
Job family: Enterprise and External Engagement

This Job Family covers a wide range of predominantly externally directed activities, and knowledge exchange activities directed at collaboration with agencies and stakeholders outside of academia, including businesses, industry and the public. Some of these activities are delivered by the same types of technicians, engineering specialists and technologists referred to in the Research job family.

Public engagement brings members of the public into UCL's research and teaching, as active participants, practitioners, and advisers.

The undertaking and delivery of commissioned projects or commercial services for external bodies and, businesses or clients brings the knowledge and expertise of UCL technical staff into contact with professional and industry-based partners and clients as well as ensuring public benefit of research arising from this work.

Technical Professionals working within Enterprise and External Engagement job family, might be engaged with activities ranging from outreach activities, such as summer schools, and open days to delivering consultancy to industry, to creating unique research instruments in collaboration with or under contract to external partners.



Typical roles: Assistant Technician, Assistant Archaeologist, Laboratory Assistant

Experiences

Activities and responsibilities likely to be required when working at this level

Health & Safety responsibilities

- Engaging with local, national, or international organisations outside of academia
- Identify, investigate, sample, record and process range of data
- Understand and follow safe working practice, safety paperwork and reporting hazards

Core responsibilities

- Contribute to delivery of commissioned projects for industry-based clients
- Assist with training of students and junior staff
- Provide support for the delivery of public events and engagement
- Contribute to meetings
- Assist with stock control, equipment and stores
- Operate simple equipment following instruction or SOPs
- Organise laboratory spaces and archives
- Report faults or damage to equipment and assist with simple maintenance tasks
- Assist with the induction of new staff
- Liaise with external bodies and suppliers

Personal and professional development

Development options to consider when working towards this level

Learning on the job

Develop technical skills and knowledge
Awareness of relevant standards and guidance
Build experience of project types, tasks
Develop application of your technical skills in a commercial/ industry setting
Refine record keeping accuracy
Develop observational skills
Develop teamworking
Develop methodological approaches

Learning from others

Shadow experienced members of the team in the working environment
Ask for feedback on your work
Discuss with your peers complex problems and learn from their responses

Formal learning

Join a professional body to gain wider sector awareness and engagement
Sector relevant Health & Safety training, Dignity at Work, Relevant degree, apprenticeship or sector training programme

UCL Ways of Working

These describe expected behaviours in line with UCL culture and values (see pages 66-67).

For Ways of Working indicators and steps to development please refer to the Ways of Working website

www.ucl.ac.uk/human-resources/policies-advice/ways-working

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Enterprise and External Engagement – Grade 5

Typical roles: Assistant Technician, Technician

Experiences

Activities and responsibilities likely to be required when working at this level

Health & Safety responsibilities

- Promote and follow safe working practices
- Report faults or damage to equipment and assist with simple maintenance tasks
- Understand and follow safety paperwork, with the ability to identify and report hazards
- Conduct routine compliance tasks
- Maintain good housekeeping, assisting with waste disposal procedures and cleaning activities

Core responsibilities

- Contribute to meetings
- Make suggestions to improve the service
- Contribute to and support change
- Assist with stock control and stores operations
- Assist with accurate record keeping, inventory and asset management
- Conduct portering duties
- With high accuracy prepare routine reagents and materials adhering to SOPs where necessary
- Operate simple equipment following instruction or SOPs and interpret simple results
- Organise laboratory spaces in preparation of scheduled activities
- Report faults or damage to infrastructure
- Set up and operate equipment following well-established procedures
- Assist with the induction of new staff, and contribute to the training of students and junior staff
- Provide customer service to members of the public to promote events and services
- Liaise with external bodies and suppliers
- Supervise junior staff

Personal and professional development

Development options to consider when working towards this level

Learning on the job

Develop analytical skills
 Develop report writing skills
 Develop problem-solving skills to deal with complexity
 Take responsibility for undertaking work independently, carrying out tasks without supervision
 Participate in activities to support continuous improvement
 Develop accurate record keeping skills
 Apply additional training or acquired knowledge to day-to-day tasks
 Read publications relevant to field and incorporate learning into your work

Learning from others

Work shadow colleagues to gain an understanding of new or different work practices
 Use peer groups to share experiences and knowledge
 Work shadow more senior members of the team in the working environment
 Join a professional body to gain wider sector awareness and engagement

Formal learning

Apply for training through a mid-career apprenticeship programme
 Sector relevant Health & Safety training, Dignity at Work, Inclusive working
 Apply for accredited membership to a professional body
 Sector relevant training in standards, guidelines, ethics

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Transferable
skills and
competencies

APPLYING EXPERTISE
AND TECHNOLOGY

WORKING WITH PEOPLE

DEVELOPING RESULTS
AND SETTING CUSTOMER
EXPECTATIONS

(see pages 64-65)

Typical role: Technician, Research Technician, Junior Engineer

Experiences

Enterprise and External Engagement – Grade 7

Typical Role: Senior Technician, Technical Specialist, Technical Manager, Lab Coordinator, Engineer, Project Manager

Experiences

Activities and responsibilities likely to be required when working at this level

Health & Safety responsibilities

- By developing procedures and protocols, establish and maintain a safe/compliant working environment
- Assist with the completion and updating of a wide range of safety paperwork (in some areas Technical staff may lead on this activity)
- Complete accident reporting and assist with investigations

Core responsibilities

- Provide management, motivation, and support to a technical team of broad remit
- Schedule, prioritise and monitor work and performance in line with demands and deadlines
- Assist with recruitment of technical staff
- Hold delegated responsibility from the senior lead for the planning, operation and supervision of a variety of laboratory spaces
- Organise and facilitate progress and management meetings
- Be a key contributor to service development, delivery and planning
- Contribute to and support change
- Oversee local record keeping, inventory and asset management
- Manage one or more budgets monitoring resource usage
- Produce quotations for external services or consultancy charges
- Produce project brief/specifications in line with current sector standards
- Source and negotiate with suppliers for a range of items including specialist parts/equipment
- Create, update and implement procedures to deliver an aligned, efficient and effective service
- Provide a broad range of skilled advice on the area of expertise, to external stakeholders
- Support taught external facing course projects by delivering skilled technical support
- Prepare and manufacture a range of specimens/samples/parts/procedures with limited direction
- Manage local security and access control arrangements
- Design, develop and deliver inductions, demonstrations and training covering a broad range of activities (not limited to techniques and equipment)
- Assist managers with the identification of training and development needs
- Develop a broad knowledge and skills base, sharing with others
- Mentor junior staff
- Liaise with external bodies on a regular basis including other professional stakeholders, clients, professional bodies, etc.
- Collaborate with suppliers and manufacturers to publish technical notes and case studies directly related to areas of expertise
- Collaborate with external academics and industry partners to plan and execute work packages directly related to areas of expertise
- Contribute and lead on the publication of reports and papers
- Plan and/or participate on public engagement events

Transferable skills and competencies

APPLYING EXPERTISE AND TECHNOLOGY

PRESENTING AND COMMUNICATING INFORMATION

ANALYSING

(see pages 64-65)

Enterprise and External Engagement – Grade 7

Personal and professional development

Development options to consider when working towards this level

Learning on the job

Establish relationships with external suppliers
Express an interest in research and publications
Support staff within different areas of Enterprise and External Engagement Undertake public speaking and presenting
Build greater sector/commercial awareness

Learning from others

Work shadow senior members of the team at meetings and areas of responsibility
Participate in working groups, special interest groups and attend conferences

Formal learning

Accreditation/certification from a recognised Professional body
Chartership
Finance/budget training
Project and programme management training
UCL Leadership and/or Management training
Line Management training
Apply for training through a mid-career apprenticeship programme

UCL Ways of Working

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Enterprise and External Engagement – Grade 8 – Specialist Pathway

Typical Roles: Senior Technical Specialist, Senior Engineer, Senior Project Manager

Transferable
skills and
competencies

DECIDING AND
INITIATING ACTION

LEADING AND

(see pages 64-65)

Experiences

Activities and responsibilities likely to be required when working at this level

Health & Safety responsibilities

- Advise and oversee specific equipment purchases relevant to the specialism ensuring compliance and alignment to facility priorities
- Plan and oversee specific maintenance and repair activities including the completion of in-house, highly-skilled repairs and maintenance
- Ensure that specific equipment linked to the specialism is appropriately maintained
- Lead investigations into new equipment purchases/modifications
- Hold specific safety responsibilities relevant to the specialism e.g. laser safety advisor
- Ensure specific safety paperwork relevant to the specialism is completed/reviewed

