Working in partnership

Newcastle University

Technician Commitment

Feedback on the event held on 13th September 2018

Mel Leitch, CSci FIScT

Newcastle University
UK | Malaysia | Singapore

PROUD SUPPORTER OF THE
Technician Commitment

Working in Partnership – Technician Commitment

13th September 2018

Venue: Newcastle University, The Core, Room 2.26, Newcastle Helix, Bath Lane, Newcastle upon Tyne, NE4 5TF

https://www.ncl.ac.uk/media/wwwnclacuk/abouttheuniversity/files/campus-map.PDF

(building 100 on the map)

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Agenda

10.00	Arrival, refreshments
10.30	Introductions – Linda Robinson, Organisational Development, Newcastle University
10.40	Technician Commitment update – Jane Banks, Science Council, Business Development Manager
11.10	National Technician Development Centre (NTDC) – Chris Turgoose, NTDC, Centre & Business Development Manager
11.40	The Newcastle Experience – Mel Leitch, Technical Manager, Newcastle University
12.00	Lunch
12.45	Round table discussions
14.30	Close

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Science Council

Jane Banks

- Established by Royal Charter in 2003 to advance science and its applications for public benefit.
- A membership organisation of 40+ UK professional bodies and learned societies
- Collectively our members represent almost 500,000 individuals
- Professional Registers Chartered Scientist in 2004 with RSciTech and RSci launched in 2012

Technician Commitment

GATSBY

Science Council

Jane Banks

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

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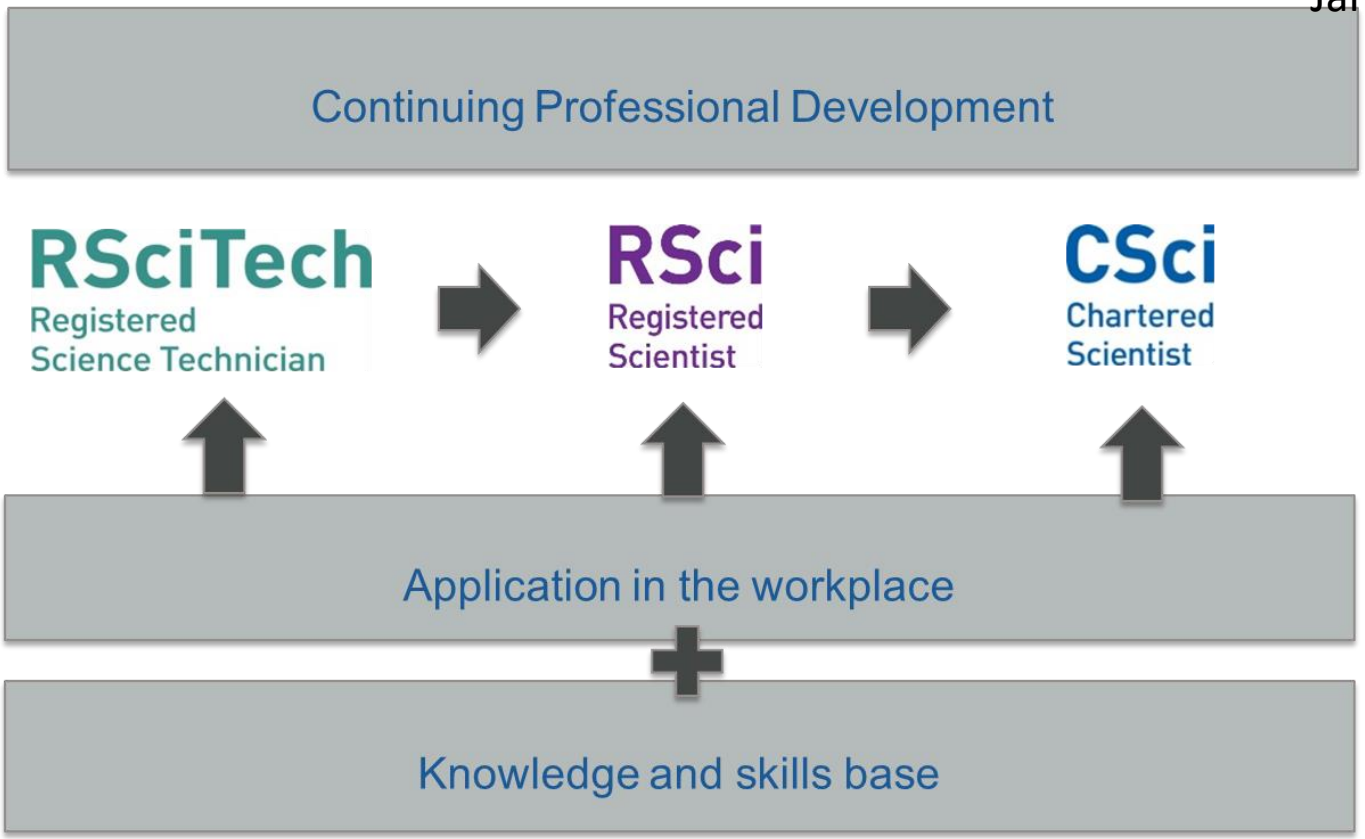
THE PROFESSIONAL REGISTERS

