

Action	Link to TC	Key Outputs	Timeframe		Person Responsible	Success Measures
			Start	End		
To design and implement a career pathway for Technical Services staff	Career Development	Creation of a clear career development pathway for members of the technical staff community	September 2021	July 2022	HR and OD	<ul style="list-style-type: none"> - Published definitions of roles and responsibilities of Technical Services roles at each pay grade. - Published career pathway in place - Workshop(s) held to launch the Technical Career Pathway
To increase awareness and engagement with the Midlands Innovation TALENT Programme and associated initiatives	Visibility, Career Development Sustainability	Develop an interactive webspace showcasing the MI TALENT programme and advertising development events	March 2021	March 2024	OD and Technical Managers	<ul style="list-style-type: none"> - Webpages launched - 25 attendances on MI Talent associated development events by 2024
Increase usage of 'Technical Services Network' Teams space to share best practice and disseminate relevant organisational information	Visibility	Thematic channels to be created and technician led Regularly updated Establish a 'Technical Managers' channel to provide a consistent method of disseminating communication to their teams and to share best practice.	March 2021	Ongoing	OD and Technical Services Steering Group	<ul style="list-style-type: none"> - 80% of Technical Services community to be members of the Teams space. - Thematic channels created and regularly updated.
Highlight the role of Technical Services staff to increase awareness of their contribution across the Institution	Visibility	Creation of 2 Case-Studies per academic year to raise the profile of Technical Services Community. These will be advertised on the OD Webpages and distributed via the University communication channels. E.g. daily digest. Feature Technicians as a 'Team that keep us ticking'	January 2021	Ongoing	OD and Technical Services Steering Group	<ul style="list-style-type: none"> - Case studies published on webpages - Team that keep us ticking feature published - Technician(s) recognised through nominations for University Keele Excellence Awards
Identify and support applications for external recognition awards e.g. Papin, THE	Visibility and Recognition	Promote and encourage Technicians to nominate colleagues or themselves for external awards	January 2021	Ongoing	HR	<ul style="list-style-type: none"> - 3 technical staff have applied and been shortlisted for external recognition awards by 2024.
Continuing Actions						
Continue to utilise apprenticeship levy monies for current staff development needs	Sustainability	Identification and promotion of relevant apprenticeship training programmes to technical staff e.g. Technical Leader, Data Scientist	September 2020	Ongoing	HR and OD	<ul style="list-style-type: none"> - An additional 9 technical staff to have enrolled on an apprenticeship qualification by 2023.
Continue the success of the previously established Technician Hub/Network events	Career development and Sustainability	Create a visible, shared purpose of learning together and technical support among members of the technical staff community	September 2018	Ongoing	OD	<ul style="list-style-type: none"> - Quarterly meetings held across the University. - Increased sharing of practice and resources.
Continue annual conference for Keele's technical staff	Recognition	Promote technical work, careers and professionalism	2018/19 academic year	Annually	HR and OD in conjunction with the Network	<ul style="list-style-type: none"> - Conference held each year with over 50% of technicians attend in a physical or virtual environment.

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Continually review the formal training offer from OD for relevance to the technical staff community representative of all job roles e.g. IT, lab/land based technicians.	Career development and Sustainability	Reviewed and refreshed training offer	January 2020	Ongoing	OD	- Maintain engagement levels with OD activities.
Complete the delivery of a course on leading technical staff for current and aspiring technical staff managers.	Career development	'Leading Technical Staff' runs in 2018/19 with a cohort of technical staff.	January 2020	July 2021 (delayed due to covid and furlough)	OD	<ul style="list-style-type: none"> - Positive feedback from delegates received. - Additional networking of participants. - Funding for a second cohort agreed by the University. - Successful promotion of a delegate.