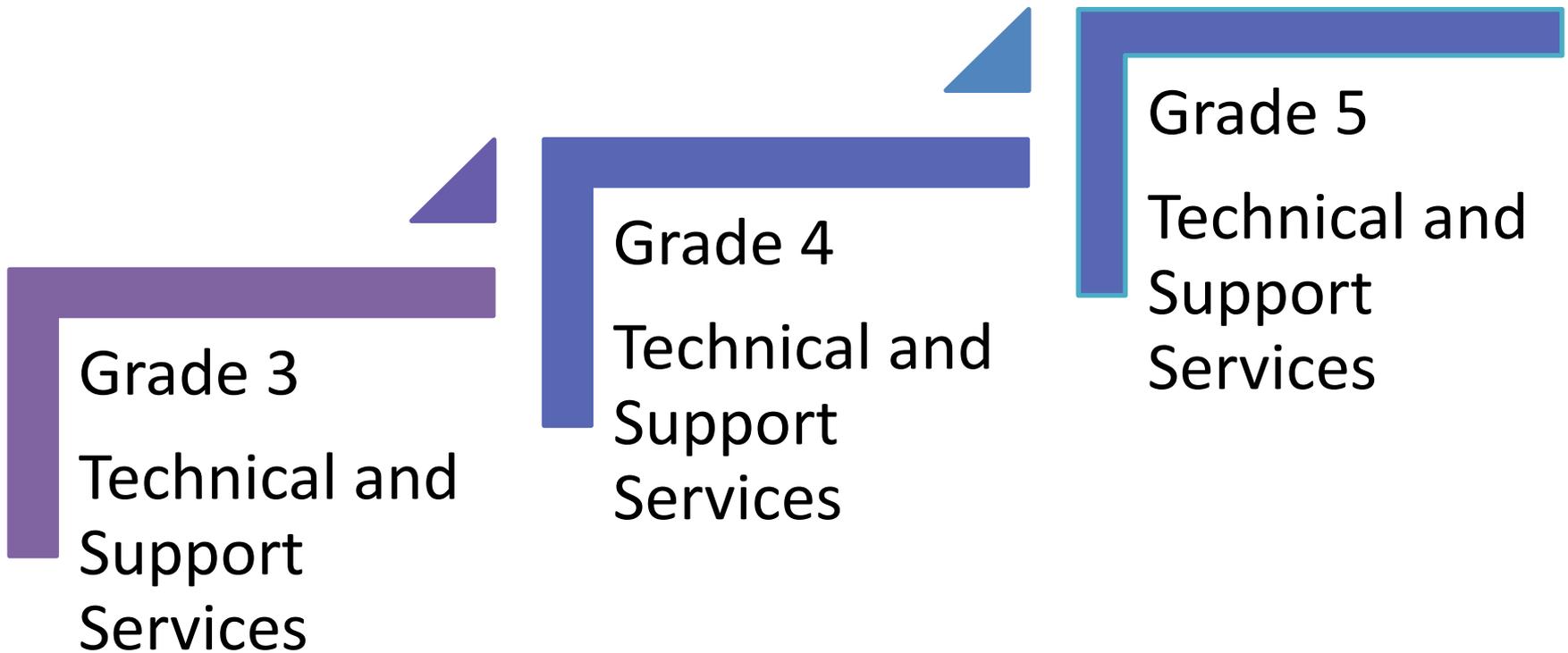


# Advancing your career at Heriot-Watt

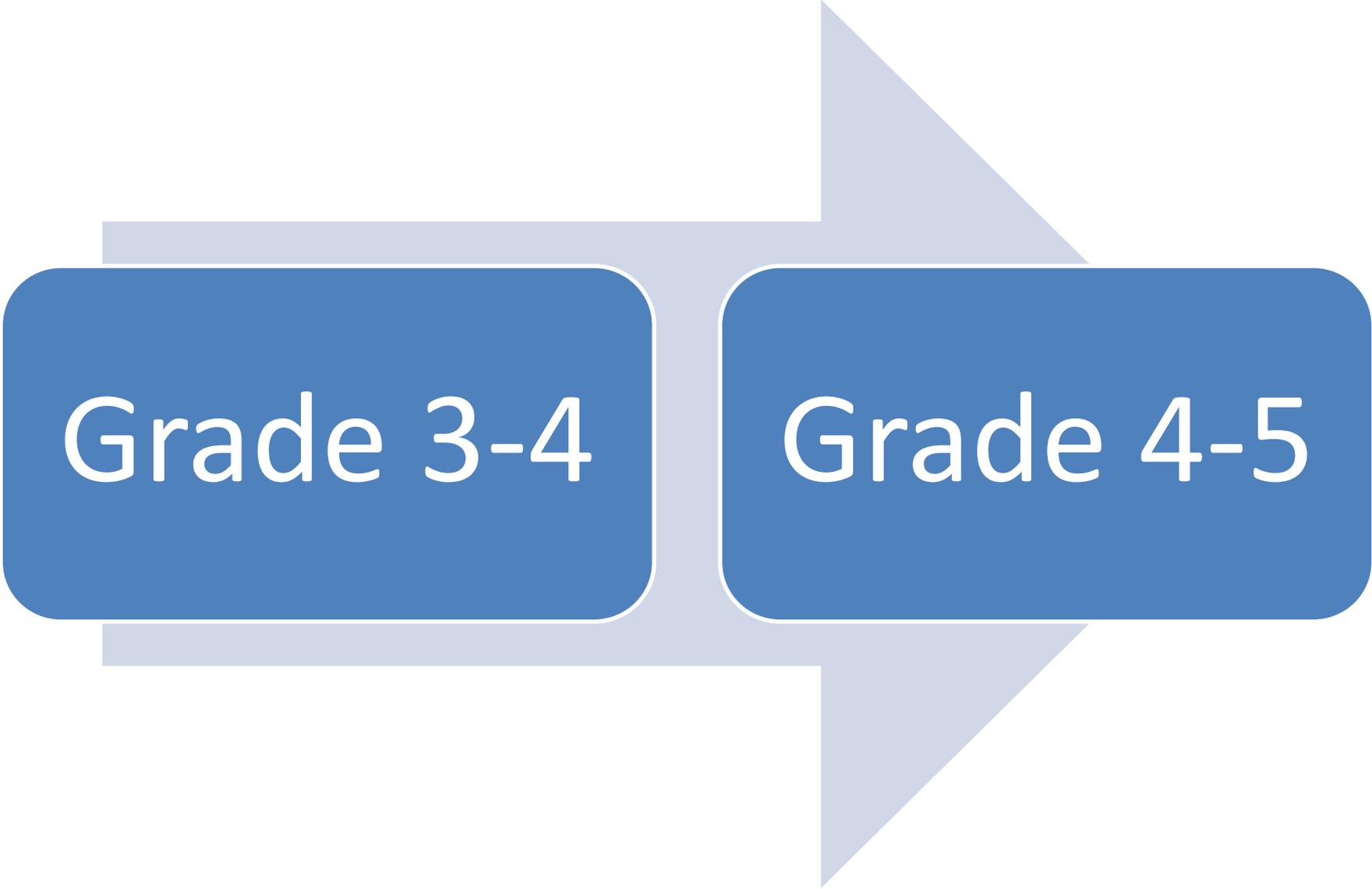
Technical & Support Staff Grades 3 - 5



# Where's your role?



# 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.....

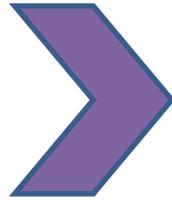
# Communication

## 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

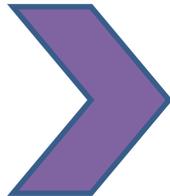
Consideration is given to others' needs when choosing how to present information, including experimental outputs

# Teamwork and Motivation

## Grade 3 Technical & Support Services

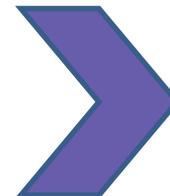
Contributes to the work of the team

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

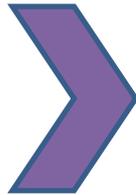
Helps to clarify priorities and ensure they are understood by team members

Provides support to team members where required

# Liaison and Networking

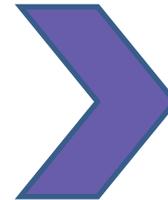
## Grade 3 Technical & Support Services

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



## Grade 4 Technical & Support Services

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



## Grade 5 Technical

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

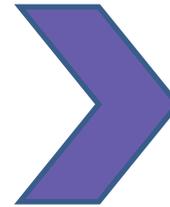
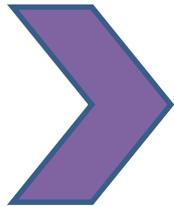
Exchanges information and ideas with peers and other subject specialist staff and technicians outside of team as a means of keeping knowledge and skills up to date

