



Queen's Technician Commitment

9th January 2019





Claire McAlinden

EPS Director of Operations

***QUB Technician Commitment
Signatory***





Natalie Kennerley

Deputy Director
National Technician Development Centre



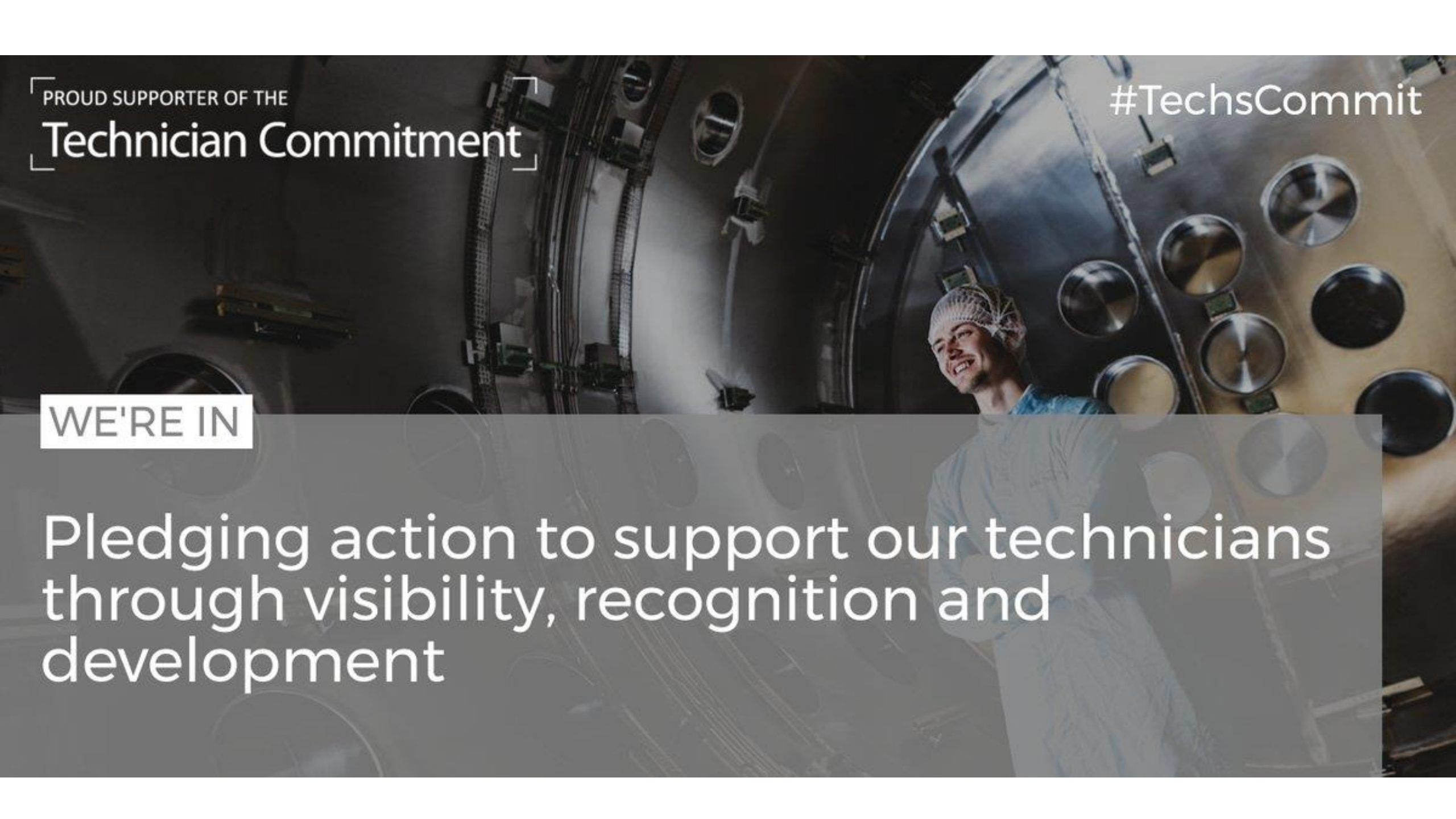
Mel Leitch

Specialist Advisor
National Technician Development Centre
& Newcastle University



Karen Henderson

Director of Technical Services
University of Reading



PROUD SUPPORTER OF THE

Technician Commitment

#TechsCommit

WE'RE IN

Pledging action to support our technicians through visibility, recognition and development



Technicians
make it happen

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

Career Development

- Enable career progression opportunities for technicians through the provision of clear documented pathways

Sustainability

- Ensure the future sustainability of technical skills across the organisation and that technical expertise is fully utilised

Why Does the UK Need It?



- highly skilled workforce with a diverse range of expertise providing the technical expertise essential to supporting education, research and knowledge transfer.
- Role is not well-recognised and their career and professional development often overlooked.
- The ageing technical workforce means that large numbers of highly-skilled technicians are retiring every year, taking their knowledge and experience with them.
- Clear need for greater coordination and collective action to improve the status and profile of technicians and to ensure the sustainability of the technical workforce in academia and research.
- An initiative which provides framework to drive the work forward and enable benchmarking
- Within a year of its launch, approximately half of the country's universities and research institutes had signed-up to the Technician Commitment



Professor Ian Greer

Vice Chancellor





Professor Mark Price

EPS Pro Vice Chancellor





Natalie Kennerley

Deputy Director

National Technician Development Centre





National Technician Development Centre



for Higher Education

**Natalie Kennerley CSci
Deputy Director**



**CREATING A SUSTAINABLE FUTURE
FOR TECHNICAL STAFF AND SERVICES**



NTDC

What is the National Technician Development Centre?

- ▶ Launched in December 2017
- ▶ Co-funded by the Office for Students, the University of Sheffield, and other partners
- ▶ “The National Technician Development Centre for Higher Education provides HE Institutions with access to information, expertise and tools that will enable them to create a sustainable future for their technical staff and services.”
- ▶ NTDC team is available to universities across the UK and covers:
 - restructuring technical services, business continuity, succession planning, recruitment and other areas related to the technical workforce.



Context

Based on the current background and issues facing the technical community, the need for a National Technician Development Centre arose.

Widening skills gap:
700,000 new technicians needed across all sectors by 2020 (Gatsby, 2016)



