

Job Description

Position:	Dental Laboratory Manager & Placement Mentor
Faculty/Service:	Queens Dental Sciences Centre (QuDeSC)
Reference:	DNT-0291-26
Grade:	Grade 7
Status:	Permanent
Hours:	Full Time
Reporting to:	Head of QuDeSC

Main Function of the Position:

- To support the work of the newly built Placement Dental Laboratory, mentoring and supervising undergraduate Dental Technology students during their placement activities, across all Dental Technology Disciplines
- The role includes demonstration of a range of dental equipment and materials usage and associated processes
- To ensure timely completion and sign-off custom-made dental devices that students have worked on ensuring they are clinically acceptable.
- To provide technical support service which meets the needs of academic staff and students, and enables optimum use of University's resources.
- To lead and manage the Placement Dental Laboratory (under the guidance of the Programme Leaders, the Academic Operations Leads and the Head of QuDeSC), allocating the daily workload to self, the Dental Technicians and the students at placement ensuring dental appliances' manufacturing deadlines are met.
- To develop and ensure implementation of Health and Safety policies and protocols

Principal Duties and Responsibilities:

1. To work in liaison with the Programme Leaders, the Academic Operations Leads and the Head of QuDeSC (and the rest of the dental team) supporting the whole range of dental appliances from all Dental Technology disciplines, including implant-supported restorations, CAD/CAM design and manufacturing and other specialised work, as required.
2. To set-up the Placement Dental Laboratory on a daily basis for staff and students in line with placement needs. Ensure these facilities and adjoining areas are in a clean

and tidy condition, they conform to Health and Safety standards at all times and that these areas are maintained in a way which enables other functions such as cleaning and security, to carry out their duties effectively.

3. To assist students and staff with the day-to-day function of the placement dental laboratory, including the use of a range of dental equipment, the use of dental materials and processes.
4. To guide students on the planning, designing and construction of an extensive range of custom-made dental appliances.
5. To ensure completion and sign-off of dental appliances that students on placement have been working on under the mentoring/supervision of the Dental Placement Laboratory technicians
6. To utilise CAD/CAM technology for designing and manufacturing dental appliances
7. To liaise with the Placement Laboratory Dental Technicians identifying patient work that needs prioritisation and make the corresponding arrangements related to workload and organisation
8. To liaise directly with Dental Clinicians in relation to appliance manufacturing ensuring the appliances' manufacturing requirements are met
9. Develop the Placement Laboratory Policies and implement them, monitoring and adapting them as required, to be always kept up to date
10. Be responsible for the maintenance of accurate laboratory records for audit purposes in compliance with the Medical Devices Regulations (MDR)
11. Lead the preparation and implementation of any potential Placement Dental Laboratory inspections / audits
12. To liaise with the academics of the Dental Technology Programmes and provide structured feedback regarding student competence, professionalism and progression during placement (including raising any concerns).
13. To assist students in developing their own skills, knowledge and experience within Dental Technology and to keep abreast of new and developing technologies
14. To take responsibility for the Health, Safety and Welfare of those who are using the Placement Dental Laboratory for which the role holder has responsibility and to report non-compliance issues to their line manager. This includes ensuring cross-infection control is maintained, appropriate safety equipment being available, including appropriate Personal Protective Equipment being maintained and in good order and used.
15. Deliver Health and Safety Inductions to students and staff in the areas for which the Placement Dental Laboratory Technician is responsible; making students and staff aware of the professional code of conduct required when working in the area.

16. To develop the various risk assessments required and induct, demonstrate and communicate the corresponding safe working practices, function of equipment and processes and proper use of materials. Explain hazards associated with equipment, processes and substances and demonstrate precautions against them including checks to be carried out prior to using equipment. To ensure that induction and demonstration records are documented appropriately for students and staff.
17. Ensure a safe working environment and abide by University's Health and Safety policies and practices and observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
18. Develop and implement cross-infection control protocols (including disinfection) and waste disposal protocols
19. To mentor newly recruited Placement Laboratory Dental Technicians
20. To liaise with the Placement Laboratory Dental Technicians (under the guidance of the Academic Operations Leads and the Head of QuDeSC) for scheduling the annual leave plans for the smooth and continuous running of the Placement Laboratory
21. To supervise the designated areas, permitting access to only those students who are recorded as having completed induction and ensuring that they continue with safe working practices at all times.
22. To assist with the scheduling and booking of a wide range of laboratory activities and equipment use.
23. To undertake regular stock checks (including annual materials' stock take), assist in processing orders and maintain accurate records of all orders
24. Carrying / lifting material / equipment deliveries into stock / storage rooms
25. To undertake checks to ensure that all equipment is maintained in good working order as required by Health and Safety legislation and to ensure that inventories are up to date and accurate
26. To be responsible for the validation of the various workflows (including digital) and calibration of equipment.
27. Ensure and maintain integrity and confidentiality of data and associate data protection requirements in line with statutory and corporate requirements (including patient data).
28. If a "named" driver, to drive the University vehicle or hire vehicle for the purposes of delivery and collection of University equipment, machinery, exhibition materials, etc. and other necessary transport related to the work including field trips.

29. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to performance/delivery of key responsibilities of the role.
30. Contribute with suggestions to improve laboratory efficiency and students' learning

The university is committed to upholding academic freedom and freedom of speech within the law. We support open and respectful debate, the exchange of ideas, and the right of staff and students to question, test, and advance knowledge without constraint, while recognising the responsibility to exercise these freedoms in a way that respects the rights of others.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment is subject to Disclosure and Barring Clearance.