Science Council

Jane Banks



Engineering Council

Science Council

bcs The Chartered Institute for IT

WHY SHOULD TECHNICIANS BECOME REGISTERED?

Science Council

Jane Banks

- Recognition for your professional skills and professionalism
- Demonstrate you maintain, develop and extend your knowledge and competence
- Demonstrate your ethical credentials
- Recognition beyond your workplace and professional body
- Increase your chances of promotion and career progression
- Be part of a growing community of scientists across all sectors & disciplines
- Give something back – become an assessor

Science Council
Employer
Champion

Investing in talent

Science Council

Jane Banks

- All of our Employer Champions have set out their commitment to professional development by investing in their staff and having their skills and competence recognised
- Becoming an Employer Champion shows:

  - **existing staff** the commitment you're making to their development
  - **potential staff** what a great place your organisation is to work at
  - **your funders and students** the quality of your work and professionalism of your staff
  - **Its free!**

In Summary:

Science Council

Jane Banks

- To the technicians in the room - take pride in your career - we couldn’t do it without you
- UK science and innovation would not progress without your talent and expertise.
- Crucial that this is being recognised

Chris Turgoose

National Technician Development Centre

for Higher Education

Background and Future Direction of the NTDC

Chris Turgoose – Business Development & Centre Manager

CREATING A SUSTAINABLE FUTURE
FOR TECHNICAL STAFF AND SERVICES

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Chris Turgoose

TDM and Toolkit

HIGHER EDUCATION FUNDING COUNCIL FOR ENGLAND hefce

Wider recognition of problems facing HEI technical community, led to the TDM Project:

- 3 year HEFCE Catalyst research project
- Co- funded by and based at The University of Sheffield
- Multi disciplinary team
- Collaborated with >18 HEIs
- Developed TDM toolkit (5 tools)
- Tested / piloted with partners

The University Of Sheffield.

Technical Development & Modernisation

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Chris Turgoose

What is the National Technician Development Centre?

- Launched in December 2017
- Co-funded -Office for Students, the University of Sheffield, & 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:

- Available to universities across the UK
- Covers:
  restructuring technical services, business continuity, succession planning, recruitment and other areas related to the technical workforce.