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Technician Commitment

Technicians make it happen

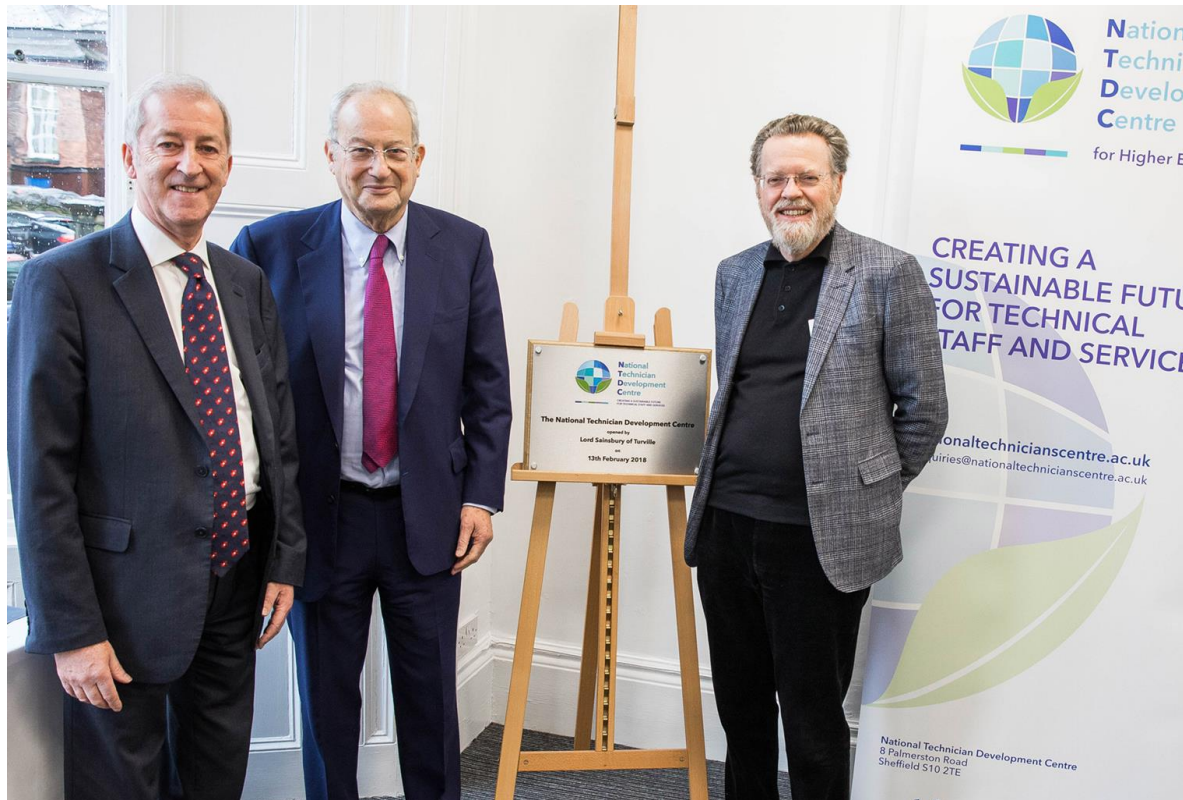


“

“I believe the work that the National Technician Development Centre is doing is of national importance”

”

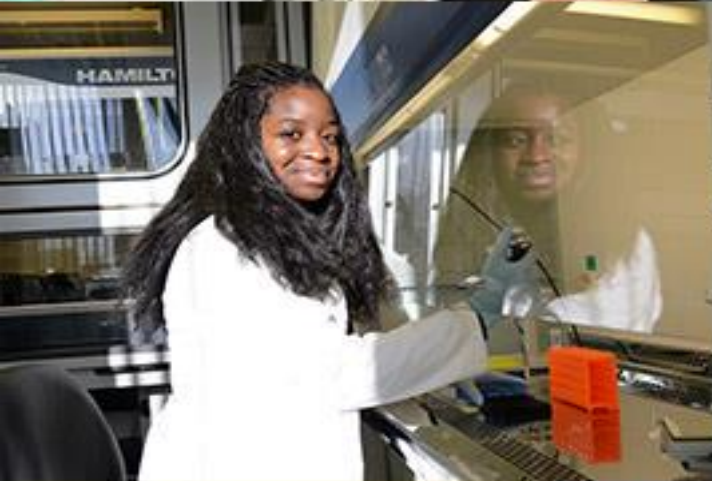
- Lord Sainsbury, opening the National Technician Development Centre at Sheffield, February 2018



NTDC Services

- ▶ Advice & Guidance
- ▶ Consultancy
- ▶ Strategic Service Development
- ▶ Supporting Technicians
- ▶ Commitment Pledges
- ▶ Research & Development
- ▶ Signposting
- ▶ Professional Registration and CPD





NTDC

Contact Us

enquiries@nationaltechnicianscentre.ac.uk

**National Technician Development Centre
8 Palmerston Road
Sheffield
S10 2TE**

Nationaltechnicianscentre.ac.uk





Mel Leitch

Specialist Advisor

**National Technician Development Centre
& Newcastle University**



Implementing the Technician Commitment at Newcastle University



9th January 2019

Mel Leitch, CSci FIScT



Newcastle University: Some facts



- Russell Group
- 28,000 students
 - 7,000 postgraduates,
- Turnover around £500m
- 6,100 staff
- Technical or specialist – 456 FTE, 8% of workforce
 - Humanities and Social Sciences 17
 - Medical Sciences 214
 - Science, Agriculture and Engineering 143
 - Professional Support Services 82
- Over the period 2014 – 2018
 - The number of students has increased by 17%
 - The number of staff has increased by 11.4%
 - The number of **technical staff** has increased by 9%



Technical / Professional Job Titles



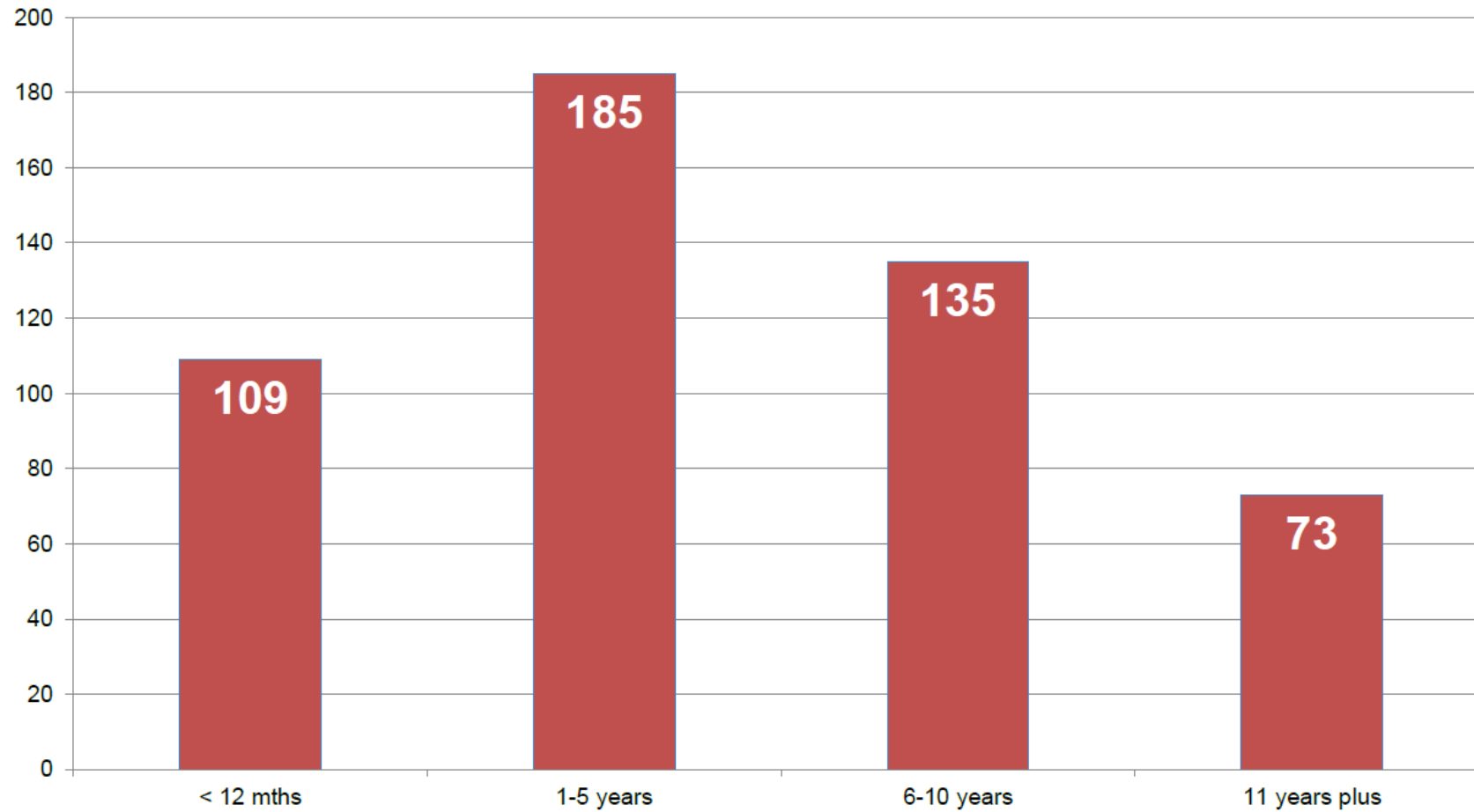
Institute of Neuroscience

Laboratory Technician

General Laboratory support
Electroencephalography (EEG)
Molecular Biology
Histology
Tissue Culture
Bee Technician
Locust Technician



How long in current role ?