Core responsibilities

- Lead external facing income generating projects.
- Ensure that reports are generated and delivered to external 'customers'
- Oversee completion of all compliance tasks related to the specialist area
- Complete accident reporting and assist with investigations
- Maintain in-depth and up-to-date health and safety knowledge relevant to the specialism
- Maintain relevant up-to-date health and safety knowledge providing expert support/advice
- Provide direct line-management support, schedule, prioritise and monitor work and performance in line with demands and deadlines
- Supervise other staff and students working within the specialism
- Work collaboratively with other areas of the University to achieve efficiency and elimination of duplicated effort
- Organise and facilitate meetings as necessary and attend and present at School/Department/cross-institution meetings and forums
- Lead the introduction and development of new and cutting-edge equipment and techniques
- Contribute to and support local change
- Contribute data to influence budget setting processes
- Hold overall responsibility for ensuring that the specialist area delivers against the needs of teaching and research, and that all assets relating to the specialism are utilised
- Provide highly-skilled and highly-specialised teaching, research and taught external facing course support. This will include the development of new techniques or new practical class activities
- Ensure that the management of facilities relating to the specialism is robust and compliant
- Maintain in-depth specialist knowledge, sharing with others e.g. presenting at conferences
- Mentor/coach junior staff
- Organise multidisciplinary interest groups involving staff from a range of specialisms to create a hub for sharing recent publications, projects, etc.
- Contribute to grant/project planning
- Manage local security and access control arrangements

Personal and professional development

Development options to consider when working towards this level

Learning on the job

Liaise and contribute to external bodies to comply with British standards and international standards
Work with other institutions and teams to enable the completion of work

Learning from others

Work on other sites to enable the smooth delivery of work
Join a Community of Practice
Attend conferences

Formal learning

Accreditation/certification from a recognised professional body
UCL Leadership and/or Management training
Line Management training
Apply for training through a mid-career apprenticeship programme

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Enterprise and External Engagement – Grade 8 – Management Pathway

Typical Roles: Technical Manager, Section Head, Assistant Director

Transferable
skills and
competencies

DECIDING AND
INITIATING ACTION

LEADING AND
SUPERVISING

PLANNING AND
ORGANISING

(see pages 64-65)

Experiences

Activities and responsibilities likely to be required when working at this level

Health & Safety responsibilities

- To be responsible for the implementation of the University's health and safety policy, translating this into effective local policies and procedures
- Hold specific safety responsibilities (e.g. membership of School/Department level committees)
- Ensure specific necessary safety paperwork is completed/reviewed across the School/Department
- Oversee completion of specific compliance tasks across the School/Department
- Lead safety inspections and accident investigations
- Maintain up-to-date health and safety knowledge providing expert support/advice to others

Core responsibilities

- Advise and oversee significant equipment purchases
- Ensure that specific equipment is appropriately maintained in conjunction with Senior Specialist Technicians where appropriate
- Provide management, motivation and support to the School/Department technical team developing the team to keep pace with changing teaching, research, professional and technology needs
- Schedule, prioritise and monitor work and performance in line with demands and deadlines
- Be responsible for the recruitment of all technical staff
- Work collaboratively with other areas of the University to achieve efficiency and elimination of duplicated effort
- Organise and facilitate meetings as necessary and attend and present at School/Department/Cross-Institution meetings and forums
- Lead the development of School/Department services and facilities ensuring that they remain fit-for-purpose and deliver maximum benefit
- Lead change-management initiatives at a local level in collaboration with more senior staff
- Hold responsibility for the effective operation of stock control, whole life costings and asset management/inventory systems across the School/Department
- Manage School/Department budgets and those relating to specific projects ensuring that appropriate and compliant systems are in place to deal with purchasing
- Contribute data to influence budget-setting processes
- Hold overall management responsibility for all facilities ensuring that local facility management arrangements are robust and compliant
- Assess, develop and implement School/Department-wide training/development arrangements
- Design, develop and deliver inductions, demonstrations and training covering a broad range of activities (not limited to techniques and equipment)
- Develop and maintain a broad knowledge and skills base, sharing with others
- Mentor/coach junior staff

Personal and professional development

Development options to consider when working towards this level

Learning on the job

Hone leadership and people management skills
Seek opportunities to improve influencing skills, change management
Build experience of major change projects
Enhance commercial and financial awareness for relevant sector
Gain experience of managing larger/complex teams

Learning from others

Establish strategic relationships with internal and external bodies and committees e.g. communities of practice and the Technical Manager Group
Network with senior colleagues across UCL and other institutions

Formal learning

UCL Leadership and/or Management training
Accreditation/certification from a recognised Professional body
Project management training

UCL Ways of Working

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Enterprise and External Engagement – Grade 9 – Specialist Pathway

Typical Roles: Head of Technical Services, Principal Engineer, Principal Project Manager

Experiences

Activities and responsibilities likely to be required when working at this level

Health & Safety responsibilities

- Advise and oversee significant equipment purchases ensuring compliance and alignment to College/Faculty priorities
- Ensure that the University's health and safety policy is translated into effective local policies and procedures
- Hold specific safety responsibilities
- Lead safety inspections and accident investigations

