



Job description

Job title:	Lab Technician
Grade:	2a
Department:	Learning
Responsible for:	0 Direct reports
Accountable to:	Bjorn Savern Centre (BSC) Manager

Job summary

In September 2021, the Royal College of Surgeons of England opened the doors of the Bjorn Savern Centre (BSC) for Surgical Education. We deliver short clinical skills and simulation courses over 50 weeks a year to trainee surgeons, doctors and nurses. Primarily responsible for the course set-up, take-down and overall logistics, the post-holder will have excellent practical and customer service skills as well as an administrative skillset to assist with processing course-related documentation and communications.

Specific duties and responsibilities

Technical Expertise and Support

Responsible for:

- Supporting the delivery of a range of surgical skills and simulation-based courses, which includes set up, set down and the provision of *in situ* support to the course director/ faculty/ participants/ additional attendees for the duration of the course.
- Managing the BSCcourses inbox to ensure all emails are responded to within 48 hours.
- Processing faculty expense claims and booking accommodation.
- Liaising with other departments (i.e. APRC, Facilities, Exams) to ensure that technical equipment is transported, maintained and stored safely and efficiently.
- The storage, preparation and appropriate disposal of all animal tissue requirements for use on all skills-based courses.
- The decontamination and basic maintenance of all surgical instrumentation and equipment.
- To continuously monitor condition of instruments and equipment and alert the BSC Manager of any shortfalls or breakages.
- Monitoring stock levels of consumables including those provided as a 'Gift in Kind'.
- Dealing effectively with technical requests, problems and queries during the delivery of a course.
- Liaising with external centres to ensure technical equipment is transported and returned to safely and efficiently.
- Ensuring all courses are set up using the most accurate and up-to-date information.
- Share any verbal feedback from participants/faculty with BSC manager
- Assisting with suture distribution to regional centres.



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- General cleaning and organisation of all teaching, preparation and storage areas.
- Preparation and maintenance of consumable stock levels in the appropriate locations – prep room, suture boxes etc

Course logistics and customer service

Responsible for:

- Receiving, storing and maintaining equipment/ materials deliveries, including those on loan.
- Ensuring badges, handbooks/materials, spare programmes and registration sheets are prepared and are at registration point.
- Registering course attendees to the BSC on arrival, to include welcome orientation i.e. location of toilets, prayer room, how to access wifi, tea and coffee etc.
- Thanks/acknowledgements to faculty, course directors and participants for their contribution at the end of the course.
- Collect, scan and save post course paperwork at the end of each event.
- Processing faculty expense claims in a timely manner and submitting for authorisation
- Booking faculty hotel rooms as and when requests arrive
- Triaging the BSCcourses@ inbox and prioritising responses, flagging to other members of the team as necessary.

Health and Safety

Responsible for:

- Ensuring Standard Operating Procedures and Protocols are adhered to with regard to the storage, preparation and disposal of animal tissue, ensuring that health and safety and infection control risks are minimised.
- Alerting BSC Manager of any issues regarding SOP's in order to ensure they reflect current practices.
- Completing local area risk assessments at the start of each day.
- Ensuring that all visitors to the BSC are aware of and adhere to the Health and Safety guidelines set out by the Directorate and the College.
- Regular decontamination of laboratory, tissue preparation and storage areas.
- Adhering to any crisis management protocols to ensure the core business is sustained during adverse events, executing contingency plans as and when needed.
- Acting as Fire Warden for the BSC.

Quality Monitoring and Improvement

Responsible for:

- Where necessary, working with BSC Manager to put quality improvement measures in place and evaluating the impact.
- Ensuring feedback from course evaluations is used to implement improvements to the administration and management of RCS-managed courses.

General

- The post-holder is expected to represent the College in a professional manner in relation to their responsibilities and in ensuring their own continuing professional development.
- Undertake such duties appropriate to the grade, as required by the Director.



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This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.

Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">NVQ level 3	<ul style="list-style-type: none">FDSci/HND/BSc in a Science subject or relevant experience to demonstrate equivalent skills/knowledge at this level.
Experience and skills	<ul style="list-style-type: none">Experience of working in a laboratory environment, healthcare or educational setting.Familiar with Health & Safety and COSHH SOPs (Standard Operating Procedures)Delivering a customer focused service.Excellent command of written and spoken English.Ability to work flexibly.Ability to work accurately and pay attention to detail.Excellent organisational skills and methodical approach to work.Ability to work individually and as a team player.Ability to work to tight deadlines and negotiate priorities.Working knowledge of Microsoft Office including Outlook, Word, Excel, Teams.	<ul style="list-style-type: none">Familiarity with the handling and maintenance of surgical instruments and medical devices.Experience of setting up medical task trainers and operating manikins.Knowledge of medical/scientific terminology.Working knowledge of additional Microsoft Office apps including, Planner, SharePoint and One Note.



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<p>People and interpersonal skills</p>	<ul style="list-style-type: none">• Prepared to work out of normal office hours (early mornings, evenings and weekends) as determined by the course schedule.• Able to work as part of a multi-disciplinary team in a dynamic environment.• Physically fit and able to participate in moving heavy equipment (for which training and suitable equipment will be provided).• Willing to travel to regional centres to support/ observe course delivery.	
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The post holder will also need to demonstrate the following values:

Collaboration	We embrace our collective responsibilities working collaboratively and as one college.
	<ul style="list-style-type: none">• We work together, using our collective expertise and experience to effect positive change• We are open, honest and transparent, straightforward in our language and actions, acting with sincerity and delivering on our commitments• We take our responsibilities to each other, to patient care and to the environment seriously and we act with this in mind across our work
Respect	We value every person we come into contact with at the College as an individual, respect their aspirations and commitments in life, and seek to understand and meet their physical and wellbeing needs.
	<ul style="list-style-type: none">• We treat everyone we meet with kindness and integrity and we seek to promote these behaviours in others• We actively seek a range of views and experiences across our work, and we listen to, and make everyone feel, a valued part of the team
Excellence	We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.
	<ul style="list-style-type: none">• We work hard to be the best at what we do, recognising and celebrating effort and achievement, and reflecting on our work, so we can learn and improve• We value and invest in research, education and training to drive excellence and put improvements in surgical practice, dentistry and patient care at the heart of our work• We always seek to learn and discover more, valuing knowledge and scientific evidence, basing our decisions on insights, fact and experience

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to race/ethnicity, national origin, religion, pregnancy, marital status, sexual orientation, gender identity/expression, age and disability.



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