502 Heads (2015)

Independence in academia & Team Science



Without any input from anyone else, do PI's

- Cost and write grant proposals?
- Manage accounts?
- Negotiate purchasing agreements / Order supplies?
- Laboratory housekeeping?
- Animal husbandry?
- Support IT infrastructure?
- Health & Safety ?
- Obtain and manage samples?
- Operate scientific instruments?
- Train Staff/Students?
- Design, construct, repair apparatus?
- Analyse Data / Write paper?

Technicians have a vital role to play in **Team Science** and should be recognised for it.





University Technicians

- Have very **diverse roles**
- In constant **change**
- Easy to measure quantity but not **quality**
- **Highly skilled**
- But **not always recognised or seen**

So what's been going on at Newcastle University ?



6th November 2014



***HEaTED Regional Network event
Northumbria University***

Professional Registration My Journey:
Krystena Callaghan, Technician NU

- Opening doors, career development

Benefits of Professional Registration:
Emily Brown, Science Council

- Common Application Process
- Face to face assessment



2nd December 2014



Professional Registration Event

- 40 delegates attending from across Faculty Medical Sciences

Professional Registration Assessment

- 6 candidates achieved RSci through face to face interviews via videoconferencing



11th March 2015

Recognition !

RSci attended “Celebrating success”
event with the Vice Chancellor



April / May 2015



Professional registration events

- Support from Senior Management

Mentors

- 10 Rsci Tech / Rsci received Mentor training to help others through the application process

Assessors

- 10+ RSci active assessors for Science Council and Professional Bodies



10th February 2016

Presentation of Employer Champion Award



“There is a lazy stereotype that’s hard to shake off, that universities are comprised of academics and the rest are admin staff. This is nonsense. None of us in the jobs we do would call ourselves ‘admin’...

Professional registration gives recognition where recognition is due.”

Prof. Chris Brink, VC, NU

6th April 2016

The Mall Galleries, London

Technicians make it happen



- **Technicians Networking**

- Natalie Kennerley Sheffield based TDM project
- NU TechNet is **Technicians for Technicians**
- 3 themed events per year held on campus, 2h duration
- Typically 120 attendees
- Presentations and discussion group activity
- Discussion Group outputs inform future strategy



- **TechNet subgroups**

Engaging more Tech staff & creating meaningful activity

- Steering group
- Communications & Marketing
- Future events
- Equality, Diversity and Inclusion
- Teaching and Learning
- Sustainability and Environment



May 2017

Founder Signatory – The Technician Commitment

Developed to address the key issues affecting the technical community in academia and research.

1. Visibility

Ensure that all technicians within the organisation are **identifiable** and that the **contribution of technicians is visible** within and beyond the institution

2. Recognition

Support technicians to gain recognition through **professional registration**

3. Career Development

Enable **career progression opportunities** for technicians through the provision of clear, **documented career pathways**

4. Sustainability

Ensure the future sustainability of **technical skills** across the organisation and that **technical expertise is fully utilised**

5. Evaluating Impact

Regularly **assess the impact** of actions taken in support of the commitment to ensure their effectiveness

PROUD SUPPORTER OF THE
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28th Feb 2018

NU Launch -Technician Commitment

- Presentations by:
 - **Vice Chancellor**
 - Kelly Vere
 - Faculty Technical Managers
 - Faculty PVC,
Chair Technician
Commitment Steering Group

- Attended by
 - Technicians
 - **Heads of Academic Unit**



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Technician Commitment

The Technician Commitment Strategy at NU

- Structured around 4 key themes
 - Research
 - Teaching
 - People
 - Knowledge Exchange
- Short, medium and long term initiatives
- NU TechNet** forms part of the delivery
- £15K proposal** for resource being considered by EB
 - Partner Affiliate to NTDC
 - Funding 65 places to IST conference
 - NU TechNet Events
 - NU TechNet subgroup activity
 - Travel & accommodation for Networking
 - Re-usable promotional materials

Our Aspiration: A world-class university			
Workstream#1	6-12 months#1	1-to-2 years#1	2-to-5 years#1
Research excellence:			
<p>Recognition— Support technicians to gain recognition through professional registration #</p> <p>Sustainability— Ensure the future sustainability of technical education across the organisation and that technical expertise is fully utilised #</p> <p>Evaluating impact— Regularly assess the impact of actions taken in support of the commitment to ensure their effectiveness #</p>	<p>Communicate the opportunity for all Technical Staff to gain professional registration with an appropriate professional body and the benefits this will bring. #</p> <p>Establish routes to allow Technical Staff to apply for funding to attend appropriate conferences for both development and disseminate their expertise. #</p> <p>Examine impact cases from the last NU submission to identify examples where Technical Staff input was vital to their success. #</p>	<p>Ensure research facilities and equipment managed by Technical Staff are well supported and are easily accessed by Students and Staff. #</p> <p>Prioritise the inclusion of Technical Staff as investigators (PI/CoPI) on internal and external research funding applications where appropriate and where funding bodies allow (e.g. Industry, Innovate, STU). #</p> <p>Ensure Technical Staff are represented on School/Departmental, # Faculty and University level Research Committees in order that the views of Technical Staff are represented in decision-making processes related to research. #</p>	<p>Examine impact cases submitted to the forthcoming HET submission to identify exemplars where Technical Staff input has been vital to their success. #</p> <p>Recognise Technical Staff as an integral part of the research community by including statements in the University HET submission to evidence NU as a world-leading employer of technicians. #</p>
Teaching and Student Experience:			
<p>Recognition— Support technicians to gain recognition through professional registration #</p> <p>Sustainability— Ensure the future sustainability of technical education across the organisation and that technical expertise is fully utilised #</p> <p>Evaluating impact— Regularly assess the impact of actions taken in support of the commitment to ensure their effectiveness #</p>	<p>Recognise that technical staff are crucial to teaching and learning at the university through inclusion of evidence in the institution's TEF application around the quality of the NU Technical Staff body. #</p> <p>Where appropriate develop "Technical demonstrator" opportunities to ensure specialised technical expertise is transferred from the research environment to the teaching programme. #</p> <p>Where appropriate provide the opportunity for all Technical Staff to gain appropriate training and associate ship fellowship with the Higher Education Academy. #</p>	<p>Students to have increased awareness and appreciation of Technical Staff roles at the University by—</p> <p>(a) featuring Technical Staff in the 2018 prospectus onwards and—</p> <p>(b) showcasing the expertise of Technical Staff at Open Days and Inductions. #</p>	<p>Inclusion of teaching qualifications held by Technical Staff in the HESA return from NU. #</p>
People:			
<p>Visibility— Ensure that technicians within the organisation are identifiable and that the contributions of technicians is visible within and beyond the institution. #</p> <p>Career Development— Create career progression opportunities for technicians through the provision of clear, documented career pathways #</p> <p>Evaluating impact— Regularly assess the impact of actions taken in support of the commitment to ensure their effectiveness #</p>	<p>Ensure all technicians completely their electronic profile and ensure the HESA record is current to show recent qualifications and Professional Designation. #</p> <p>Strengthen and support the NU TechNet networking group and its subgroups in key areas: #</p> <ul style="list-style-type: none"> (a) Communications # (b) Teaching and learning # (c) Future Events # (d) Quality and Diversity # <p>A Technical Staff section of the Intranet to be launched February 2018 across the University highlighting events and development opportunities. #</p> <p>Identify equality and diversity priorities within Technical Services and ensure this fully integrates existing University level initiatives. #</p>	<p>Showcase some of the work of NU Technical Staff at the 63rd annual Conference to be held in Newcastle in September 2018. #</p> <p>Identification and support for the career development and progression of leaders and managers from Technical Staff job family including participation in development programmes such as Senior Support Staff Development Programme, leading year Technical Team and Chameleon. #</p> <p>Through OD promote job shadowing, coaching and mentoring provision to Technical Staff and ensure Technical Staff have the opportunity to access a range of coach and to learn new skills. #</p>	<p>Where appropriate, key decision-making Committees/Boards to have Technical Staff representation/expertise. #</p> <p>Introduction of apprenticeships up to and including Level 7 that existing and new Technical Staff can access as a development opportunity. #</p> <p>Managers to nominate appropriate Technical Staff for local and national awards. #</p>
Partnership for Growth and Knowledge Exchange:			
<p>Visibility— Create that all technicians within the organisation are identifiable and that the contributions of technicians is visible within and beyond the institution. #</p> <p>Build relationships and engage with other HEs and national bodies (e.g. Sector Council, Engineering Council, GATSBY, Unite, UKIP) to influence sector-wide activity and ensure NU remains at forefront of developments in the sector. #</p> <p>Recognition— Support technicians to gain recognition through professional registration #</p> <p>Evaluating impact— Regularly assess the impact of actions taken in support of the commitment to ensure their effectiveness #</p>	<p>Establish signatory and one of the leading HEs of the Technician Commitment. #</p>	<p>Promote, celebrate and encourage the contribution of Technical Staff to the University's outreach/widening participation work. #</p> <p>Realisation of commercial opportunities for Technical Staff expertise/abilities. #</p>	<p>Create, lead and develop an NU Technical Managers Forum to deliver a Northern Higher Education Technicians Summit (NHETS) in alternate years to the Midlands Innovation HETS. #</p> <p>To have attracted external recognition and funding for technician development related projects. #</p> <p>Establish a Technical Skills Academy to deliver technical CPD to others across the HE and commercial sectors. #</p>

