

Job Description

Job Title:	Core Facility Manager
Department:	School of Pharmacy
Reports To:	Administrative Officer
Jobs Reporting:	Teaching Assistant, Animal Health Technician
Salary Grade:	USG 9
Effective Date:	March 2026

Primary Purpose

The Core Facility Manager is responsible for ensuring an efficient and safe working environment for all those who work or learn in School of Pharmacy research laboratories. The Manager is responsible for the effective management and operation of the School's Core facility (encompasses research equipment, instrumentation and services that are funded by the School for use by all researchers in the School), including the Health Services & Applied Research Laboratory (HSARL). The Manager also serves as the independent oversight of the School's animal care facility. The Core Facility Manager is not responsible for supporting the equipment and services of individual researchers outside the Core, but there is recognition of significant overlap in these areas and, when possible and where it makes sense to do so, the Manager will consider individual researcher needs, including coordinating certain activities; this applies also to our teaching laboratories.

To provide a sense of scope, the Core facility has a variety of upwards of 70 pieces of specialized equipment worth more than \$3M. The Manager will have various levels of familiarity with each piece of equipment but is expected to be able to provide hands-on troubleshooting and maintenance. The Core Facility Manager is expected to minimize equipment downtime (extended downtime can disrupt research and teaching), ensure equipment is regularly maintained (emergency repairs, premature equipment replacements can have significant financial and timing implications) and ensure that users are appropriately trained.

Specifically, the Manager is responsible for:

- the day-to-day management of the School's Core equipment to ensure that they remain safe, operational and available for use at all time
- ensuring compliance with the *Occupational Health and Safety Act* and associated legislation, UW policies, particularly Policy #34, the Health & Safety Management System and other laboratory-related requirements as determined by the UW Safety Office; creating and delivering a robust training program suitable for all users of all Core equipment, and specifically to create and deliver a graduate student orientation program related to use of the Core facility
- management of Core equipment inventory, consumables, training and usage logs; warranty, preventative maintenance and service agreements, and annual certifications

The Core Facility Manager receives academic and technical direction from the School's Associate Director, Graduate Studies & Research; administrative and management oversight by the Administrative Officer; and animal care training and direction by the Senior Manager in the Central Animal Facility. The Core Facility Manager is assisted in day-to-day tasks by a .5 unit Teaching Assistant.

Key Accountabilities

Day-to-day management of the School's Core equipment

- Monitor the appropriate and safe use of all Core equipment and instrumentation
- Monitor the maintenance and operation of all Core equipment, instrumentation and services, this includes the School's reverse osmosis (RO) system (e.g., checking, measuring chemical parameters, refilling softeners)
- Manage the maintenance (service agreements, preventative maintenance, contracts) and operation of core equipment through 3rd party services
- Perform minor repairs, mechanical troubleshooting and diagnosis; arrange for technical support when equipment is beyond the incumbent's ability to repair; coordinate maintenance through Science Technical Services, Plant Operations, Central Stores, outside vendors and manufacturers
- Liaise with faculty members, research personnel, graduate and undergraduate students and staff to resolve specific operational problems and improve the technical activities of the Core facility; the incumbent will be aware of the status of all equipment
- Provide functional direction, including advice, coaching, and leadership to graduate students and research personnel on the use and operation of laboratory equipment and core facilities
- Create, update and make available instruction manuals, log sheets, Standard Operating Procedures (SOPS) and SDS to ensure proper use and compliance with manufacturer guidelines and UW safety policies and practices
- Develop and maintain an on-line equipment booking system for heavily used equipment
- Develop and manage external user agreements for core equipment, providing training to temporary research personnel on specific equipment
- Coordinate certification and calibration services for Core equipment and research equipment, e.g., microscopes, autoclaves, pipettes, biological safety cabinets, balances, and submit proof of certification as required
- In conjunction with the IT Manager, provide support and advice for the maintenance and upgrade of research computers for Core equipment
- Order parts, supplies and consumables for lab equipment, including sourcing multiple suppliers within the parameters of Policy #17, Quotations and Tenders through Watprocure system
- Coordinate and liaise with faculty and research personnel on laboratory activities, maintenance needs and repair of lab equipment
- Monitor and manage work requests for lab facilities in pharmacy

Perform monthly inspections of all core research spaces and document corrective actions to maintain compliance with University standards Other duties and special projects as assigned

Appropriate and safe use, training, of all Core equipment and instrumentation

- Promote a culture of safety through education and activities
- Ensure compliance with the *Occupational Health and Safety Act* and associated legislation, UW Policy #34 and the Health & Safety Management System; all other laboratory-related practices as determined by the UW Safety Office, UW Animal Care Committee (ACC), Ontario Ministry of Agriculture, Food and Agribusiness (OMAFRA) the Canadian Council of Animal Care (CCAC)
- Develop and deliver training for all laboratory users, including visitors, volunteers, graduate and u/g students, assisting and instructing in the use of specialized equipment; for all incoming graduate students, create and deliver a Lab Orientation session at the beginning of each term,

before they are admitted to the lab; manage training records; arrange manufacturer training, as needed

- Address health and safety concerns by taking action or making recommendations to management, working with the Health Sciences Campus, Joint Health and Safety Committee

