

Intermediate Laboratory Technician Job Description

Purpose of Position:

Undertaking the day to day processing (routine and non-routine tasks/methods) of laboratory samples and ensuring the efficient delivery of quality analytical services within agreed targets.

Functional Relationships:

Reports to:	Team Leader / Section Manager
Reporting staff:	None
Liaise with:	All Hill Laboratories staff including Operations, Commercial, Finance, HR, IT, Procurement, Facilities Clients, Suppliers and Contractors International Accreditation New Zealand (IANZ) and external auditors Ministry of Primary Industries (MPI) Key Stakeholders
Financial Authorities:	None

About Hill Laboratories:

We are recognised as being a leading provider of commercial analytical services to a wide variety of clients and industries within the domestic and international markets. We continuously strive to use the latest technologies available to supply the most accurate and reliable results.

Our Vision:

We are the lab of choice because we are reliable, trusted and respected. We are the recognised experts in our field and we make it easy for our customers to work with us.

Our Values (PIHA):

People are valued and we enjoy our work
Innovation and Agility
Honesty and Integrity
Accountability and Discipline

Our Reason for Being

We make a difference for our customers by helping them increase their productivity, ensure safety, minimise environmental impact, meet regulatory requirements and support their communities' well-being.

Accountability	Deliverables / Outcomes
Technical / Operational	<ul style="list-style-type: none"> • Perform routine and non-routine tasks/methods with or without supervision • Supervise and assist other Technicians as required • Perform calibration and maintenance as required • Undertake troubleshooting, and recommend and implement actions as required • Assist Senior Technicians as required • Ensure that quality processes and systems are followed, and undertaken accurately • Ensure that data is accurately recorded and analysed • Display a high level of attention to detail • Undertake work autonomously • Participate constructively in laboratory quality system reviews while overseeing Entry Level/Intermediate Technicians as required • Ensure that non-compliance is reported and that appropriate corrective/preventative actions implemented as required • Initiate and follow through on Quality KPI's as required • Ensure that good laboratory practices are maintained at all times • Support Senior Technicians and/or Team Leader to predict workloads, and provide input into rosters and workflow patterns as required • Undertake project work as required • Undertake any other duties and responsibilities once reasonably skilled and trained to do so
Quality Management and Continuous Improvement	<ul style="list-style-type: none"> • Adhere to quality standards and principles at all times • Participate constructively in all continuous improvement initiatives • Adhere to Hill Laboratories' Environmental Management Policy
Team Work / Relationship Building	<ul style="list-style-type: none"> • Develop positive working relationships • Support proactive participation with initiatives
Health and Safety	<ul style="list-style-type: none"> • Take responsibility for personal compliance with Health and Safety Legislation, Regulations, Policies and Procedures, and ensure the safety and wellbeing of those within the work environment (including external contractors, visitors and volunteers)
Personal Development	<ul style="list-style-type: none"> • Actively participate in ongoing and periodic performance reviews • Actively and constructively participate in work related learning and development opportunities • Maintain an up to date knowledge of laboratory practices

Educational and experience competencies required:
<ol style="list-style-type: none">1. Science related qualification - desirable.2. No less than one (1) year relevant experience in a laboratory - essential.

Key Performance Measures:
<ol style="list-style-type: none">1. All work shall be undertaken and completed as per required team timeframes and targets.2. All personal development goals shall be met.3. Consistent demonstration of company values.

Behavioural competencies required:

1. **Is a role model of positive behaviours and values** – Live the values of Hill Laboratories and lead others by example. Help out as needed by ‘rolling their sleeves up’. Display a positive influence on the culture of the staff while under supervision, and on the organisation as a whole.
 2. **Honesty and Integrity** – Deliver on promises made to customers, shareholders and staff of Hill Laboratories, is open and honest in all aspects of work and can confront any issues with courage.
 3. **Process orientation with an attention to detail** – Assist and support to develop and document processes for work being undertaken. Display a good attention to detail.
 4. **Analytical** – Summarise data in a manner that provides a readily understood summary of the facts, and guide conclusions that are balanced and objective.
 5. **Communication and Interaction** – Ensure effective communication with staff, peers, and those in more senior roles in the organisation allowing the opportunity to build rapport where required. Take time to understand the audience and possible barriers to communication. Ask questions effectively to check correct understanding. Listen actively to understand others’ points of view and give others an opportunity to express their views. Think about the impact of one’s own emotions, behaviours and attitude on others. Convey both positive and negative feedback in a constructive manner. Recognise areas in which communication is required, and be proactive in addressing these communication needs.
 6. **Reliably delivers on results** – Demonstrate time management and organisational ability to ensure that agreed outcomes are delivered in an orderly and reliable way. Has a personal aspiration to meet and exceed set targets. Identify when problems arise and find solutions while not allowing workload pressure to affect behaviours.
 7. **Quality Focus** – Deliver outcomes that are of consistently high quality. Approach quality issues in an objective manner, find/suggest solutions that will deal with issues in the long term.
 8. **Improvement Focus** – Proactive in finding solutions to problems, and ways to improve processes that will increase efficiency or improve outcomes for staff and customers.
 9. **Priority Setting** – Maintain a clear sense of priorities and a vision of the larger picture.
 10. **Decisiveness** – Consider all relevant information, and make decisions and/or take actions to solve problems.
 11. **Team Focus** – Offer help/support to other team members as required. Treat others inside and outside the organisation with dignity and respect.
 12. **Customer Focus** – Commit to delivering the outcomes that have been agreed for customers, and respect the confidentiality of business matters and client information.
 13. **High Personal Work standards** – Set high personal work standards with internal motivation to ensure they are achieved effectively.
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Signed

Approved by:
(line manager name)

Position:

Signature:

Date:

Agreed To By:
(employee name)

Signature

Date:

<End>