The Technician Commitment Strategy at NU

People

Our Aspiration: A world-class university			
Workstream	6-12 months	1 to 2 years	2 to 5 years
People			
<p>Visibility <i>Ensure that all technicians within the organisation are identifiable and that the contribution of technicians is visible within and beyond the institution</i></p> <p>Career Development <i>Enable career progression opportunities for technicians through the provision of clear, documented career pathways</i></p> <p>Evaluating impact <i>Regularly assess the impact of actions taken in support of the commitment to ensure their effectiveness</i></p>	<p>Ensure all technicians complete fully their electronic profile and ensure their HR SAP record is current to show recent qualifications and Professional Designation.</p> <p>Strengthen and support the NU TechNet networking group and its subgroups in key areas :</p> <p>(a) <i>Communications</i> (b) <i>Teaching and learning</i> (c) <i>Future Events</i> (d) <i>Equality and Diversity</i></p> <p>A Technical Staff section of the Intranet to be launched February 2018 across the University highlighting news, events and development opportunities.</p> <p>Identify equality and diversity priority areas within Technical Services and ensure this fully integrates into existing University level EDI initiatives.</p>	<p>Showcase some of the work of NU Technical Staff at the IST annual Conference to be held in Newcastle in September 2018.</p> <p>Identification and support for the career development and progression of leaders and managers from Technical Staff job family including participation in development programmes such as Senior Support Staff Development Programme, Leading your Technical Team and Chameleon.</p> <p>Through OD promote job shadowing, coaching and mentoring provision to Technical Staff and ensure Technical Staff have the opportunity to access a mentor/coach and to learn new skills.</p>	<p>Where appropriate, key decision making Committees/Boards to have Technical Staff representation/expertise.</p> <p>Introduction of apprenticeships up to and including Level 7 that existing and new Technical Staff can access, as a development opportunity.</p> <p>Managers to nominate appropriate Technical Staff for local and national awards.</p>

1st October 2018

NU New Vision and Strategy

At Newcastle we recognise the vital role our technicians play in designing and developing the projects that support and inspire our research and teaching.

Find out more: ncl.ac.uk/from

From Neil.

“ I feel as if I am part of something bigger, more significant and important rather than being an individual doing my own thing. What I am doing is relevant to society and the environment.”

Neil Armstrong
Master of the Research Vessel Princess Royal, School of Natural and Environmental Sciences

From Julie.

“ We have a responsibility to be the best we can be in our research and helping students. They come to our University to get a great experience and we must give them that.”

Julie Taggart
Research Technician, Institute of Genetic Medicine

From Sean.

“ We work so closely with the students that you feel part of, and get a huge degree of enjoyment from, their successes. They are so inspiring.”

Sean Mallen
Technical Manager, School of Architecture, Planning and Landscape

From Lynsey.

“ It is a technical job, but you need to show a lot of sensitivity and sympathy when you are speaking to donors' families.”

Lynsey French
Technical Manager, Anatomy and Clinical Skills, School of Medical Education

From Mark.

“ We are helping the farming industry find innovative solutions to animal health and welfare through the development of automated illness detection systems.”

Mark Brett
Team Leader, School of Natural and Environmental Sciences

From David.

“ We want to ensure that everything we do benefits the researchers. We are the enablers of their good work.”

David Whitaker
Biological Lab Research Team Leader, School of Marine Sciences and Technology

From Newcastle. For the world.

 Newcastle University

25th October 2018

NU TechNet Finalists in the NE equality awards 2018



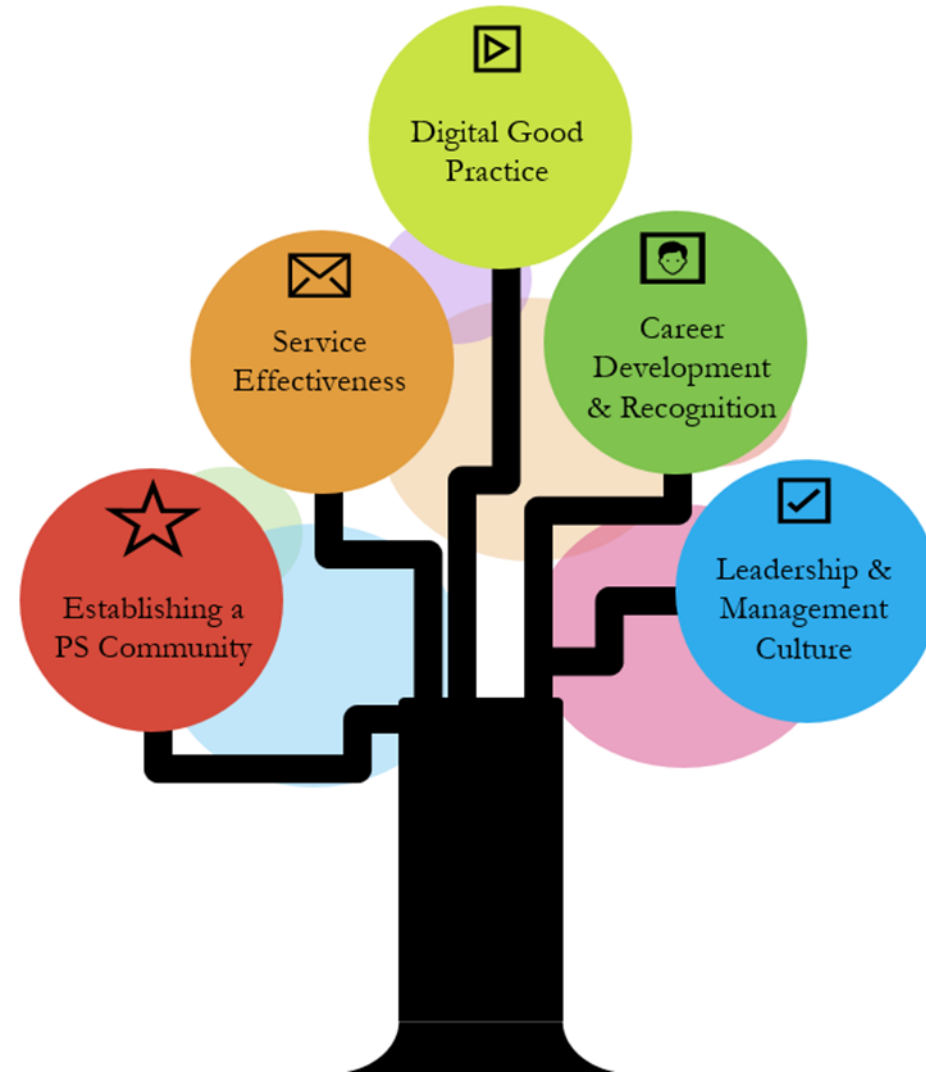
So what's next at Newcastle University ?