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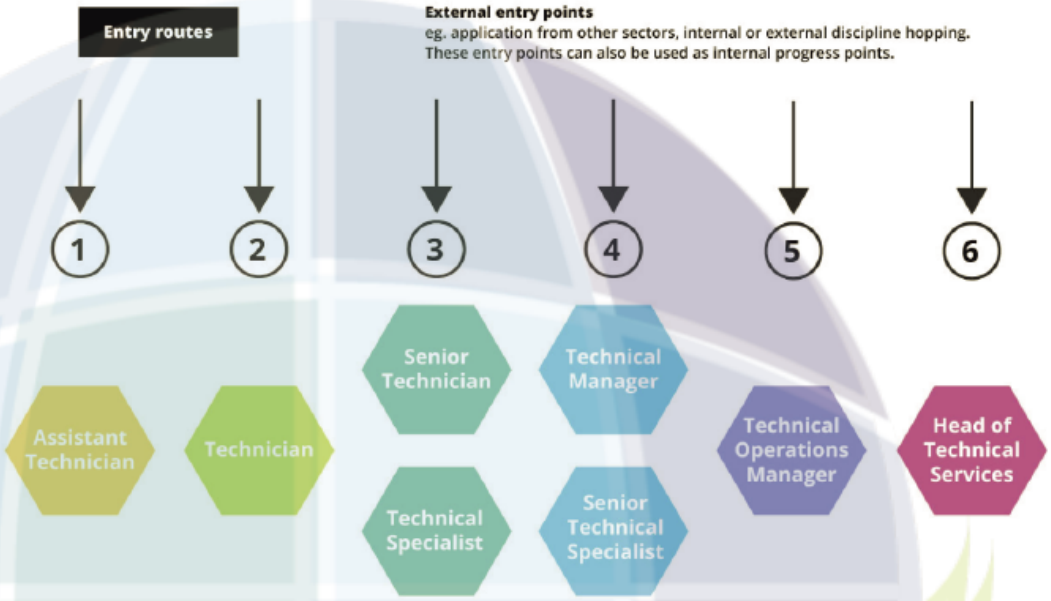
Chris Turgoose

Technical Development & Modernisation

Higher Education Technical Taxonomy



A number of routes into the service exist. The Assistant Technician role could provide a convenient entry point for those completing apprenticeships or traineeships etc.

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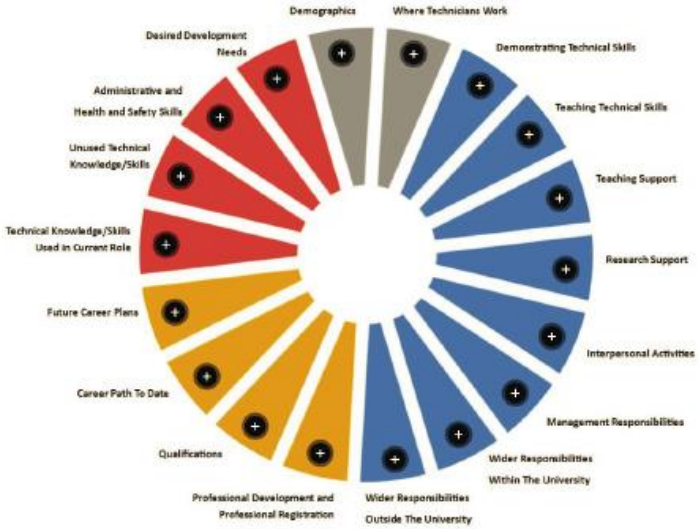
NTDC

Chris Turgoose

Technical Development & Modernisation

Skills, Roles and Responsibilities Audit

- Helps HEIs capture relevant data to support workforce planning & staff development
- A web-based survey designed to capture every element of a technician's role
- Includes over 2000 individual technical skills
- Piloted at 4 universities



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Chris Turgoose

Technical Development & Modernisation

Career Development Opportunities

- A response to technicians feeling isolated/undervalued
- Lack of career development guidance

- User-friendly guidance, signposting and supporting:
  - Networking (physical and virtual)
  - Mentoring
  - Secondments
  - Work-shadowing

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Implementing the Technician Commitment at Newcastle University

13th September 2018

Mel Leitch, CSci FIScT

Newcastle University

University Technicians

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

6th November 2014

Newcastle University

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

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

Summer 2016
NU TechNet

- **Technicians Networking**
  - Natalie Kennerley Sheffield based TDM project (now NTDC)
  - 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
  - Future events
  - Equality, Diversity and Inclusion
  - Teaching and Learning

