
- Contributes to decision making of team members by providing relevant information and opinions
- May contribute to decisions of more senior staff, by providing them with relevant information

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
Planning and Organising Resources

**Grade 3 Technical & Support Services**
- Proactively works with others to achieve team objectives and deadlines
- Organise equipment required for an event or task to be completed
- Monitors stocks of resources and equipment and reports where corrective action is necessary

**Grade 4 Technical & Support Services**
- Proactively works with others to achieve team objectives and deadlines
- Work together to prioritise tasks appropriately in the absence of an immediate line manager

**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 3 Technical & Support Services

- Solves standard, predictable problems in accordance with procedures and precedent
- Adapts approaches to produce suitable and acceptable solutions
- Knows when to defer a problem or issue to a supervisor or manager

Grade 4 Technical & Support Services

- Occasionally required to resolve problems or incidents which are less predictable or commonly occurring.

Grade 5 Technical

- Analyses problems to identify their cause
- Considers options and select solutions most likely to have the desired outcome
Grade 3 Technical & Support Services

- Ensures data and records of any kind are kept up to date and accurate
- Produces routine and standard verbal updates
- Reports any faults or failures to the appropriate person

Grade 4 Technical & Support Services

- Produces routine and standard reports

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
Sensory and Physical Demands

Grade 3 Technical & Support Services

- Uses a range of basic skills and techniques to set-up and prepare equipment, resources and materials and carry out procedures and tasks
- Uses safe working, lifting and handling practices
- Uses equipment which may require formal training and for the training to be updated regularly

Grade 4 Technical & Support Services

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

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 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
Work Environment

Grade 3 Technical & Support Services
- Recognises common hazards and risks for self and others
- Highlight hazards or risk and safeguards situation to senior team members
- May be required to wear protective clothing
- May be required to deal with an angry or distressed individual

Grade 4 Technical & Support Services
- Recognises common hazards and risks
- Eliminates hazard or risk and safeguards situation
- Notifies others if required
- Deal with angry or distressed individuals, seeking assistance when it is required

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
Pastoral Care and Welfare

Grade 3 Technical & Support Services

Provides assistance to team members, students or customers, recognising the limits of own ability and responsibility whilst showing sensitivity

Grade 4 Technical & Support Services

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

Grade 5 Technical

Refers team members to others when extra help is needed
Grade 3 Technical & Support Services
Acts as a ‘buddy’, coach and role model to new team members providing standard information or procedures

Grade 4 Technical & Support Services
Acts as a ‘buddy’, coach and role model to new team members providing standard information or procedures

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
Teaching and Learning Support

**Grade 3 Technical & Support Services**

Demonstrates accurately the use of simple equipment or techniques/procedures to those outwith their work team – students, staff or customers.

**Grade 4 Technical & Support Services**

Demonstrates accurately the use of simple equipment or techniques/procedures to those out with their work team – students, staff or customers.

**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.
**Knowledge and Experience**

**Grade 3 Technical & Support Services**

- Able to apply a working knowledge of local theory and practice, sharing this knowledge with others as appropriate
- Have sufficient knowledge or expertise to work on a day to day issues without direct or continuous reference to others
- Be aware of the basic principles and practices and have an understanding of the systems and procedures which directly impact on own work

**Grade 4 Technical & Support Services**

- Able to apply a working knowledge of theory and practice, sharing this knowledge with others as appropriate
- Ensure any qualifications or training relevant to the job is refreshed or maintained and keep up to date with any relevant changes in industry

**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
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!