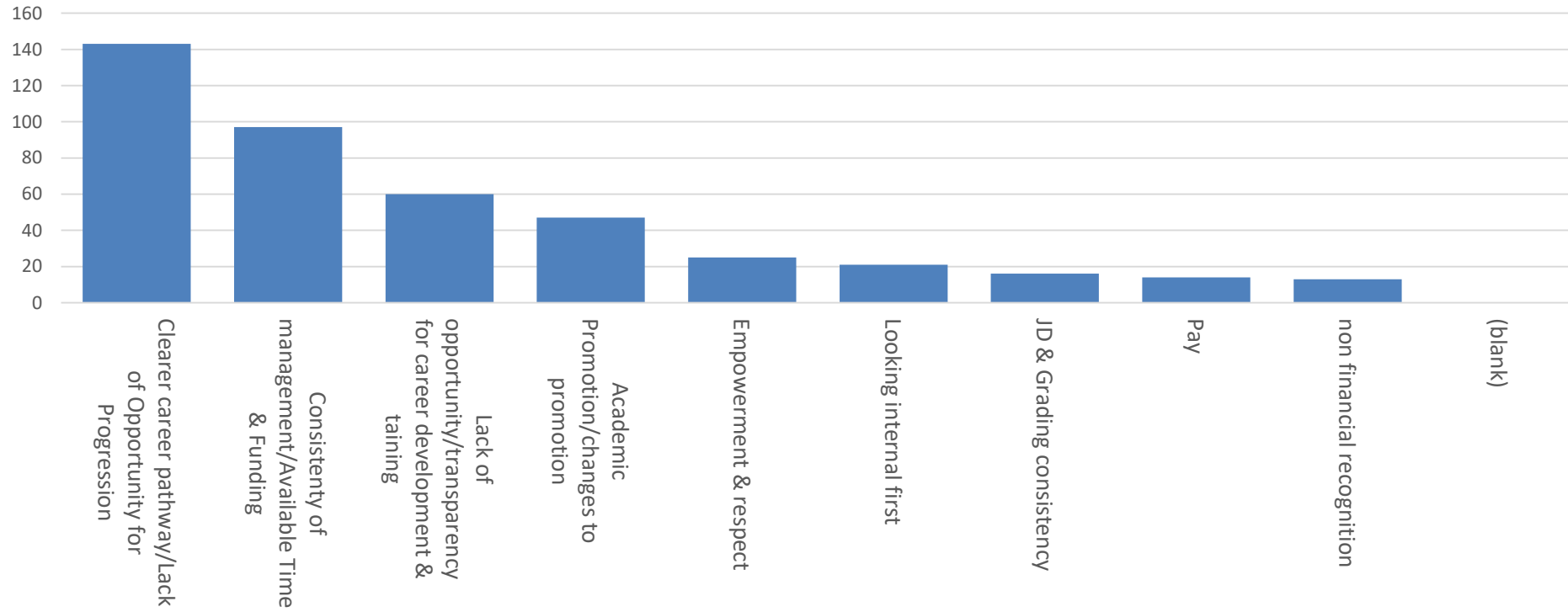
NU Professional

The role of PS in supporting the University's new Vision and Strategy

What's important to us as professionals?



NU Professional Workshops - Career Development & Recognition - Grouped Responses



Career Development & Recognition

Aims of the Workstream are to:

- Create a clearer career structure and framework for professional staff
- Empower individuals in their professional and career development.
- Increase opportunities and support for development.
- Ensure talent and success is recognised.

Vision going forward

- **Excellence**

- Assessment & external **validation** of an individual's **competence** of daily work
- CPD to maintain registration

- **Empowerment**

- Institutional support & encouragement to **innovate & implement change**
- Increased **motivation** arising from individuals that have been awarded professional registration



Personal impact

Creating opportunities for Technical Staff

- Celebrate success with senior management
- Mentoring
- Active assessors for the Science Council and other professional bodies
- Research and innovation

“people are now listening to me where previously they didn’t”
Nicola Ellis, RSci Tech

- Producing posters, booklets, and blogs
- New Jobs, New Careers and Promotion



Thanks to ...

- **Everyone** who has engaged within and outside NU
- Natalie Kennerley & Terry Croft (NTDC)
- Linda Robinson, OD, NU
- Science Council
- HEaTED
- Kelly Vere (Nottingham)



The Technician Commitment Strategy at NU

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The Technician Commitment Strategy at NU

Teaching and Student Experience			
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The Technician Commitment Strategy at NU

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Natalie Kennerley

Deputy Director

National Technician Development Centre



IST

Technical Staff and Scientists: The Benefits of Registration

Natalie Kennerley FIScT CSci



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Issues for technicians?

- Moving on and up?
- Getting a new job?
- Getting recognition?
- Worried about job security?
- Improving skills?



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The Swans Feet

“If people don’t know what a good job we do, then the risk is that what we do becomes undervalued.”



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The 21st Century Technician

- Collaborate on cutting edge research resulting in co-author publications in high impact scientific journals
- Technicians carry out research in their own right
- More than 50% of UK technicians have a degree and a significant number have a MSc or PhD
- Technicians are experts in their subject, often presenting their research at UK and overseas conferences



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BIS
Department for
Business Innovation
& Skills

HIGHER EDUCATION
FUNDING COUNCIL FOR ENGLAND
hefce

The Government through the Department of Business Innovation and skills and in partnership with HEFCE and the Science Council have researched all sectors in the UK employing technical staff and have concluded that the weakest area is the HE sector.



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Very few technical staff can prove competency although their work can impact on the organisations reputation.



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External funders are already asking for proof of competency.



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What Challenges Do Technicians Face?

- Feeling under valued, low social status
- Higher management and those in senior positions do not know what technicians do and how vital they are to the success of the organisation
- Professional development opportunities
- Concerns over job security
- No clear career pathway/progression
- No representation at senior management level