Administration

- Administer and track financial commitments related to Core instrumentation, equipment and services with a view to ensuring best value and equitable distribution between the School and its researchers
- Oversee and manage the Core budget by monitoring expenditures, forecasting needs, and prioritizing costs for instrumentation, equipment, and services; track all financial commitments and advise the Administrative Officer on budget planning, resource allocation, and strategic spending to ensure best value for the School and its researchers Provide technical guidance on the purchase of new laboratory equipment and software, preventative maintenance and service agreements, and make recommendations for the replacement of laboratory equipment
- Maintain the School's equipment inventory, chemical inventory, certification requirements and service contracts and agreements
- Develop, maintain and manage content for a Core Sharepoint site
- Develop, maintain and manage content for an "admin view" Sharepoint site where information related to the Core budget and detailed equipment summaries are filed
- Develop and maintain detailed equipment summaries to assist in strategic planning and spending within the Core operating budget
- Supervise the Core Teaching Assistants, including development of responsibilities and task lists
- Manage, develop content and maintain the Core Facility website
- Manage holiday shutdowns
- Serve as the Chair to the Core Users' Group, arranging meetings, setting agenda, and updating research faculty on Core-based initiatives
- Manage, maintain and moderate the CORE Users' Group Microsoft Teams channel used to communicate with wet lab principal investigators
- Manage, maintain and moderate the dl-phrlab@uwaterloo.ca M-group used to communicate with wet lab research personnel
- Manage and maintain the dl-phrlabaccess@uwaterloo.ca M-group used for authorized and trained users to book Core equipment for research/experiments
- Serve as the Health & Safety Coordinator for Pharmacy, responsible for the day-to-day and overall management of the school's health & safety program, including tracking safety certifications and ensuring compliance for all employees in Pharmacy
- Maintain and regularly update Health & Safety boards in Pharmacy and core lab areas to ensure all posted information meets University health and safety requirements
- Track and/or complete incident reports on Safety Spectrum, including all injuries, incidents, and near-misses
- Responsible for the first aid and emergency warden program and training tracking
- Serve as a resource member of the Health Sciences Campus, Joint Health and Safety Committee
- Responsible for strategic planning around Core facilities, including the identification of opportunities for improvement

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- Other duties as assigned by the Administrative Officer or the Associate Director, Graduate Studies & Research

Expansion to the satellite animal care facility in Pharmacy

- Responsible for independent oversight of the satellite animal facility in pharmacy
- Liaise with research faculty and administration on the development of the satellite animal facility in pharmacy, including advising on the memorandum of agreement between the central animal facility (CAF) and pharmacy
- Liaise with the CAF, animal care committee (ACC), Office of Research Ethics (ORE), Ontario Ministry of Agriculture, Food and Agribusiness (OMAFRA), and the Canadian Council on Animal Care (CCAC)
- Provide oversight to ensure full compliance with all federal (CCAC), provincial (OMAFRA), and institutional (ACC) standards governing animal care and facility operations
- Supervise the Animal Health Technician (AHT), oversight of animal husbandry and welfare, facility checks
- Ensure timely repairs to rooms or equipment identified by the AHT, Vet, ACC, OMAFRA, and CCAC
- Maintain and update pharmacy facility online orientation (theory) course for those needing to use the animal facility
- Authorize IT Manager to issue Watcard access to satellite facility

Required Qualifications

Education

- Master's degree (thesis based) in a relevant Science discipline, PhD preferred
- First aid certification or willingness to obtain

Experience

- Minimum of 7 years' experience required in the use and maintenance of scientific equipment in a laboratory setting
- Minimum of 5 years' managing lab operations and supervisory/managerial experience
- Strategic planning and project management experience

Knowledge/Skills/Abilities

- Independent judgement in areas of time management, task prioritization and decision making, under minimal supervision
- Tact, judgement and diplomacy
- Excellent verbal and written communication skills
- Demonstrated experience in training personnel in the use of scientific instrumentation and creating relevant training documentation and safety information
- Advanced proficiency with Microsoft Office suite
- Advanced computer skills are required, as is an aptitude for learning new programs quickly
- Ability to manage multiple competing priorities

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| <ul style="list-style-type: none">– A thorough knowledge and understanding of Policy 34 and the <i>Occupational Health and Safety Act</i>, and associated legislation |
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Nature and Scope

- **Contacts:** Extensive and regular contact with faculty, graduate students, staff and undergraduate students in the School of Pharmacy; regular contact with Safety Officers in the UW Safety Office and Senior Buyers and Purchasing Agents in UW's Procurement & Contract Services; Chem Stores, Science Technical Services, and outside vendors and service providers. Works closely with the School of Pharmacy Administrative Officer, Finance Officer, IT Manager and Associate Director, Graduate Studies & Research
- **Level of Responsibility:** The position functions with minimal supervision and is responsible for day-to-day decision making in terms of keeping the Core facility up and running at all times while maintaining all health and safety protocols; using independent judgement, required to deal with health and safety issues and emergencies as they arise. Critical risks include extended equipment downtime that would disrupt research, chemical mismanagement and non-compliance with safety standards that could lead to injury, liability and financial issues
- **Decision-Making Authority:** Independent judgment used in handling day-to-day situations in terms of operation and maintenance of labs and equipment, and health & safety
- **Physical and Sensory Demands:** Working conditions vary from working in an office environment to moderate demands typical of a technical position in a research laboratory environment; will involve some lifting (up to 50 lbs), sitting or standing for extended periods of time may be required. Ability to deal with emergencies (equipment and health and safety).
- **Working Environment:** Safety is a primary requirement in the operation of the Core facility; occasional exposure to chemicals and/or fumes. Working hours are Monday through Friday, 35 hours per week, evening or weekend work may be required to accommodate potential emergency situations with the facility. 50% of the time is spent in an office environment generating reports, consulting or performing administrative functions , with the remaining time spent in the laboratory to allow for natural interaction with research personnel and the equipment.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*