Person Specification

Position: Placement Laboratory Chief Dental Technician		Reference: DNT-0291-26	
Faculty/Service: QuDeSC		Priority	Method of Assessment
Criteria		(1/2)	
1 Qualifications			
1 a)	Honours degree or equivalent in Dental Technology	Priority 1	Application Form / Documentation
1 b)	Registration with the General Dental Council (GDC)	Priority 1	Application Form / Documentation
1 c)	Higher degree (or willingness to obtain a relevant MSc/PhD) or substantial relevant experience within Dental Technology in managerial roles	Priority 1	Application Form / Documentation
2 Skills / Knowledge			
2 a)	Competent in the processes and procedures within Dental Technology and in the use of relevant equipment (including associated software applications)	Priority 1	Application Form / Interview / Assessment
2 b)	Capable of producing a range of dental appliances in all Disciplines (or willingness to develop competency in all Disciplines, as required)	Priority 1	Application Form / Interview / Assessment
2 c)	Working knowledge of Digital Dental laboratory workflows (CAD/CAM)	Priority 1	Application Form / Interview /
2 d)	Willingness to learn and develop new skills / appliance types and designs and to follow suitable pathways of continuous professional development	Priority 1	Application Form / Interview
2 e)	Good judgment skills for analysing and interpreting laboratory prescriptions	Priority 1	Application Form / Interview
2 f)	Commitment to quality (with attention to detail) and compliance to standards (including Quality Assurance)	Priority 1	Application Form / Interview /
2 g)	Knowledge and awareness of UK Medical Devices Regulation	Priority 1	Application Form / Interview
2 h)	Knowledge of Health and Safety legislation, current Data Protection requirements and awareness of confidentiality	Priority 1	Application Form / Interview
2 i)	Able to use and demonstrate use of equipment and processes within Dental Technology	Priority 1	Application Form / Interview
2 j)	Excellent communication and interpersonal skills with the ability to present information clearly, accurately and concisely liaising effectively with colleagues, students and external contacts in a professional manner	Priority 1	Application Form / Interview / Assessment
2 k)	Able to communicate effectively with clinicians to manage non-routine aspects of appliance fabrication	Priority 1	Application Form / Interview

2 l)	Able to liaise with colleagues and other stakeholders and to contribute to staff development.	Priority 1	Application Form / Interview
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Faculty/Service: QuDeSC		Priority	
Criteria		(1/2)	Method of Assessment
2 m)	Able to organise and prioritise tasks and workload through from the initial stage to completion to achieve work schedules and deadlines, using own initiative to solve problems with the support of the more senior laboratory staff	Priority 1	Application Form / Interview
2 n)	Proficiency in working with standard office IT applications such as Microsoft Word and Excel	Priority 1	Application Form / Interview
2 o)	Able to understand and apply standard University regulations	Priority 1	Application Form / Interview
3 Experience			
3 a)	Relevant practical experience within Dental Technology, post qualification, in managerial roles (preferably including NHS experience)	Priority 1	Application Form / Interview
3 b)	Experience in the design and manufacture of complex, specialised custom-made dental appliances	Priority 1	Application Form / Interview
3 c)	Experience in the use of CAD/CAM techniques and processes relevant to Dental Technology	Priority 1	Application Form / Interview
3 d)	Relevant experience of demonstrating/instructing others (individually and in small groups) in the use of Dental Technology equipment and/or practical techniques/processes	Priority 1	Application Form / Interview
3 e)	Proven track record of working effectively in a team	Priority 1	Application Form / Interview
3 f)	Proven track record or working effectively on own, using initiative and prioritising own workload to meet set objectives	Priority 1	Application Form / Interview
3 g)	Experience in the application of IT	Priority 1	Application Form / Interview
3 h)	A record of excellent customer focused service	Priority 1	Application Form / Interview
4 Personal Qualities			
4 a)	Awareness of the requirements associated with operating within a customer service environment, shaped by the demands of the users	Priority 1	Interview
4 b)	Commitment to continuous improvement and creative ways of working	Priority 1	Interview

4 c)	Able to work effectively and contribute as a member of a team, whilst using own initiative as appropriate	Priority 1	Interview
4 d)	Able to work under pressure and devise own objectives and work to deadlines	Priority 1	Interview

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Criteria		(1/2)	
4 e)	Able to adapt to changing demands, procedures and routines	Priority 1	Interview
4 f)	Enthusiasm and commitment	Priority 1	Interview
4 g)	Able to demonstrate sensitivity in dealing with colleagues, partners, students and other stakeholders from different cultural backgrounds	Priority 1	Interview
5 Other			
5 a)	Willing to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness and commitment to the principles and requirements of the Data Protection Act/ Freedom of Information Act/Bribery Act, Health & Safety within the work environment, Prevent and UKVI	Priority 1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 d)	Available to work flexibly and remotely as required and travel as appropriate in order to meet the needs of the services	Priority 1	Interview
5 e)	Able to work flexibly to meet the requirements of the position, in a service operating beyond the standard working day/week/year	Priority 1	Interview
5 f)	Current clean driving license and car owner or able to travel independently to partner organisations, institutions or trusts, as required	Priority 2	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required