28th Feb 2018

NU Launch -Technician Commitment

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

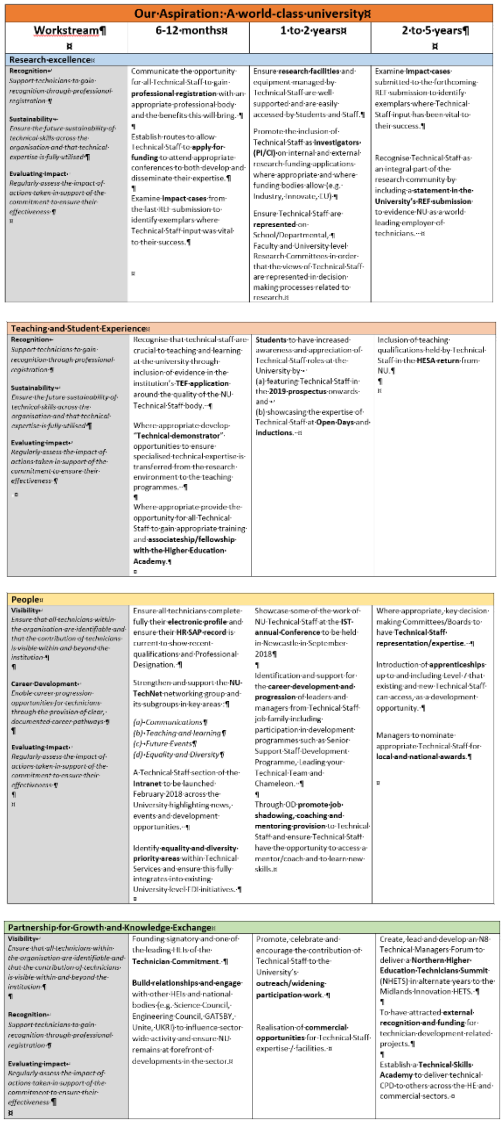
- Attended by
  - Technicians
  - **Heads of Academic Unit**

