

UNIVERSITY OF CHESTER TECHNICIAN COMMITMENT ACTION PLAN: JANUARY 2021 TO DECEMBER 2023

THEME	ITEM	ACTION	TIMESCALE	COMMENTS
				32 Actions – 15 = Amber – some progress made; 17 = Red – progress to commence
VISIBILITY: Ensure that all technicians within the organisation are identifiable and that the contribution of the technicians is visible within and beyond the institution	V1	Establish location of Technicians and Physical Environment to ensure visibility and storage space is optimal and whether any improvements are needed/can be made	Year 1	Was Action V5 from 2018/20 plan
	V2	Facilitate Technician Photo and Profile information on Portal and on Corporate Website; to include information about their roles; latest kit; expertise etc.	Year 1	Was Action V7 from 2018/20 plan
	V3	Establish an internal annual Technician Conference/Networking event which will also provide an opportunity to celebrate achievements	Year 1	Was Action V11 from 2018/20 plan; May 2020 plans were cancelled due to covid-19
	V4	Facilities and Estates to Involve Technicians where appropriate at planning stages of any projects that involve structural changes to rooms or would impact on Technicians' provision	Year 1	Was Action V13 from 2018/20 plan
	V5	Collaboration with other HEIs to share ideas and to provide networking/support opportunities	Year 1	Was Action V15 from 2018/20 plan; plans were put on hold due to covid-19. The Steering Group didn't feel that a virtual event would provide effective networking opportunities in the same way
	V6	A visual display to be created to show Technician Achievements alongside TC submission award plaque – this will be in Whites where there is the most footfall	Year 1	Was Action V16 from 2018/20 plan
	V7	The skills, expertise and contributions technicians make need to be shared with students, academics and other non-technical professional services staff to raise	Year 1	New item from focus groups conducted in July 2020; Impact Survey data was shared with participants

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		awareness of the importance of their roles in relation to teaching and research		
	V8	Explore opportunities for Technicians to engage with activities that take place in the community, schools and colleges e.g. Widening Participation? Outreach? Civic Responsibilities?	Year 2	New item from focus groups conducted in July 2020; Impact Survey data was shared with participants
	V9	Explore opportunities for Technicians to engage with and contribute towards new initiatives and longer term projects – middle managers were perceived to be a barrier to encouraging/enabling project engagement	Year 1	New item from focus groups conducted in July 2020; Impact Survey data was shared with participants
RECOGNITION: Support technicians to gain recognition through professional registration	R1	Obtain case studies to facilitate operational clarification of roles and responsibilities of Technicians alongside academics	Year 1	Was Action R1 from 2018/20 plan
	R2	Review/consider a change in Job Title for Technicians e.g. Technical Officers vs Technicians	Year 1	Was Action R2 from 2018/20 plan
	R3	Deliver demonstrations throughout the year either face to face and/or using videos on Portal; information can be integrated into the Annual Learning Calendar managed by HR	Year 1	Was Action R3 from 2018/20 plan
	R4	Recognise that time is needed for AV/LIS to do their jobs; this relates to providing sufficient notice and providing sufficient time to do their jobs – explore scenarios	Year 1	Was Action R5 from 2018/20 plan
	R5	Explore flexibility and legitimacy of pay related reward structures for Technicians in terms of: <ul style="list-style-type: none"> • Competitiveness with respect to external company pay rates • Recognising individual expertise/skills profile • Recognising those who consistently exceed role requirements • Qualifications 	Year 1/2	Was Action R7 from 2018/20 plan