Core responsibilities

- Provide leadership, management, motivation, and support to the College/Faculty technical teams developing the teams to keep pace with changing teaching, research and technology needs
- Ensure that all work is appropriately scheduled in line with priorities and deadlines
- Maintain oversight of all technical staff recruitment within the College/Faculty
- Oversee space management and allocation across the College/Faculty
- Lead the development of College/Faculty services and facilities ensuring that they remain fit-for-purpose and deliver maximum benefit
- Lead change-management initiatives in collaboration with more senior staff
- Produce options papers, proposals and reports for senior management review
- Ensure that inventory and asset management is appropriately managed across the College/Faculty
- Manage College/Faculty budgets (including trading accounts) and those relating to specific projects ensuring that appropriate and compliant systems are in place to deal with purchasing
- Contribute data to influence budget setting processes
- Oversee the management of all College/Faculty facilities, monitoring budgets and overall performance
- Maintain oversight of all large-scale building works leading on those of a significant value/impact
- Oversee College/Faculty security and access control arrangements
- Contribute to research outputs, including research papers, as a co- or lead author.
- Apply for grant funding from appropriate external funding agencies and internal funding programs
- Contribute to research outputs, including research papers, as a co- or lead author
- Apply for grant funding from appropriate external funding agencies and internal funding programs.
- Coach staff.

Personal and professional development

Development options to consider when working towards this level

Learning on the job

Seek opportunities to contribute to strategic and financial planning
Take on a project related to organisational change and innovation
Contribute/chair/co-chair meetings
Engage senior stakeholders with plans/ideas for change
Play key role in senior meetings

Learning from others

Build network of senior colleagues across UCL and in external organisations
Maintain links with sector bodies and peers
Seek feedback from team

Formal learning

Strategic thinking and planning
Financial management
UCL Leadership and/or
Management training

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Transferable
skills and
competencies

PERSUADING AND
INFLUENCING

CREATING AND
INNOVATING

ENTREPRENEURIAL AND
COMMERCIAL THINKING

(see pages 64-65)

Enterprise and External Engagement – Grade 9 – Management Pathway

Typical Roles: Technical Operations Manager, Director, Research and Innovation Lab Manager, Head of Technical Services

Transferable
skills and
competencies

PERSUADING AND
INFLUENCING

CREATING AND
INNOVATING

ENTREPRENEURIAL AND
COMMERCIAL THINKING

(see pages 64-65)

Experiences

Activities and responsibilities likely to be required when working at this level

Health & Safety responsibilities

- Advise and oversee significant equipment purchases ensuring compliance and alignment to College/Faculty priorities
- Ensure that the University's health and safety policy is translated into effective local policies and procedures
- Hold specific safety responsibilities
- Lead safety inspections and accident investigations

Core responsibilities

- Provide leadership, management, motivation, and support to the College/Faculty technical teams developing the teams to keep pace with changing teaching, research and technology needs
- Ensure that all work is appropriately scheduled in line with priorities and deadlines
- Maintain oversight of all technical staff recruitment within the College/Faculty
- Oversee space management and allocation across the College/Faculty
- Lead the development of College/Faculty services and facilities ensuring that they remain fit-for-purpose and deliver maximum benefit
- Lead change-management initiatives in collaboration with more senior staff
- Produce options papers, proposals and reports for senior management review
- Ensure that inventory and asset management is appropriately managed across the College/Faculty
- Manage College/Faculty budgets (including trading accounts) and those relating to specific projects ensuring that appropriate and compliant systems are in place to deal with purchasing
- Contribute data to influence budget setting processes
- Oversee the management of all College/Faculty facilities, monitoring budgets and overall performance
- Maintain oversight of all large-scale building works leading on those of a significant value/impact
- Oversee College/Faculty security and access control arrangements
- Contribute to research outputs, including research papers, as a co- or lead author.
- Apply for grant funding from appropriate external funding agencies and internal funding programs.
- Coach staff

Personal and professional development

Development options to consider when working towards this level

Learning on the job

Seek opportunities to contribute to strategic and financial planning
Take on a project related to organisational change and innovation
Contribute/chair/co-chair meetings
Engage senior stakeholders with plans/ideas for change
Play key role in senior meetings

Learning from others

Build network of senior colleagues across UCL and in external organisations
Maintain links with sector bodies and peers
Seek feedback from team

Formal learning

Strategic thinking and planning
Financial management
UCL Leadership and/or Management training

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