



DELEGATE INFORMATION PACK

Technical Services Conference

27 June 2019 | 9.45am – 16:45pm

Daphne Du Maurier Building, Level 3,
University of Exeter Penryn Campus, TR10 9FE

Technician **Commitment**

Technical Services Conference

27 June 2019

About the Technical Services Conference

The University of Exeter will be hosting their annual Technical Services conference on 27 June at our Penryn Campus.

The theme for our conference this year is training and development – particularly focussing on skills such as communication and leadership.

We will have stands from all our sponsors as well as representatives from our Vibration Engineering Lab, Digital Humanities and a Sustainability Stand.

About Technical Services

Technical Services at the University of Exeter is comprised of a wide range of research and teaching technical staff. Whilst all operating in a single service our staff work across a range of specialist areas such as: Engineering, Digital Humanities, Physics, Geology, Drama, Mining and Minerals, Renewable Energy, Life and Environmental Science, Sports and Health Science, Medical Sciences and Medical Imaging.

The size of the overall technical service and its benefits to the University are considerable with a current workforce of over 200 across the University at its four campuses: Streatham and St Luke's in Exeter, and Truro and Penryn in Cornwall.

Technician Commitment

The University of Exeter has joined more than 35 research institutions from across the UK to back a pledge to support their technicians. The Technician Commitment is a sector-wide initiative led by the Science Council, supported by the Gatsby Foundation to help address key challenges facing technical staff working in research.

Five target areas have been identified, which universities and institutions will work to improve to safeguard vital technical skills. The commitment will ensure greater visibility, recognition, career development and sustainability for technicians across all disciplines.

Visit our dedicated website to find out more:

www.exeter.ac.uk/departments/technicalservices

Read about the University of Exeter at:

www.exeter.ac.uk/about

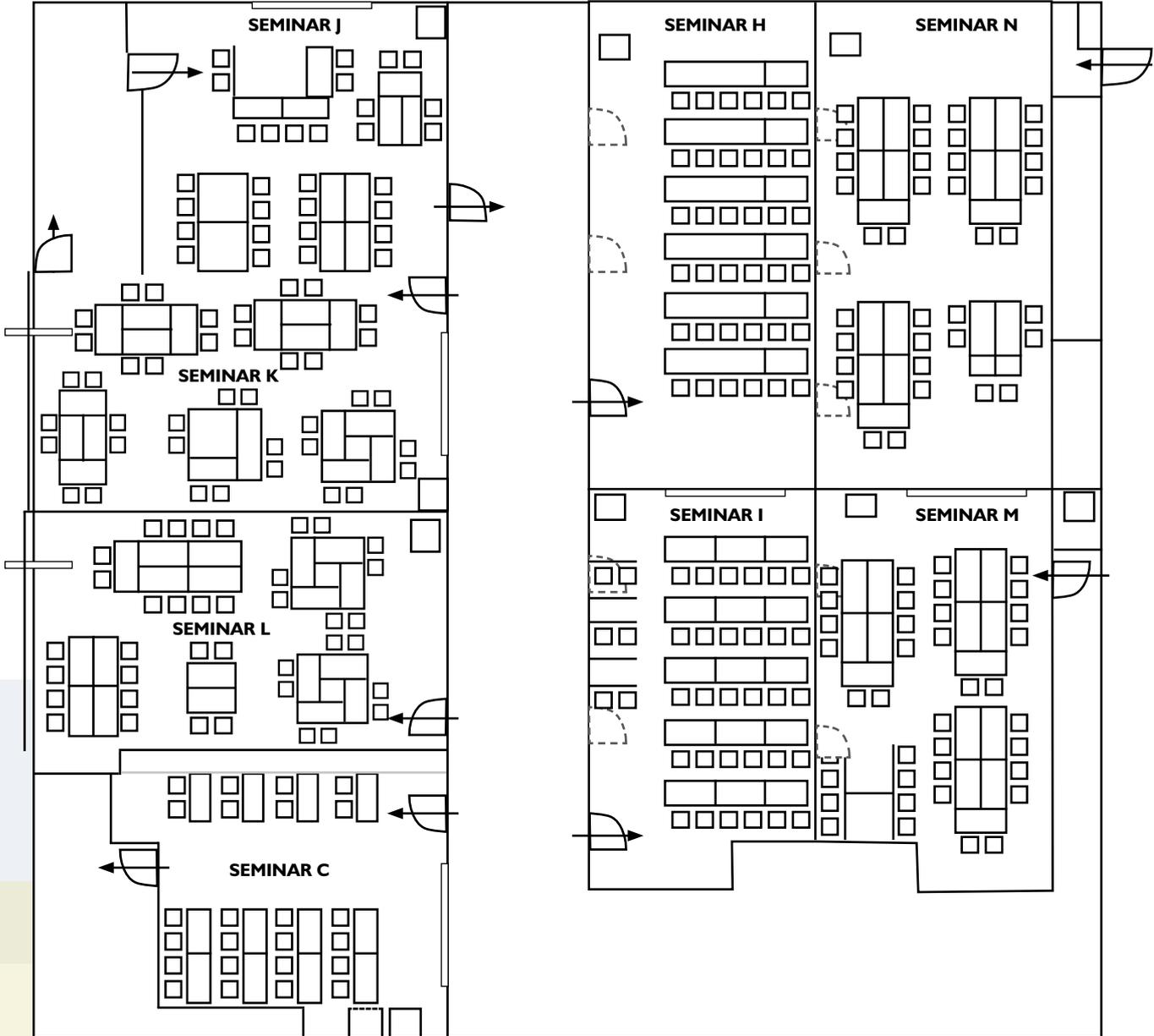
University of Exeter, Penryn Campus (Cornwall)