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	R6	<p>Awards Scheme for staff to nominate staff to be established for all roles across the University:</p> <ul style="list-style-type: none"> • Technicians to be identified as a specific job family <p>Existing 1839 Student Award Scheme has a category of Academic Support Staff which includes Technicians - a Technician received an award in 2020 and will be publicised for the next round of awards which will open in November 2020 for 2021 recognition</p>	Year 1/2	Was Action R8 from 2018/20 plan
	R7	<p>Professional Registration – more information needs to be provided with respect to the types of professional body Technicians may want to register with e.g. by scientific discipline; industry sector; type of employment; type of employee; skill used: https://sciencecouncil.org/scientists-science-technicians/which-professional-membership-body-is-right-for-me/</p> <p>Professional Registration – signpost Technicians to individuals who have already gone through the PR process to provide support/advice for others who wish to apply</p> <p>Professional Registration – establish a support network</p>	Year 1	New item from focus groups conducted in July 2020; Impact Survey data was shared with participants
	R8	Orientation process for Technicians which includes information about Professional Registration, Technician Commitment etc.	Year 1	New item
	R9	Introduce a bonus scheme for Technicians who take on extra responsibilities	Year 1/2	New item
CAREER DEVELOPMENT:	C1	Develop case studies to understand perceived excessive acting up (managing but not being employed as a manager).	Year 1	Was Action C2 from 2018/20 plan

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Enable career progression opportunities for technicians through the provision of clear, documented career pathways	C2	Develop a University wide Career Pathways framework which will include all job families including Technicians; consider implications of developing a level playing field for Professional Services progression and Academic progression i.e. not limited to promotional opportunities when vacancies arise; invest in the CATTs HEaTED software in support of career progression; integrate Apprenticeships into pathway framework; consider employing Technicians as VLs who may be pursuing an academic career which would also support them to complete the PG Cert in T&L in HE	Year 1/2/3	Was Action C3 from 2018/20 plan
	C3	Develop a Technicians Technical Skills Matrix at team/departmental/ faculty levels – possibly institutional wide Skills matrix to support updating of skills, enable sharing of skills/knowledge, application of skills/shadowing others, broadening skills and proactively developing staff in their roles and in support of career progression	Year 1/2	Was Action C4 from 2018/20 plan
	C4	Workforce Planning Strategy, Talent Management and Succession Policy would contribute towards proactive career development	Year 1/2	New action
	C5	Establish Career Mentors for Technicians	Year 1	New action
	C6	Career Discussions – provide guidance and resources to managers to facilitate effective career conversations	Year 1	New action
SUSTAINABILITY: Ensure the future sustainability of technical skills across the	S1	To facilitate succession planning, vacancies are to be advertised initially internally where appropriate	Year 1	Was Action S3
	S2	Use Skills Matrix (C3) to keep up to date on new techniques and to facilitate multi-skilling where possible across the University	Year 1/2/3	Was Action S4

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organisation and that technical expertise is fully utilise	S3	Establish a Training database of upcoming training for Technicians – practice in different departments; share on Technician Hub on Portal	Year 1/2	Was Action S5
	S4	Fully Integrate Apprenticeships into the employment lifecycle of Technicians i.e. not just at the recruitment stage	Year 1/2/	Was Action S6
	S5	Explore opportunities for Technicians to Mentor/Buddy other Technicians to transfer skills, knowledge and expertise to more junior member of staff or apprentices	Year 1	New action
	S6	Explore barriers/opportunities to enable sharing of expertise and collaboration between Faculties and Departments - any other ideas than network event and uploading recordings/demos to TC Portal pages	Year 1/2	New action
	S7	Managers need to understand what Technicians bring to the table – supporting managers to support Technicians	Year 1	New action
	S8	Expanding skills, knowledge, expertise – workload was identified as the biggest barrier – explore opportunities e.g. placements/job shadowing	Year 1/2	New action

Overarching Actions:

Steering Group established and meet on average monthly; summary of meeting actions are published on Portal pages

Communicate Progress against action plan annually – a progress report was communicated to staff in June 2020; a further update to be published in December 2020 together with new 2021/23 Action Plan

Evaluate impact of actions in November 2020 – Initial impact survey conducted in October 2019; town hall meetings took place virtually to share responses and obtain further detailed feedback to inform any additional actions for the 2021/23 action plan – a second impact survey was conducted in October/November 2020 to be able to demonstrate impact as part of the 2021/23 submission due by 11th December 2020