# Service Delivery

## Grade 3 Technical & Support Services

## Grade 4 Technical & Support Services

## Grade 5 Technical



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

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

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

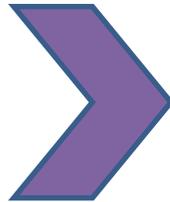
Adapts services and systems to meet the needs of staff and students

# 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

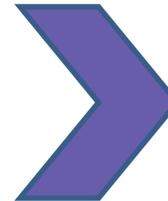


## Grade 4 Technical & Support Services

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

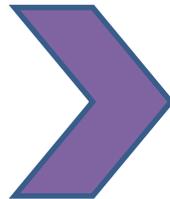
# Planning and Organising Resources

## 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

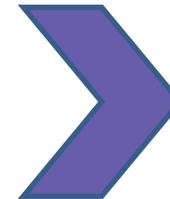
Monitors stocks of resources and equipment and reports where corrective action is necessary



## 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

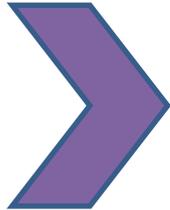
# Initiative and Problem Solving

## Grade 3 Technical & Support Services

Solves standard, predictable problems in accordance with procedures and precedent

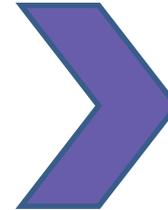
Adapts approaches to produce suitable and acceptable solutions

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

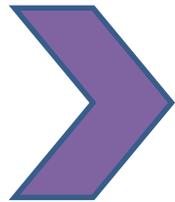
# Analysis and Research

## Grade 3 Technical & Support Services

Ensures data and records of any kind are kept up to date and accurate

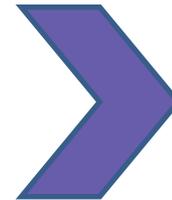
Produces routine and standard verbal updates

Report 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

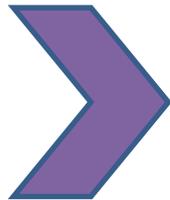
# Sensory and Physical Demands

## 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

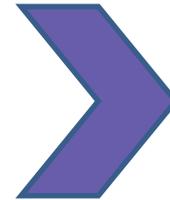
Uses safe working, lifting and handling practices

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 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

# Work Environment

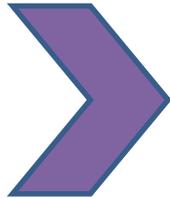
## Grade 3 Technical & Support Services

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



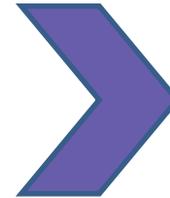
## Grade 4 Technical & Support Services

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

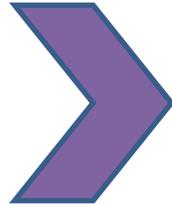
Takes steps to eliminate hazard or risk and safeguard the situation

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

# Pastoral Care and Welfare

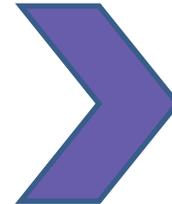
## Grade 3 Technical & Support Services

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



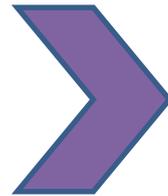
## Grade 5 Technical

Refers team members to others when extra help is needed

# Team Development

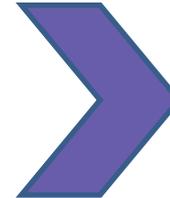
## Grade 3 Technical & Support Services

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

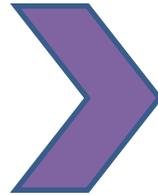
Acts as a 'buddy', coach and role model to new team members

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

# Teaching and Learning Support

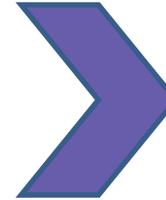
## Grade 3 Technical & Support Services

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

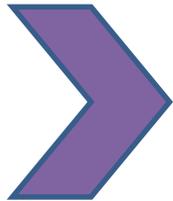
# Knowledge and Experience

## 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

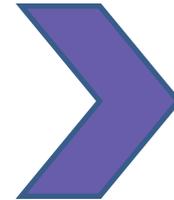
Be aware of the basic principles and practices and have an understanding of the systems and procedures which directly impact on own work



## 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!**