The Penryn Campus offers the very latest academic, research and residential facilities set in 100 acres of countryside close to the waterside town of Falmouth, with beautiful views over the Fal estuary.

Made up of around 5,000 students, it offers intimacy and friendliness, in an arrangement that is unique as we share the campus with Falmouth University; a leading specialist arts institution. This combination creates a vibrant community of students from science, engineering, humanities and arts backgrounds.



Conference Room Layout



Programme

Time	Description	Venue
07.30 – 7.45	Transport departs St Luke's Campus	Full details will be communicated to those that booked transport
7.45 – 9.45	Transport departs Streatham Campus	Full details will be communicated to those that booked transport
09.45 – 10.15	Registration, refreshments, networking and visiting sponsors exhibitions	Daphne Du Maurier Seminar Rooms J/K/L/C
10.15 – 10.30	Welcome Speech from Gail Reeves, Head of Technical Services and Video Presentation from Professor Neil Gow, Deputy Vice-Chancellor (Research and Impact)	Daphne Du Maurier Seminar Rooms
10.30 – 12.30	Plenary: Communication Safari: Exploring effective work-based communication Presenter: Richard Feltham	Daphne Du Maurier Seminar Rooms H/N/I/M
12.30 – 13.30	Lunch, networking and visiting sponsors exhibitions	Daphne Du Maurier Seminar Rooms J/K/L/C
13.30 – 14.00	"A scientist, an artist, and a technician walk into a bar..." Presenter: Andy Connelly	Daphne Du Maurier Seminar Rooms H/N/I/M
14.00 – 14.10	CLES: Update on Aberdeen move Presenters: Neal Whitfield and Judith Bannerman	Daphne Du Maurier Seminar Rooms H/N/I/M
14.10 – 14.20	CMH: Clinical Skills Expansion and Nursing Presenters: Rachel Burn and Charlotte Cook	Daphne Du Maurier Seminar Rooms H/N/I/M
14.20 – 14.30	CEMPS: Engineering 2020 Presenter: Lizzy James	Daphne Du Maurier Seminar Rooms H/N/I/M
14.30 – 14.45	CPD: Tips and tricks for building your portfolio Presenter: Jemma Walker	Daphne Du Maurier Seminar Rooms H/N/I/M
14.45 – 15.00	LabCup – an update Presenters: Gail Reeves and Natascha Steinberg	Daphne Du Maurier Seminar Rooms H/N/I/M
15.00 – 15.30	Refreshments, networking and visiting sponsors exhibitions	Daphne Du Maurier Seminar Rooms J/K/L/C
15.30 – 16.00	The role of leadership in Technical Services Presenter: Suhel Miah (HEaTED)	Daphne Du Maurier Seminar Rooms H/N/I/M
16.00 – 16.30	Quiz Presenter: Gail Reeves	Daphne Du Maurier Seminar Rooms H/N/I/M
16.30 – 16.40	Close of conference Presenter: Dave Hodgson Professor of Ecology and Head of Department	Daphne Du Maurier Seminar Rooms H/N/I/M
17.00	Transport to St Luke's and Streatham departs	Full details will be communicated to those that booked transport