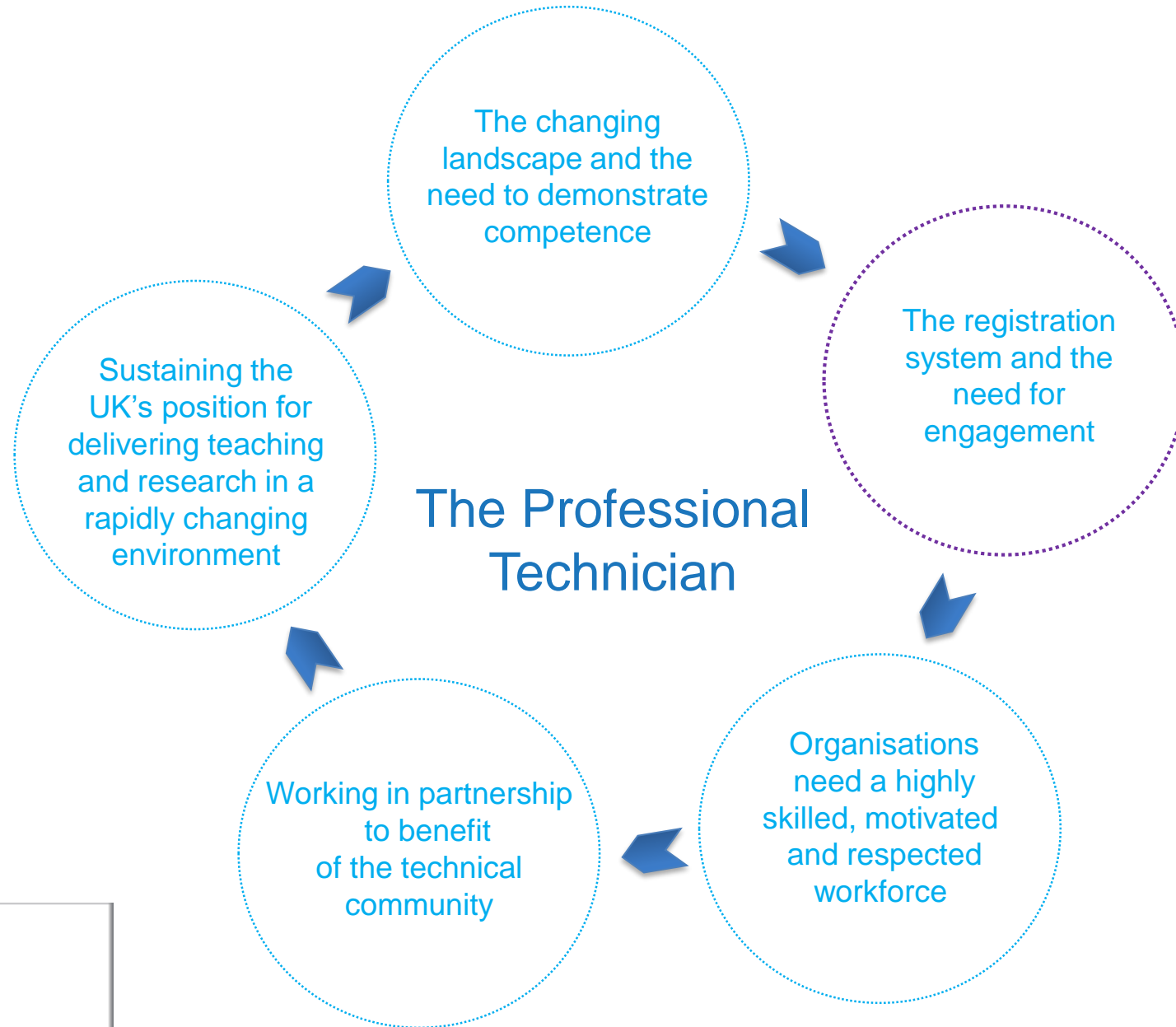


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iST

What is registration?



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Professional Registration

- Registration is awarded by Licensed Bodies, through professional bodies of the Science Council, e.g. Institute of Science & Technology.
- Professional registration captures your career development and on the job learning alongside any formal qualifications.
- Professional registration gives you the competitive edge.



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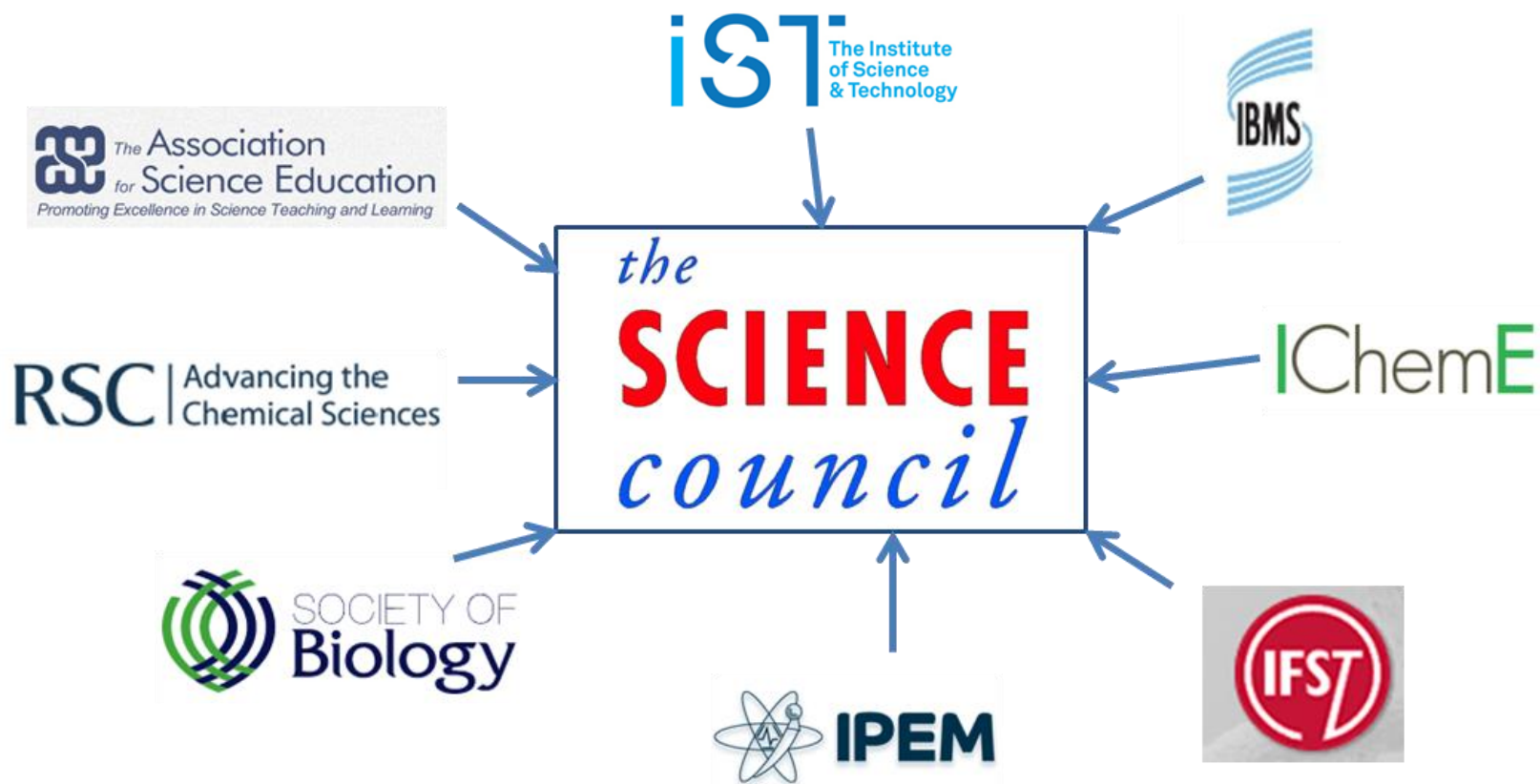


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Science registers



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Who is this for

Anyone who uses Science in their role

- Life and Medical technicians
- Physical sciences technicians
- Engineering technicians
- IT technicians



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Why Individuals Don't Think Professional Registration Is for Them

- Why change things
- I'm too old, this is something for the young
- What's in it for me?
- I don't have the right qualifications so I can't become registered
- I can't afford the fees
- I work in IT so it's not relevant to me



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Technical Manager

University of Sheffield -Department of Biomedical Science

Job Reference Number: UOS007868

Faculty: Faculty of Science

Salary: Grade 7 £28,972 to £33,562 per annum with the potential to progress to £40,046 per annum through sustained exceptional contribution.

Closing Date: 16 February 2014

Summary:

Reporting to the Head of Department and supporting the four Research Centre Directors, the Technical Manager will be the member of the Executive Management Team responsible for the overall management for the technical service and the technical staff within the Department of Biomedical Science. This will include ensuring that there is an integrated technical service that meets the needs of the Department in terms of structure, equipment, IT support, physical infrastructure, processes and quality of service.

You will have direct line management of technical and professional support staff within the teaching laboratories, the electronic workshop and the departmental glasswashing and autoclave service. In addition, you will be responsible for maintaining the physical infrastructure and security of the department buildings and ensuring H&S compliance through liaison with colleagues from across the department, faculty and the wider university.

