Queen Mary University Technician Commitment – 24 month action plan

The Themes of the Technician Commitment are:

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.

No	Theme	Action
1	Career development	**Job Profiles** Develop generic job profiles for roles within core Technical Services Job Family core group, linked to HE Technical Competency Framework (including Professional Registration requirements)
2	Career development	**Career Pathways** Develop Technical Services career structure & pathways based on HE Technical Competence Framework
3	Career development	**Technical/Technicians Academy -** Development of branded 'Technical Academy', the offer to include; Skills /Capability/Competencies assessment frameworks Secondment development opportunities Mentoring Job Shadowing Succession development planning Leadership & Management development offer Facilitation of away days, events, seminars and networks External best practice and benchmarking
4	Career development	**Workforce Analysis (understand our workforce) -** Develop workforce MI report based on current 'core' Technical Services group including; Analysis by Grade Turnover – reasons for leaving, destination on leaving Vacancy rate Appraisal outcomes EDI analysis

5	Career development	**Staff Engagement** - Understand levels of staff engagement and key factors influencing engagement Staff Engagement Survey Pulse surveys Engagement Action Plans
6	Career development	**Appraisals and Personal Development Plans (PDP)** Review completion rates Development of SMART objectives Identification of trends
7	Career development	We will support technicians to attend relevant conferences organised by external bodies to encourage professional networking and cross-sector learning (e.g. HETS).
8	Career development	Provide the opportunity for technical staff to apply to become an Associated Fellow of the Higher Education Academy
9	Career development	Communicate the benefits of gaining professional registration with an appropriate professional body to staff. Explore mechanisms to support staff in their applications.
10	Career development	Ensure all technical staff have the opportunity to become a Mental Health First Aider, schedule sessions for technical staff to allow for sharing of experience and best practice.
11	Recognition/ Visibility/ Career development	Consider inclusion of Technical staff on decision-making Committees/Boards where they are currently not represented e.g. Teaching & Learning Committees, Research Committees
12	Recognition/ Visibility/ Career development	Develop and communicate clear and consistent guidance on the inclusion of technical staff as authors on research papers to ensure full and appropriate recognition for all contributions (development of a policy in consultation with stakeholders)
13	Recognition/ Visibility/ Career development	Encourage the contribution of technical staff to the University's outreach/widening participation work, including attendance at Open Days
14	Recognition/Visibility/ Career development	Establish a Technician Network to promote sharing of best practice through a variety of mechanisms including professional development opportunities, seminars and events.
15	Recognition/ Visibility/ Career development	Consider how technical staff can engage with peers working on TNE programmes in China e.g. summer schools
16	Recognition	We will ensure our technical staff are nominated for awards and honours internally (e.g. Queen Mary Staff medal) and externally (e.g. Papin Prizes).
17	Recognition	Explore becoming an Employer Champion with the Science Council
18	Recognition/ Visibility	Maintain and enhance the Technician intranet and social media, ensuring it is providing content that is of interest and use for technical staff.

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19	Recognition/ Visibility	Develop internal and external communications profiling success stories of technical staff (e.g. e-bulletin). Consider creating short videos highlighting technical careers and excellence.
20	Recognition/ Visibility	Develop clear guidance to ensure appropriate costing of technician time, equipment and facility charges so the full costs associated with technical staff and research are quantified.
21	Recognition/ Visibility	Organise video with Principal highlighting importance of the Technician Commitment and our commitment to our Technical workforce
22	Recognition/ Visibility	Explore creating a university-wide technical staff directory of expertise
23	Recognition/ Visibility	Representatives of technical staff to be invited to graduation ceremonies
24	Recognition/ Career development/ Sustainability	Explore potential to create in-house professional registration workshops to support those making applications.
25	Sustainability	We will use our Technical Network as a conduit to develop appropriate structures for sharing skills, resources and equipment across the university.
26	Sustainability	Embed succession planning within technical teams for all School sand Faculties
27	Sustainability	Building upon a pilot in the School of Physics & Astronomy, explore creation of an apprenticeship programme for technical staff at the university, focussing on areas where skills gaps/succession planning issues are identified.
28	Visibility	Establish Technical Leaders Group with representation reflecting the whole technical community. Use these Technical Champions to drive change in alignment with the Technician Commitment.
29	Evaluating Impact	Technician Commitment Steering Group evaluates progress on a regular basis. Annual reporting to the Science Council and SET