Speakers



Gail Reeves
Head of Technical Services

Gail is currently Head of Technical Services with responsibility for technical staffing and technical operations across the University of Exeter. Gail has a PhD in molecular biology and started her career as a research scientist at the Royal Botanic Gardens Kew and the National Biodiversity Institute in Cape Town. Since joining the University of Exeter in 2007 she has held several positions covering a range of University functions including education, research services, external relations and technical services. Gail was part of the team that delivered the Technical Services review and has held the position of Head of Technical Services since 2015.



Professor Neil Gow
Deputy Vice-Chancellor for Research and Impact and Professor of Microbiology

Neil is Deputy Vice-Chancellor for Research and Impact and Professor of Microbiology at the University of Exeter. Professor Gow was appointed in September 2018.

Professor Gow is a graduate of the University of Edinburgh where he obtained his Bachelors degree in Microbiology and went on to receive his PhD in 1982 from the University of Aberdeen. Following this, Professor Gow undertook a period of postdoctoral research at the National Jewish Hospital for Immunology and Respiratory Medicine and University of Colorado, Denver, USA. He was appointed as a Lecturer to the University of Aberdeen and "received" a personal Chair in 1995. At the University of Aberdeen Professor Gow held various senior positions including Head of Microbiology Research Programme, 2002-2011, Director of Research and Commercialisation, College of Life Sciences and Medicine, 2011 – 2015 and Co-Director, MRC Centre for Medical Mycology, 2017-2018.



Richard Feltham
Facilitator and Coach

Richard is passionate about his work that draws upon his extensive experience working within demanding work-based training and development contexts. He has delivered theatrebased learning and facilitated presentation, impact and courageous conversation training throughout the UK and abroad to senior executives. Recent work has taken him to Vietnam, USA, India, France, Singapore, Germany, Ireland, Romania, Turkey, Italy, Switzerland, China & Indonesia. He has worked with various consultancies, including Training in Action, Dramatic Improvement, Actor Factor and Corporate DNA. Recent and ongoing engagements include working with: Cancer Research UK, Nationwide, UBS, Credit Suisse, Rolls Royce, BMW, Vodafone, Stihl, Price Waterhouse Coopers, Kuhn and Nagel, Graham Pelton, Wilmott Dixon, Sainsbury's, Global Radio, Zurich Insurance, the NHS and Exeter University.

A solid research base underpins his approach. Richard's PhD examined the connections between leadership theory, learning theory and theatre-based learning pedagogy. He is accredited by the Higher Education Academy and has lectured within Higher Education.



Andy Connolly
Technician and Laboratory Manager

Andy has worked as a technician and laboratory manager in the School of Earth and Environment at the University of Leeds for the last 5 years. He is currently enjoying the many and varied challenges of shared parental leave looking after his 6 month old. In his spare time Andy writes about science, in particular the history of technicians. If you want to know more, please visit Andy's blog at technicianjourney.com.



Neal Whitfield
Director of College Operations (CLES)

Neal is Director of College Operations and in his role is responsible for the overall leadership of college operations and ensuring that the University's Professional Services resources are fully aligned to college strategies and operational priorities.



Dr Judith Bannerman
Technical Services Business Partner (CLES)

I am currently the Technical Services Business Partner for CLES and have worked as a Technical Services Manager in CEMPS over the past few years. I am the Radiation Protection Officer (CLES) and Laser Safety Officer (CLES and EMPS). I have extensive experience in lab management, Health and Safety, purchasing large lab equipment, building labs, space management and have built a good working relationship with stake holders across the campus.



Rachel Burn
Director of College Operations (CMH)

As Director of College Operations for the College of Medicine and Health, Rachel Burn has overall leadership responsibility for operational and administrative support in the College. Her role is to ensure the College's professional services directly support the College and University's strategies in the delivery of outstanding and world leading education and research.

