

Technical Services Conference

20th June 2023

The Forum,
Streatham Campus



University
of Exeter

PROUD SUPPORTER OF THE

Technician Commitment

About the Technical Services Conference

The University of Exeter is hosting its annual Technical Services conference on the 20th of June on Streatham Campus. The theme for the conference this year is 'Sustainability' as one of the key pillars of the Technician Commitment. As well as the interactive morning sessions and workshops in the afternoon, you will have the chance to visit stands from our sponsors and meet with their representatives.

About Technical Services

We are research and teaching technical staff across the entirety of the University of Exeter. We work in specialist areas across the University and beyond, undertaking and supporting research and teaching and promoting compliance and best practice, in the labs, studios, workshops, and field.

The service is comprised of a team of talented individuals who support our teaching and research, and in training the next generation of top scientists. Our technical roles, which include experimental officers, laboratory technicians and research technicians, all focus on different aspects of science and humanities - from mechanical/electrical engineering, medicine and health, life sciences, social sciences, film, drama & communications, physics, geology and geography, and so much more.

We are proud signatories of the Technician Commitment, working to raise the visibility, recognition, career development and sustainability of technical careers.

Visit our dedicated website to find out more:
www.exeter.ac.uk/departments/technicalservices

The Technician Commitment

The University of Exeter has joined more than 100 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, and supported by the Gatsby Foundation to help address key challenges facing technical staff working in research. Four 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.



University of Exeter, Streatham Campus

The Streatham Campus, the University's largest site in Exeter, is built around a country estate overlooking the city and is readily acknowledged as one of the most beautiful in the UK.

A Registered Botanic Garden, Streatham Campus is described by The Times as the 'best-gardened campus in Britain' and by The Independent as having a 'sublime' setting. The grounds feature many exotic trees and shrubs and with stunning views across the city to the sea at Exmouth. Many students say they simply fell in love with the campus when they came to visit - its lakes, parkland, woodland and gardens make it a very special place that offers a safe and enjoyable environment for study.

The campus has seen huge investment over the past couple of years, the most ambitious part of which is the Forum, which provides a stunning centrepiece, offering a Student Services Centre, a refurbished library, technology-rich learning spaces, a 400-seat lecture theatre, a University reception and retail and catering outlets.

All the teaching buildings, together with the sports park, the library, the shops, restaurants, cafés and bars are within walking distance of each other.



Location

The Forum



The Forum Main Street is where our sponsors and supporters are holding their exhibition stalls, please do take some time out of your day to visit the stalls and speak to the representatives. You can find out more about our sponsors from page 10.

The morning sessions will be held in Seminar Room 1. To find this, please follow the Ground Floor Forum Street to the left, past the Alumni Auditorium doors, and follow the signs to the seminar rooms.

Three of the afternoon workshops will be held in Seminar Rooms 4, 5, and 6 which are directly opposite Seminar Room 1



Schedule

Time	Location	Event
09:30-10:00	Forum Street	Welcome coffee and networking
10:00-10:30	Seminar Room 1	Welcome and introduction by the Director of Technical Strategy & Services Technical Services Awards Ceremony
10:30-11:45	Seminar Room 1	Lego Serious Play: "Understanding our skills" facilitated by Dr Caitlin Kight
11:45-12:10	Forum Street	Coffee break and networking
12:10-12:55	Seminar Room 1	Keynote session: "Communicating with Confidence" by Dr Richard Feltham
12:55-13:00	Seminar Room 1	A word from our GOLD sponsor: CCTech
13:00-14:00	Forum Street	Lunch Please use this opportunity to visit our sponsors
14:00-15:00	Seminar Room 4	Equipment Life Costings and Greenwashing by GreenLight Labs
	Seminar Room 5	Professional Registration
	Seminar Room 6	HEaTED: Introduction to Teaching and Learning Skills for Technicians
	Meet at welcome table in Forum Street	Research Facilities Tour Learn a practical workshop skill
15:00-15:30	Forum Street	Break and networking
15:30-16:30	Seminar Room 4	Equipment Life Costings and Greenwashing by GreenLight Labs
	Seminar Room 5	Professional Registration
	Seminar Room 6	HEaTED: Introduction to Teaching and Learning Skills for Technicians
	Meet at welcome table in Forum Street	Research Facilities Tour Learn a practical workshop skill
from 16:30	Informal meet - meet in Forum to walk to Impy	

Speakers



**Dr Charlotte Murphy,
Director of Technical Strategy & Services**

Prior to her current role Charlotte led the Medical School, Psychology and Sports and Health Sciences as Cluster Lead for Health and Bio-environment. Whilst in this role she specialised in support for bids to the NIHR, MRC and Wellcome Trust.

Charlotte has held a variety of posts in research development and business support for the University since completing her PhD in Physics. She has covered specialisms in various funders from ESPRC, MRC, Wellcome Trust, NIHR, GCRF and BBSRC and supported a number of large University relationships with industry.



**Dr Caitlin Kight,
Senior Academic Developer**

Dr Caitlin Kight is an educator, communicator, and scientist. Her research specialisations include communication, human-wildlife interactions, self-study, and social justice in education. She is the author of the natural history book Flamingo, and the creator of the daily web comic Doodlewax.

Caitlin will be facilitating a Lego Serious Play session on “Understanding Our Skills” You can find out more about Lego Serious Play here: <https://bit.ly/3LAe6Vw>



**Dr Richard Feltham,
Trainer, Coach, Actor, Academic**

Dr Richard Feltham is passionate about his work that draws upon his extensive experience working within demanding work-based training and development contexts. He has delivered theatre-based learning and facilitated presentation and impact training throughout the UK and abroad to senior executives. He has worked with various consultancies, including Training in Action, Dramatic Improvement & Actor Factor. A solid research base underpins his approach. Richard’s PhD examined the connections between leadership theory, learning theory and theatre-based learning pedagogy.

Richard is our keynote speaker, facilitating a conversation on “Communicating with Confidence”. His attendance today has been supported by the Technician Commitment Collaboration Fund

Speakers

**Andy Evans,
Director at Green Light Laboratories**

Since 2009 Andy has been breaking new ground in lab sustainability. His company offer a range of services to ensure that any lab can deliver significant running cost savings through all of their day to day activities through best practice, procurement, policy and training. Andy collaborates with manufacturers & research organisations to assess the performance & running costs of a wide variety of laboratory equipment. He has also recently been contracted to write the testing procedure for all laboratory cold storage units for the UK.

Andy is one of the industry’s leading presenters, his unique and funny perspective help him to effectively share his knowledge, allowing his audience to make immediate, sustainable changes.



**Helen Charwood MA PGCertHE SFHEA,
Senior Lecture at University of
Hertfordshire and HEaTED Training and
Development Facilitator.**

Having spent the first half of her career working in the private sector as a Computer Systems Engineer, Business analyst and Project Manager, