

# Technician Commitment Action Plan

## The 4 Indicators:

- Visibility** Ensure that all technicians within the organisation are identifiable and that the contribution of technicians is visible within and beyond the institution
- Recognition** Support technicians to gain recognition through professional registration and external awards schemes
- Career Development** Enable career progression opportunities for technicians through the provision of clear, documented career pathways
- Sustainability** Ensure the future sustainability of technical skills across the organisation and that technical expertise is fully utilised

## Action Plan:

	Action	Detail	Target Date	Visibility	Recognition	Career Development	Sustainability
1	The University Executive team is aware of on-going work within UoB on the Technician Commitment and has fully supported service redesign across Faculties.	This action plan will be submitted to the Executive Board for their approval and endorsement and senior leadership voices will support the work going forward.	December 2019	Y	Y		
2	Steering group meetings are held regularly, with representatives from Technical teams across campus, Faculty senior managers, Unite and HR.	These will continue, to aid with event planning and review / implementation of this action plan.	On-going	Y			Y
3	We are encouraging the creation and empowerment of a Technicians' Network across the campus. We will initiate fortnightly team meetings for Technical teams to share knowledge, opportunities and best practice, and have discussed with technical staff how these will become owned, shaped and led by technicians.	The concept of a network has been discussed with Technicians at our NTDC Technicians' Event in June 2019. We will follow up with development / training events and networking opportunities. We feel it is essential that the Technicians' Network be managed and shaped by the Technical staff to ensure it meets their needs.	Started June 2019. Work will be on-going		Y	Y	
4	We have reviewed role profiles, consistent job titles and new job descriptions for technicians as part of a service resign.	We are in the process of reviewing this redesign after its first year of implementation. Surveys have been designed to gather the feedback of technical	December 2019		Y	Y	Y

		and non-technical staff and the data from these will be used to further shape the service. Opportunities for training and development are discussed by line managers at annual Performance Appraisals.					
5	A small number of technicians are professionally registered. We will seek to encourage Technicians to pursue professional registration.	We will encourage professional registration and will hold events to publicise the benefits of membership. We will ensure that new roles include this as a desirable characteristic.	August 2020	Y	Y	Y	Y
6	We have performed a skills audit for technical staff and this audit was used to inform the service redesign.	We will introduce opportunities to attend / give specialist technical talks and options for work shadowing across technical teams. We hope that these knowledge-sharing sessions will become a regular event to aid skills development and networking.	January 2020			Y	Y
7	Technicians have told us that they would like to be more visible / recognised. We are creating an externally-visible webpage for technicians. We have displayed copies of our Technician Commitment Certificate in prominent areas in the 2 Faculties with large technical teams.	The webpage will showcase our technicians and hold information about the University's dedication to the Technician Commitment. Technical staff will be encouraged to contribute to the content for staff profiles. We will also include content about opportunities for development, events, and career planning so that technicians can prepare	Jan 2020	Y	Y	Y	

		themselves for career opportunities that may arise.					
8	Technical staff will be involved in decision making process at various levels. We will encourage committees to include technical representation / expertise in their decision-making.	We will review where technicians should be more involved in decision-making. In Life Sciences, technicians have representation on Learning and Teaching / Research and Knowledge Transfer Committees. We have recently added a Technical Services Manager to the Faculty Management Committee in Engineering and Informatics, where all major faculty decisions are made. All technicians are encouraged to feed ideas, suggestions, concerns, and questions into the agenda for regular Faculty Assemblies, where faculty senior management are available to dialogue with staff.	On-going	Y	Y		Y
10	We need to improve our succession planning. No technician apprentices have been appointed over the past 5 years	We are appointing 2 technical apprentices into the Faculty of Engineering and Informatics in 19/20 and have interviewed and selected candidates in partnership with City Training Services. Plans for future apprentice intakes will be reviewed on an annual basis.	December 2019			Y	Y
11	We will support technical staff who wish to enter awards contests (e.g. The Vice-Chancellor's Awards for Excellence) and	SAFS Forensic Technical Group were nominated for a VC Award for outstanding contribution to	Next round April 2020	Y	Y	Y	

	ask academic colleagues to nominate and support technicians in this.	the student experience on 1st May 2019. An FEI Technician won Best Support Staff in the Students' Union awards in May 2019. We will promote external opportunities for Technician Awards on the externally-accessible technicians' webpage.					
12	Technical staff have asked about increasing their visibility to emphasise their professional status.	We will produce badges for all Technicians, showing their name and job title.	January 2020	Y			
13	Technical staff have asked that roles within practical spaces be clarified.	Faculty Heads of Operations and Technical Managers have begun work on clarifying the boundaries between Technical and Academic roles, at the request of technical staff. This work concentrates on defining the roles and responsibilities of particular staff groups within practical teaching and research spaces.	February 2020	Y	Y		
14	There is variation in the expected values and behaviours of Technical staff. We will seek to agree a uniform set of values and behaviours for Technicians.	We have developed and consulted with technical staff on a mechanism that has been successfully adopted within our HR team: a values and behaviours chart that can be displayed onsite. A set of desirable values and behaviours has been agreed for the benefit of the whole team and will be rolled out, displayed, etc asap.	January 2020	Y		Y	

15	Some Technicians feel their contribution to research papers is not sufficiently recognised.	We are aware of an example where a Technician has been named as a contributor to a research paper. We will take this example in a committee paper to our Faculty and University RKT Committees, to find out whether we are able to adopt this where appropriate.	April 2020	Y	Y	Y	
16	Technicians have raised that they have significant interaction with students but do not receive any training in pastoral care. We will provide training in this area.	<p>We plan to tackle this in 2 ways: We will encourage all Technicians to undertake optional training provided onsite by our Organisational Development Team, such as Challenging Conversations, Mental Health Awareness, etc.</p> <p>In addition, we will ask the University's E&amp;D service to provide a half-day training event specific to Technical staff working face-to-face with students.</p> <p>We have recently implemented bespoke training for Technicians about how to handle mental health crises such as students suffering from panic attacks, and a session on pastoral care techniques for technicians in student-facing roles.</p>	<p>August 2020</p> <p>August 2020</p> <p>On-going</p>			Y	Y