Rachel has over 17 years' experience in the education sector. She joined the College in August 2017 from Aston University in Birmingham where she was the Head of Administration for Aston Medical School and, before that, Aston Business School over a six year period. Prior to that Rachel worked for the Open University for many years on a variety of change and student support projects.

Charlotte Cook
Technical Services Business Partner (CMH)

Charlotte is responsible for the delivery of Technical Services for the College of Medicine and Health, ensuring a flexible and responsive service is provided. She oversees teaching and research labs across five sites in Devon and Cornwall, with line management responsibility for a team of staff including technical specialists and project officers.



Lizzie James
Technical Services Business Partner (CEMPS)

Lizzy is a technical services business partner at the University of Exeter, with experience in the management of technical services staff, and research and teaching facilities. She has fifteen years of experience in the HE environment as a researcher, lecturer, professional services member of staff, and now as a member of the senior management team, helping to lead and develop Technical Services at the University of Exeter.





Jemma Walker
Clinical Reproductive Scientist

Jemma has worked in technical roles in both academic and clinical research. Throughout her technical career she has been required to participate in a number of CPD schemes, including the Institute of Science and Technology's Professional and Personal Development program. Having won the Science Council's CPD Award in 2016, Jemma has continued to develop professionally and personally, completing her PhD and beginning her training as a clinical reproductive scientist.



Natascha Steinberg
Lab Manager (Geography, Bioscience, Medicine) and WS (Psychology)

Natascha is the Project Manager for the implementation of LabCup as well as Lab Manager Hatherly Building (Geography, Bioscience, Medicine) and WS (Psychology).



Suhel Miah

MSc, MBA, FCMI, FIScT, CSci

Suhel has a strong academic record (Executive MBA with DISTINCTION) and professional standing (FELLOW of the Chartered Management Institute, FELLOW of the Institute of Science and Technology and CHARTERED SCIENTIST), which has enabled him to add new perspectives and ideas to achieve business goals. He is a career technician with 30+ years of experience in providing technical services support to academia in higher education. Suhel is a skilled and experienced leadership and management practitioner providing strategy-oriented analysis and improving efficiencies in operations, programmes and projects.

Suhel is currently leading the HEaTED (Higher Education and Technician Educational Development) programme at the National STEM Learning Centre. He is focused on delivering professional development for the UK technical workforce through the provision of subject-specific continuous professional development, quality assured resources, on-line and physical networking, development of communities and partnerships with a wide range of organisations and individuals.

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S8012-0018	Thermoblock for microplates / deepwell plates, with lid	£429.38	£340.00

