

Appendix 3 – Technician Commitment Action Plan 2024-2026

Action	Link to TC	Key Outputs	Timeframe		Person Responsible	Success Measures
			Start	End		
Ensure Keele Excellence Awards and other University reward mechanisms are understood, supported and utilised by Technical Managers	Visibility and Recognition	Raise Awareness of Keele Excellence Awards with Technical Managers and technical community. Review Keele Excellence Awards categories to ensure relevant categories are available to support technical nominations.	January 2024	December 2026	Organisational Development and Technical Managers	- At least 3 technical Services individuals or teams have been nominated for Keele Excellence Awards.
Increase breadth of development opportunities for those outside of science related subjects e.g. Digital, AV, Music, Anatomy etc.	Career Development	Have a wider range of development opportunities on offer to support all technical related subjects.	January 2024	December 2026	Organisational Development and Technical Managers	- To have offered at least 1 development opportunity specific to each technical discipline.
Introduce shadowing opportunities for technicians to gain insight other technical roles and share best practice.	Visibility, Career Development Sustainability	To raise awareness of shadowing opportunities within the Steering Group and Technical Managers.	January 2024	December 2026	Technician Commitment Steering Group	- To have facilitated 4 shadowing opportunities either internally or with other HEI's.
Have a commitment to technical staff undertaking CPD and role or future role related development activities.	Career Development and Sustainability	To have University supported dedicated time to undertake current or future role relevant CPD.	January 2024	Ongoing	Chief Operating Officer	- To have committed time allocated to staff to undertake CPD activity weekly/monthly/yearly.
Support technicians to undertake higher level professional qualifications.	Career Development and Sustainability	Have formal guidance in place to support the application for support	January 2024	September 2024	Organisational Development Manager	- To have guidance in place to support the applications for professional qualifications - To have an electronic application form to enable the processing of applications
Raise awareness of Technician Commitment with Senior University colleagues.	Visibility	To provide regular communications and updates to Senior University colleagues regarding the work of the Technician Commitment.	January 2024	Ongoing	Technician Commitment Steering Group	- For technical representatives to have attended meetings with senior colleagues, written papers, delivered workshops/webinars to raise awareness of activity.
Ensure technical representation is present on all relevant University committees.	Visibility and Recognition	To have technical representation on all relevant University committees to ensure representation of the technical voice.	Already in place	Ongoing	Chief Operating Officer and Organisational Development Manager	- Maintain technical representation of all University EDI groups - Increase technical representation on University REC group - Technical representation to be invited to other University Groups e.g. Professional Services Group (PSG) and Academic Delivery Group (ADG) for relevant agenda items.
Monitor and implement where possible the Talent Commission Recommendations.	Visibility, Career Development, Sustainability and Recognition	The Technician Commitment Steering Group to monitor the Talent Commission Status and Action Planning Document and implement actions where possible.	May 2023	December 2026	Technician Commitment Steering Group	- To have achieved at least 60% of the Talent Commission Recommendations.
Continuing Actions						
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	Ongoing	Human Resources, Organisational Development and Technical Managers	- 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	Ongoing	Organisational Development and Technician Commitment Steering Group	<ul style="list-style-type: none"> - Webpages launched - Continued engagement with MI Talent associated development events.
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. Establish a 'Technical Managers' channel to provide a consistent method of disseminating communication to their teams and to share best practice.	March 2021	Ongoing	Organisational Development and Technician Commitment 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.	January 2021	Ongoing	Organisational Development and Technician Commitment Steering Group	<ul style="list-style-type: none"> - Case studies continued published on University Digest/Webpages - 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	Organisational Development	<ul style="list-style-type: none"> - A further 3 technical staff have applied and been shortlisted for external recognition awards by 2026.
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	Organisational Development and Technical Services Managers	<ul style="list-style-type: none"> - A further 10 technical staff to have enrolled on an apprenticeship qualification by 2026.
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	Technician Commitment Steering Group	<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	Ongoing	Technician Commitment Steering Group	<ul style="list-style-type: none"> - Technical Services Conference to be held every other year with over 50% of technicians attend in a physical or virtual environment.
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	<ul style="list-style-type: none"> - Maintain engagement levels with OD activities.