

De Montfort University Technician Commitment 24-month Action Plan 2019-2021 Version 1.1 October 2019

Column C: V = Visibility, R = Recognition, CD = Career Development, S = Sustainability

Column E: Indicates who will launch action. Technicians will be involved in all activities.

Column F: Red (R) = Major delay or problem, Amber (A) = not yet started, OR some delays or problems, Green (G) = on track, no problems Blue (B) = action complete

A.	B. Action taken / to be taken	C. Key Area	D. When	E. Who	F. Status	G. Evidence / comments ¹
1.	Recognition of technicians at Uni level e.g. website, DMU intranet, newsletters (Cascade), internal comms, social media etc.	Visibility, Recognition, Accreditation & Profiles	Immediate		G	DFOs, TSMs and Deans to ensure the work of their teams is highlighted with MarComms and other media.
2.	Introduce visible recognition where appropriate e.g. lab coats with ID	Visibility, Recognition, Accreditation & Profiles	Year 1		A	ITMS already have 'uniform'. Some faculty staff have branded lab coats. Extension of this; TSMs progress through procurement; discuss design and branding with MarComms and teams
3.	Extension of the ITMS Oscars to all technicians	Visibility, Recognition, Accreditation & Profiles	Year 1		A	TSMs work with ITMS and consider categories; plan with teams for an annual event.
4.	Preparation of at least one nomination per year for external awards e.g. THELMAs, Guardian University awards	Visibility, Recognition, Accreditation & Profiles	Immediate		G	DFOs and TSMs to pursue with support from MarComms. THE nomination submitted May 2019.
5.	Provide support for technicians that want to be HEA accredited	Visibility, Recognition, Accreditation & Profiles	Year 1 - 2		A	Link into work with OD and T&D provision. Workshops to provide advice, guidance and support to line managers and technicians who wish to be HEA accredited. Include support from those who have already done it.
6.	Professional Registration: deliver workshop/s for both STEM and creative arts and take a proposal to the Steering Group	Visibility, Recognition, Accreditation & Profiles	Year 1 - 2		A	Presentation in Feb 2019 which has sparked interest. Need to keep up the momentum but DFOs and OD need to discuss i.e. proposed a scheme and seek funding.

¹ Key in column G – DFO = Directors of Faculty Operations; TSM = Technical Services Manager (encompassing managers in faculties and ITMS); EB = Executive Board; OLG = Operational Leadership Group; MarComms = Marketing and Communications Directorate; OD = Organisational Development

7.	Establish how the contribution of technicians is recognised in publications and impact submissions for REF, acknowledgements in enterprise and the learning experience for TEF.	Visibility, Recognition, Accreditation & Profiles	Year 1		G	PVC Research & PVC Academic are engaged. DFOs, TSMs and Deans to ensure the work of their teams is highlighted and recognised appropriately by academic colleagues; implement a process for this to be actioned consistently. Some academics already buy-out staff but acknowledgement is not consistent. Involve Research Services and Enterprise Services. A DFO to lead.
8.	Identify and promote relevant opportunities for staff to participate in faculty/directorate and uni-level committees and project boards	Visibility, Recognition, Accreditation & Profiles	Immediate		G	Awareness raising amongst technical teams, faculty/ITMS leads and OD. Technicians are exposed to many activities/stakeholders and are a valuable asset and contributors to our business. Start nominating staff immediately e.g. #HealthyDMU, Health and Well-being network, overseas travel 'shop window'
9.	Technicians 'showcase' at research and enterprise events	Visibility, Recognition, Accreditation & Profiles	Immediate		G	TSMs, DFOs, Deans to identify opportunities for technicians to be present. Support from MarComms (or event organisers) for collateral.
10.	Profiles of colleagues to be published (voluntarily) on DMU website	Visibility, Recognition, Accreditation & Profiles			G	MarComms to support the development of an on-line directory of staff.
11.	Technician area to be developed on DMU website, to include technician activity, publication of DMU's Technician Commitment, action plan and steering group information	Communication & Profiles	Immediate		B	MarComms engaged and have provided URL. The site will be further enhanced as more material is produced. Technicians to manage content.
12.	On-line technicians community/forum	Communication & Profiles	Year 1		A	In development. Awaiting MSO365 implementation. Project work stream led by technicians. It will include a skills data base, good practice sharing
13.	Two-way communications up and down	Communication & Profiles	Immediate		G	On-line community and email list to be used meaningfully; staff to participate in comms sessions; review comms strategies in local areas
14.	Technicians to be involved in formal stakeholder engagement and communications	Communication & Profiles	Immediate		A	Stakeholder engagement and communications will be undertaken at all opportunities. Technicians to be involved in providing and delivering any messaging as appropriate.
15.	Develop technicians 'professional services' standards and charter	Communications and profile	Year 1- 2		G	Technicians to develop their own charter which would link into the TC themes, faculty and ITMS local expectations and service level expectations.