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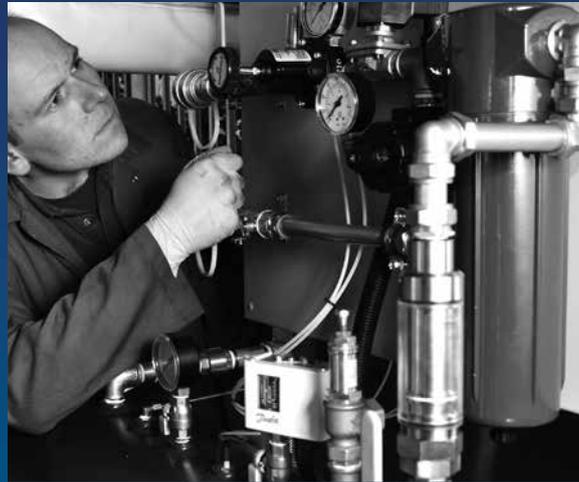
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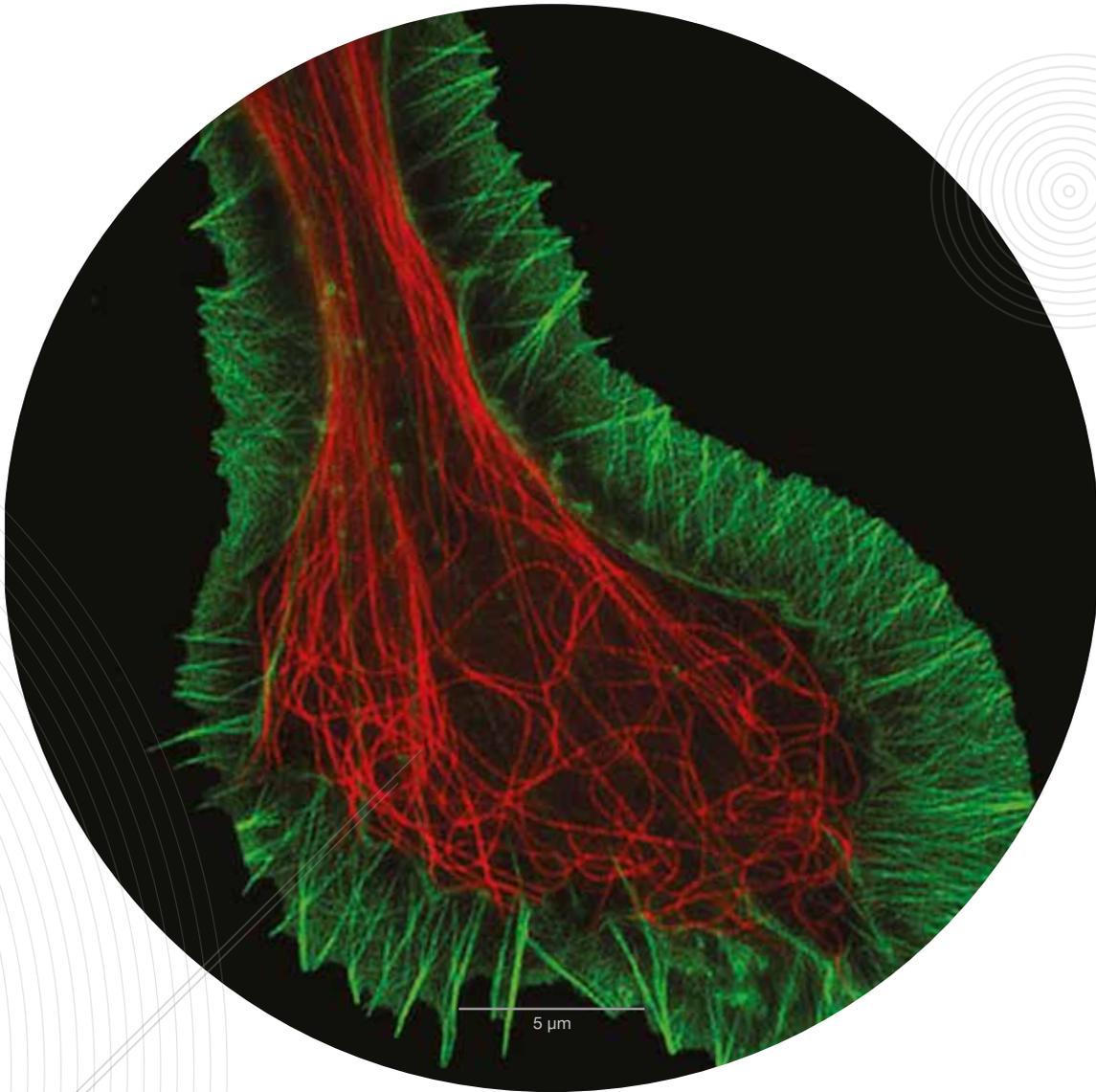
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Satellite Navigation

Use postcode **TR10 9FE**. If your sat nav does not recognise this, please try **TR10 9EZ**; this will not take you directly to campus, but will get you near enough that you will be able to follow signs to the campus entrance.

Please be aware that this is a relatively new postcode and may not be recognized by your sat nav system if it is not up-to-date.

By Coach

National Express coaches stop in Penryn. For timetables, visit the [National Express website](#) or for passenger information phone: +44 (0) 08717 818181. The U1 bus service from Truro Bus Station drops you direct to the campus. For bus services within the southwest, visit the [Traveline SouthWest website](#).

By Rail

The Penryn Campus is approximately two and a half hours by train from Exeter. The campus is in Penryn, which has its own station. There is a frequent direct service to Truro from London, the Midlands and North and other major British cities. At Truro, change to the branch line service to Falmouth and leave the train at Penryn. The station is approximately a 15 minute walk from the campus.

For timetabling, visit the [National Rail Enquiries website](#) or phone: 08457 48 49 50.

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