The successful candidate will have a good biological science based honours degree (or equivalent experience), significant experience of managing operations and infrastructure along with knowledge of COSHH and relevant Health & Safety legislation. Technical Professional registration, or the willingness to work towards it, is also essential.

For more information and to submit an application, please click 'Apply' below.

Apply



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Professional pathways

**RSciTech
Registered
Science
Technician**

QCF level 3
Advanced
Apprenticeship
A-Level, NVQ3

**RSci
Registered
Scientist**

QCF level 5
HND, FdSc,
some Higher
Apprenticeships

**CSci
Chartered
Scientist**

QCF level 7
MSc, MSci, etc



CPD standards, code of conduct and competency areas are all common across the registers



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Application Process

First: Membership of a licensed body

Second: Registration application

- Application form
- CV
- A competencies report



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Filling in the form

Demonstrate the following competencies:

- Application of knowledge and understanding
- Personal responsibility
- Interpersonal skills
- Professional practice
- Professional standards



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What do Registrants say

I had nothing to really show that my career had progressed with the experience I had gained

The IST have been really supportive and it is good to feel part of a wider Technical family!

If people don't know what a good job we do, then the risk is that what we do becomes undervalued.

It is being recognised as an expert in my field.

Professional Registration will strengthen your hand in the job market.



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IST

Why
encourage
your team?



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Why encourage your team

- Targeted career training and development
- Nationally registered CV and CPD updates
- Database of accredited career history
- Professional recognition
- Creation of a talent pool
- Improve morale
- Job security
- Key, flexible technical support



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Underpinning Knowledge

= Competency report



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Filling in the report

» Why

» What

» How

Specific examples from what you do or have done



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Cost

- Science Council Registration = £35
- IST Membership = £5-54
- Renewal cost = £25



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How Registration has Benefitted HE Technicians

- Gained engagement from senior management
- Some HE institutions financed membership and registration fees
- Those who gained registration maybe asked to be champions for IST
- Professional Registration more commonplace as an essential criteria in job vacancies
- Proved competency in grant applications
- Selling point for industrial contracts
- Promotion
- Competition - Race for depts to announce all staff are competent



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How Registration Has Benefitted Me

- Substantially increased my profile
- Promotion
- Career contribution award
- Increased collaboration
- Recognised as a leader in promoting technical values
- Invited to speaker across the UK
- University webpages - CSci
- Protect my future



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Karen Henderson
Director of Technical Services
University of Reading



Queen's University Belfast

9th January 2019

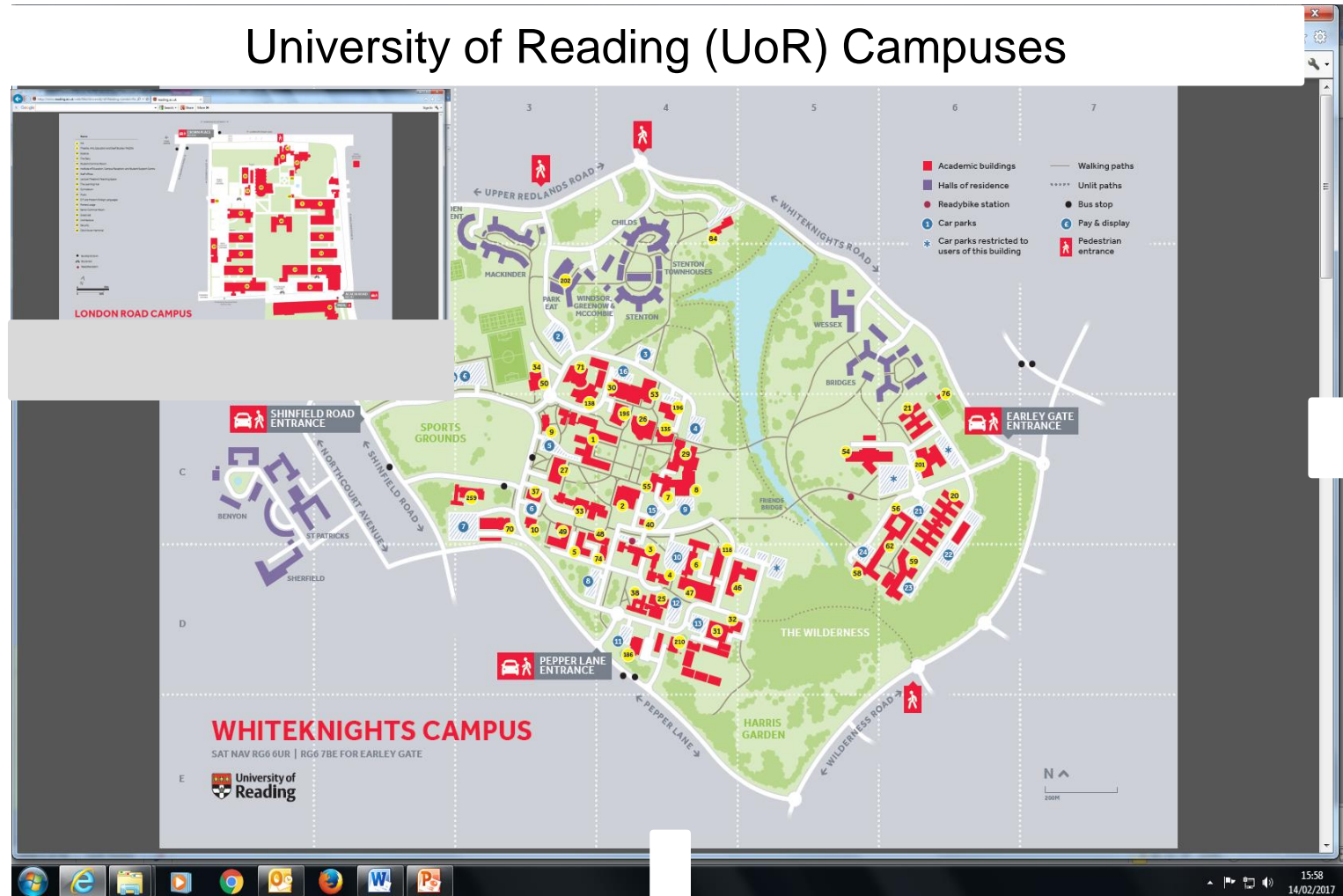


TECHNICIAN COMMITMENT AT THE UNIVERSITY OF READING



Karen Henderson PhD CSci
Director of Technical Services

University of Reading (UoR) Campuses





UoR Technician Working Groups (from 2016)

- Staff Survey Group
- Wellbeing Group
- Diversity and Inclusion Group
- Professional Registration Group
- H&S Committee



- Became a founding signatory of the Technician Commitment when it was launched in May 2017.





- **Visibility (Ensure that technicians within the organisation are identifiable and that the contribution of technicians is visible within and beyond the institution)**
- University Staff Portal: Signing up to the Technician Commitment in May 2017, and our Employer Champion status (awarded in October 2017)
- Technical Services webpages
- 'Technical Matters' monthly newsletter
- Increased representation at University Committees
- Publicity campaign

- **Visibility 24 month action plan**



- Technical Services staff to join more University project teams, working groups and committees where strategic decisions are made. Progress.....
- Technical Services to invite members of UEB to termly staff meetings. Progress.....
- Technical Services to approach Students' Union to explore how we can further raise our profile and become more visible to students. Progress.....
- Technical Services to explore ways in which technical staff can appear in University of Reading marketing material so that Technical Services staff will be increasingly visible to prospective students.
- Technical Services to explore how we access local schools and promote the technician career option. Technical Services staff will be visible to those who may not embark on a university degree.
- Technical Services to continue to network with technical staff at other universities. Technical Services staff will be increasingly visible to technicians at other universities and will learn from others and incorporate best practice at UoR. Progress.....