16.	Athena Swan and Race Equality plans	Inclusivity	Immediate		A	Technicians to participate and contribute to local action plans e.g. provide case studies of under-represented groups; provide mentoring for other staff and for students.
17.	Introduce imagery of technicians in line with other imagery enhancements; include focus on women in STEM and BAME; AND also on noticeboards of staff lists in faculties.	Inclusivity	Year 1		G	Add into the other imagery enhancement work that we are doing in faculties to support e.g. Race Equality Charter Mark, Athena Swan, staff and student profile-raising.
18.	Consideration to be given to broadening scope to include IT and Estates Technical colleagues	Inclusivity	Year 2	Steering Group	A	Steering Group to consider the scope of the activities and Technician Commitment and make proposal to OLG and EB accordingly
19.	Technician Commitment launch 1-year anniversary event	Outreach & Events	Year 1		A	Invite all faculty and ITMS staff, EB, OLG. Celebrate on year in to the TC pledge. Funding required. Technicians to arrange and run.
20.	Bi-annual all-technician community network events	Outreach & Events	Year 1		A	Technician community to consult, select themes and topics and design their own events
21.	Regular technician-specific H&S and well-being events	Outreach & Events	Immediate		G	Regular events for technicians with specific topics and themes chosen by staff and which will support them in their role. Additional to existing faculty and uni activities already in place.
22.	Develop and arrange networking opportunities for technicians at other HEIs	Outreach & Events	Immediate		G	DFOs and TSMs to facilitate Engagement group to use the contacts formed through regional events and meetings. Already commenced.
23.	Involve staff in consultation on, for example, new lab spaces, new modules, purchasing new equipment. Technicians to lead on projects.	Outreach & Events	Immediate		G	Already happening in some areas; staff to share knowledge, best practice, experience and contacts. They also need to be involved so that new labs, new kit etc. works for them and is appropriate for the proposed activity.
24.	Technician network to expand upon existing activities e.g. cake monthly, visit different areas monthly e.g. crime house, and adopt ADH's WOW Wednesdays	Outreach & Events			G	TSMs hand over arrangements to team members for them to lead and deliver own activities; use the on-line community to connect
25.	Explore how technicians could further contribute and enhance #DMUlocal and #DMUglobal activities	Outreach & Events			A	Deans, Deputy Deans, DFOs, Technical Managers to identify opportunities. Technicians already involved but we need to

						increase the opportunities. A call for prof services to undertake scoping trips for #DMUglobal was recently announced; we need more of this.
26.	Workforce planning: Workforce profile; review job descriptions and role profiles; skills gap analyses; succession planning; talent management; career progression opportunities.	Development Framework	Year 1 - 2		A	Standard technical job titles agreed through National Framework. HR Business Partners and OD to support. Consider shadowing, buddy schemes, mentoring programme. Dialogue with NTDC regarding use of the HEI Technical Resources Toolkit. Address workforce profile gaps, disparities and imbalances as part of the wider analysis.
27.	Review of training and development needs identified in MyAppraisal and propose activities that can take a 'joined-up' approach.	Development Framework	Year 1 - 2		G	TSMs to combine efforts in identifying T&D requirements and arrange activity with support from OD. Various review points. Identify and promote existing relevant training opportunities for the technical community.
28.	Nominate a Technical colleague to take part in the Aurora Programme	Development Framework	Year 1		A	TSMs to identify training and development requirements; links to MyAppraisal etc. Funding required or nominate as part of OD offering. DFOs check with POD.
29.	Technical staff-specific induction	Development Framework	Immediate		G	Piloting in May 2019. DFOs, TSMs and OD. Introducing new staff to Higher Education, context of DMU, DMU culture and values, student journey
30.	Pursue Technical Apprenticeships with staff	Development Framework	Year 1 - 2		A	OD to open dialogue with TSMs to discuss this further. Need to better promote to staff and encourage engagement.
31.	Arrange at least two HEatED training events per academic year	Development Framework	Immediate		G	TSMs to identify with support from OD. Underway.
32.	Strengthen interactions with students via better support/training	Development Framework	Year 1		G	Consultation with students in April/May 2019; build on findings of student feedback and facilitate enhancements. Work with academics to analyse any perceived shortfalls or opportunities. Put in place for UG teaching for 19/20.
33.	Evaluation of action plan	V, R, CD, S	Year 1 - 2	Steering Group	A	Steering Group to review progress of action plan quarterly and report progress to Executive Board and Operational Leadership Group bi-annually.