PROUD SUPPORTER OF THE
Technician Commitment

The Technician Commitment Strategy at NU

- Structured around 4 key themes
  1. Research
  2. Teaching
  3. People
  4. 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 50 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	6-12 months	1-to-2-years	2-to-5-years
Research excellence			
Recognition – *Support technicians to gain recognition through professional registration* **Sustainability** – *Ensure the future sustainability of technical skills across the organisation and that technical expertise is fully utilised* **Evaluating impact** – *Regularly assess the impact of actions taken in support of the commitment to ensure their effectiveness*	Communicate the opportunity for all Technical Staff to gain **professional registration** with an appropriate professional body and the benefits this will bring. Establish routes to allow Technical Staff to **apply for funding** to attend appropriate conferences to both develop and disseminate their expertise. Examine **impact cases** from the last REF submission to identify exemplars where Technical Staff input was vital to their success.	Ensure **research facilities** and equipment managed by Technical Staff are well supported and are easily accessed by Students and Staff. Promote the inclusion of Technical Staff as **investigators (PI/CI)** on internal and external research funding applications where appropriate and where funding bodies allow (e.g. Industry, Innovate, CUF). 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.	Examine **impact cases** submitted to the forthcoming REF submission to identify exemplars where Technical Staff input has been vital to their success. Recognise Technical Staff as an integral part of the research community by including a **statement in the University's REF submission** to evidence NU as a world leading employer of technicians.
Teaching and Student Experience			
Recognition – *Support technicians to gain recognition through professional registration* **Sustainability** – *Ensure the future sustainability of technical skills across the organisation and that technical expertise is fully utilised* **Evaluating impact** – *Regularly assess the impact of actions taken in support of the commitment to ensure their effectiveness*	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. Where appropriate develop **"Technical demonstrator"** opportunities to ensure specialised technical expertise is transferred from the research environment to the teaching programmes. Where appropriate provide the opportunity for all Technical Staff to gain appropriate training and **associateship/fellowship with the Higher Education Academy.**	**Students** to have increased awareness and appreciation of Technical Staff roles at the University by – (a) featuring Technical Staff in the **2019 prospectus** onwards and – (b) showcasing the expertise of Technical Staff at **Open Days** and **inductions.**	Inclusion of teaching qualifications held by Technical Staff in the **HESA return** from NU.
People			
Visibility – *Ensure that all technicians within the organisation are identifiable and that the contribution of technicians is visible within and beyond the institution* **Career Development** – *Enable career progression opportunities for technicians through the provision of clear, documented career pathways* **Evaluating impact** – *Regularly assess the impact of actions taken in support of the commitment to ensure their effectiveness*	Ensure all technicians complete fully their **electronic profile** and ensure their **HR/SAP record** is current to show recent qualifications and Professional Designation. Strengthen and support the **NU TechNet** networking group and its subgroups in key areas: *(a) Communications* *(b) Teaching and learning* *(c) Future Events* *(d) Equality and Diversity* A Technical Staff section of the **Intranet** to be launched February 2018 across the University highlighting news, events and development opportunities. Identify **equality and diversity priority areas** within Technical Services and ensure this fully integrates into existing University level EDI initiatives.	Showcase some of the work of NU Technical Staff at the **IST annual Conference** to be held in Newcastle in September 2018 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. 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.	Where appropriate, key decision making Committees/Boards to have **Technical Staff representation/expertise.** Introduction of **apprenticeships** up to and including Level 7 that existing and new Technical Staff can access, as a development opportunity. Managers to nominate appropriate Technical Staff for **local and national awards.**
Partnership for Growth and Knowledge Exchange			
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* **Evaluating impact** – *Regularly assess the impact of actions taken in support of the commitment to ensure their effectiveness*	Founding signatory and one of the leading HEIs of the **Technician Commitment.** **Build relationships and engage** with other HEIs and national bodies (e.g. Science Council, Engineering Council, GATSBY, Unite, UKRI) to influence sector wide activity and ensure NU remains at forefront of developments in the sector.	Promote, celebrate and encourage the contribution of Technical Staff to the University's **outreach/widening participation work.** Realisation of **commercial opportunities** for Technical Staff expertise / facilities.	Create, lead and develop an NE Technical Managers Forum to deliver a **Northern Higher Education Technicians Summit** (NHETS) in alternate years to the Midlands Innovation HETS. To have attracted **external recognition and funding** for technician development related projects. Establish a **Technical Skills Academy** to deliver technical CPD to others across the HE and commercial sectors.

Discussion Groups

- How can HEIs progress the Technician Commitment?
- How can the **National Technicians Development Centre** assist in developing a strategy for supporting the TC and Technicians?
- How can we **work together** across the region?

How can HEIs progress the Technician Commitment?

- Defining ownership
- Find Internal advocates and individuals who will actually ‘do things’
- Recognition by the HEI for those who carry out TC activities and specifically recognise the time spent by them
  – ideally create some protected time
- Dovetail TC activity to existing initiatives e.g. AS
- Ensure HEA fellowship routes exist for Techstaff who have a teaching role

How can the National Technicians Development Centre assist in developing a strategy for supporting the TC and Technicians?

- Help for HEIs in defining ‘ what is a technician’
- Provide consistency through a unified technician strategy and career structure
- Help HEIs understand their technical staff through Skills Audit tool
- Provide information via website
- Provide mentoring advice / opportunities
- Outreach to colleges & schools
- Facilitate regional networking to support career development and training opportunities for Technicians

How can we work together across the region?

- Attendees to give permission to collect and process personal data
- Register of Attendees

  so we can know who is in our network and contact one another
- Establish a communication channel e.g. LINKEDIN?
- What's next?

  Region SDF event with Technician Focus

  This group to meet up again

  Invite N8 Partnership

  Stronger links with NTDC

Next steps….

- There is recognition that Staff Developers have an essential role to play in assisting HEIs implement the TC
- Hence the group were keen to sustain momentum
- Suggestion is to meet up again in Newcastle
- NTDC see regional networking as the way forward nationally with Northeast and Yorkshire as a pilot
- N8 are very keen to get involved
- Next meeting … agree strategy and who will do what

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