- **Recognition (Support technicians to gain recognition through professional registration)**



- Networking event in February 2017 attended by the Pro-Vice- Chancellor (PVC) for Teaching and Learning and the Higher Education Engagement Manager for the Science Council. At this time we had two members of staff who were professionally registered
- We have built on this and through our 'Technical Matters' monthly newsletter, staff meetings, and drop-in sessions we have steadily increased our professional registration numbers
- No comparable professional registration scheme for our Arts Technicians. We have representation on the national Creative Arts Focus Group, set up by the Institute of Science and Technology to create/ identify a professional registration route
- Accreditation as Associate Fellows and Fellows of the Higher Education Academy
- University of Reading 2017 Collaborative Awards for Outstanding Contributions to Teaching and Learning
- Thank you, Celebrating Success vouchers and Lump Sum Awards

• Recognition 24 month Action Plan



- Technical Services to raise our profile and demonstrate our excellent support to research. Aim to have a reference to technical staff in Research Excellence Framework (REF) environment statement 2021. Progress.....
- Technical Services to raise our profile and demonstrate our excellent support to teaching. Aim to have a reference to technical staff in Teaching Excellence Framework (TEF) submission. Progress.....
- Technical Services to continue to work with the national Creative Arts Focus (CAF) Group to create a bespoke register which will align with professional registration requirements of this technical sector.
- Technical Services to seek feedback and work with academic staff to put forward nominations for external awards.
- Continue to increase professional registrants and HEA accreditation. Progress.....

- **Career development (Enable career progression opportunities for technicians through the provision of clear, documented career pathways)**



- In-house training
- Training budget for conference attendance and external training
- Our monthly Technical Services newsletter, 'Technical Matters' publicises technical job vacancies when they become available
- Opportunities to develop skills in other areas
- Secondments
- Trainee programme

- **Career development 24 month action plan**



- Working with other functions, build on secondments of technical staff to increase development opportunities in other areas of the University. **Progress.....**
- Mentoring and coaching. **Progress.....**
- Continue to work with other institutions to develop specialist training provision and knowledge exchange across organisations. **Progress.....**
- Externally funded research technicians. **Progress.....**
- Work with HR to explore opportunities for using the Apprenticeship Levy for development of current staff. **Progress.....**

- **Sustainability (Ensure the future sustainability of technical skills across the organisation and that technical expertise is fully utilised)**



- Continue to ensure that specialist technical roles are not eroded due to the take up of non-technical duties
- Ensure that we recruit the skills and expertise that are required to maintain current activities and, in parallel to this, take a holistic approach and put our succession plans into effect to improve sustainability across the workforce
- Technical Experts and Technical Heads (usually of research facilities)
- Improved the working environment e.g. offices and IT equipment
- Consolidated glassblowing, mechanical and electronics service workshops and equipped them with new machinery and staff
- Thriving community
- Contributing to developing a professional Higher Education Assistant Technician apprenticeship standard

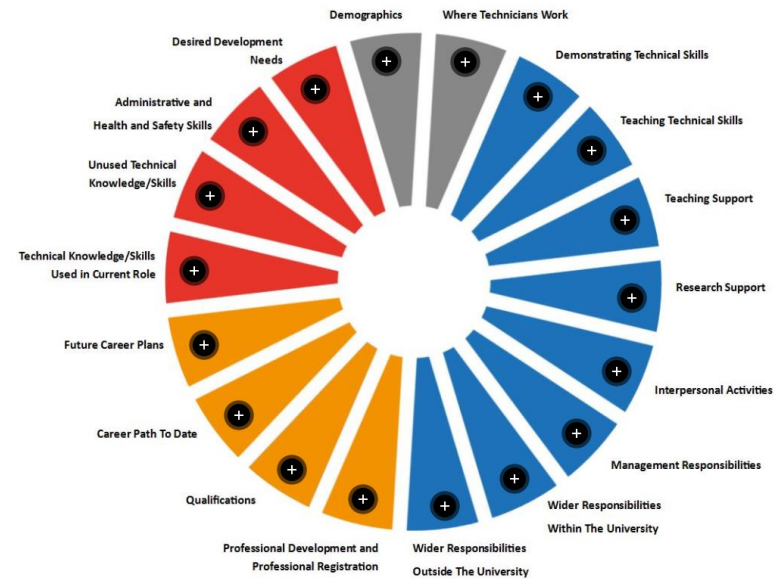
- **Sustainability 24 month action plan**



- Build our apprenticeship numbers. **Progress.....**
- Technical Services Workplace Stress policy and Mental Health First Aid (MHFA) training. **Progress.....**
- Understanding our skills portfolio. **Progress.....**
- Build relationships with other institutions to stay abreast of sector wide activity. **Progress.....**

Skills, Roles and Responsibilities Audit

- ▶ Helps HEIs capture relevant data need to support workforce planning and staff development
- ▶ A web-based survey designed to capture every element of a technician's role including over 2000 individual technical skills
- ▶ Piloted at various universities around the UK



Audit Process

- ▶ Collaboration between University of Reading Survey Team and NTDC staff
- ▶ Ensuring the questions used language appropriate for Reading technicians
- ▶ Verifying suitability of the 2000 technical skills and adding any skills unique to Reading that were missing
- ▶ Communicating intentions and purpose of survey to technical workforce ahead of launch
- ▶ Piloting this updated version with University of Reading staff before full launch

- Aeronautics
- Animal Handling
- Astronomy
- Automotive
- Bioinformatics
- Biomechanics
- Building Services Installation
- Clinical Skills
- Controlled Environments
- Creative Workshop
- Electronics and Electrical Engineering (including Control and Systems design)
- Exhibitions, Installations and Collections
- Fashion/Textiles
- Food, Hospitality and Nutrition

Aeronautics

Please select the description that best describes your knowledge/skills/experience in the following.

	I have knowledge/ skills but not using in current role	I am using knowledge/ skills in current role at operational level	I am using expert knowledge/ skills in current role - able to teach and/ or inform research design	No knowledge/skills
Flight simulator maintenance and use	○	○	○	○
Wind tunnels	○	○	○	○
Construction, alterations and maintenance of SUA/SUSA (Drones)	○	○	○	○



NTDC

Audit Outcomes

- ▶ 98% of technicians completed the survey
- ▶ Positive feedback : Only 8% of staff said they didn't find the survey straightforward to complete
- ▶ Each technician provided with a personal report of responses for CPD use
- ▶ Interrogation of skills data to find potential upcoming skills gaps
- ▶ Analysis of training requests to put on relevant training sessions e.g. Mental Health First Aid training
- ▶ Unused skills captured and utilised
- ▶ Bespoke report now being produced for UoR Technical Services website

WHERE YOU WORK
Which cluster(s) do you work in?
Which Cluster Three division(s) do you work in?
Which campus do you primarily work from?
YOUR CURRENT POSITION
How long have you worked at the university?
YOUR ROLES AND RESPONSIBILITIES
Demonstrating Technical Skills To Others
Does your role include demonstrating technical skills to others? I.e. guiding others through a protocol e.g. showing students, colleagues or others how to use equipment
You have demonstrated technical skills to the following groups:
Have you received training/development to support you in your demonstrating activities?
Teaching Technical Skills To Others
Does your role include teaching technical skills to others? I.e. Guiding others through a protocol, explaining the science behind the activity and formally assessing the level of understanding
You have taught technical skills to the following groups:
Have you received training/development to support you in your teaching activities?
TEACHING SUPPORT
Are you involved in any activities that support teaching?
You have been involved in the following teaching support related activities:
RESEARCH SUPPORT
Are you involved in research/activities that support research?
You have been involved in the following research support related activities:
YOUR MANAGEMENT RESPONSIBILITIES
Which management responsibilities do you have?



- http://www.reading.ac.uk/internal/ts/tec_home.aspx

Next Steps at QUB

- Create the Queens Technician Commitment Steering Team
- Continue with the specific Technical Review Plans in MHLS and EPS



Thank you

