

POSITION DESCRIPTION



Technical Team Leader, Nursing & Midwifery



POSITION DETAILS

Position Title	Technical Team Leader, Nursing & Midwifery
Classification	HEW Level 7
Position Number	7005142
School/Office	Teaching & Research Technical Services
Division	DVC Education & Students

POSITION PURPOSE

The Technical Team Leader is responsible for the coordination, rostering, and management of technical staff within the Nursing & Midwifery technical team. This role ensures the delivery of high-quality technical support for teaching and research. This role also contributes directly to the preparation and maintenance of practical learning environments and research facilities.

As both a leader and functional team member, the Technical Team Leader actively participates in hands-on technical support while overseeing operational responsibilities such as staff supervision, performance development, and resource allocation. The role also manages purchasing and consumables essential to practical teaching and research, ensuring cost-effective and compliant procurement processes.

Operating within a multi-campus university, the Technical Team Leader collaborates with other technical teams and provides cross-campus support when required. The position plays a key role in maintaining safety standards, managing equipment and facilities, and driving continuous improvement initiatives that enhance service delivery and operational efficiency across the broader technical support network.

KEY ACCOUNTABILITIES

1. **Deliver high-quality technical support** for teaching, research by coordinating resources across the Nursing and Midwifery technical team.
2. **Foster a positive and productive work environment** to uphold consistent standards of technical service delivery.
3. **Allocate and manage team workloads** to ensure coverage of operational needs including rosters, leave, and performance planning.
4. **Ensure optimal utilisation of technical resources** by monitoring and adjusting support schedules for teaching and research activities.
5. **Prepare and maintain specialist teaching and research facilities** to meet operational and safety standards.

6. **Provide expert technical guidance** to research staff, students, including equipment use, data collection, and risk evaluation.
7. **Lead continuous improvement initiatives** across technical operations, including cross-campus projects and service enhancements.
8. **Ensure compliance with safety regulations** by conducting audits, maintaining documentation, and delivering inductions for staff and students.
9. **Support the Technical Manager – Health** in the recruitment of new staff to the team and identification and resolution through forward planning of bottlenecks, resourcing gaps and service delivery issues.
10. Participate in the development and design of CPU processes, policies and forms.
11. Work with School and Faculty staff to ensure relevant, consistent and high quality technical support that is aligned with the needs of Faculties and Schools over time.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. **Relevant degree or equivalent experience** – Medical Science, Nursing and Midwifery or an Allied Health discipline, with highly developed technical expertise, preferably in relevant area or a related field.
2. **Proven leadership in technical teams** – Experience managing and leading technical staff in a clinical, laboratory or teaching simulation setting.
3. **Hands-on technical teaching support** – Experience setting up and supervising lab or clinical based practicals, and/or hi-fidelity simulation settings including working directly with students. Demonstrated experience in delivery of expert technical support associated with all aspects within a health or health educational setting.
4. **Facility and equipment management** – Experience managing teaching spaces and using specialised equipment relevant to the Nursing and Midwifery (for example simulation manikins).
5. **Strong problem-solving and planning skills** – Ability to analyse issues, prioritise tasks, and manage competing demands effectively.
6. **Clear communication and organisational skills** – Strong written and verbal communication, with the ability to document procedures and coordinate multiple tasks efficiently.

KEY RELATIONSHIPS

- **This position reports to:** Technical Manager, Health
- **This position supervises:**
 - 1 x Senior Technical Support Officers (HEW 6)
 - 10 x Technical Support Officers (HEW 5)
 - Casual technical staff as required to meet peak work periods or specific limited term projects
- **Key internal relationships:**
 - Technical Manager, Health
 - Other Team Leaders or Technical Coordinators
 - Other technical team members across the function
 - Faculty and School staff, both Academic and Professional
 - Students
- **Key external relationships:**
 - Suppliers of goods and equipment

CHALLENGES

1. Meeting high volume demands

The Nursing and Midwifery program is one of the largest cohorts of students at WSU. Allocation of shifts that enable full coverage of the timetabled classes can be challenging and involves advanced planning and negotiation skills.

- 2. Managing staff performance and development in a shifting environment**
Leading a technical team involves handling rosters, absences, training, and performance reviews while maintaining service quality. This becomes challenging when workloads fluctuate or when onboarding new staff and casual assistants.
- 3. Ensuring compliance with safety regulations across multiple facilities**
The role must uphold strict safety standards in Nursing and Midwifery facilities. Keeping documentation current and ensuring all users are trained or properly certified to use equipment and facilities.
- 4. Driving operational improvements while maintaining daily service delivery**
The role is expected to lead or contribute to continuous improvement projects across campuses, all while ensuring consistent technical support for teaching and research. Balancing strategic initiatives with operational responsibilities can be demanding.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

BUSINESS UNIT EXPECTATIONS

Teaching & Research Technical Services (TRTS) conducts its operations on a number of campuses and whilst employees are primarily located on one campus, they may be required to work at and travel between any of these locations for set periods of time to meet operational needs.

Hours of work for employees in TRTS may vary due to operational requirements in supporting teaching classes or research projects. As such the ability to work to a roster between the hours of 7am - 10pm Monday to Sunday may be required.

Approved by: Office for People and Culture

Date: 9.04.2026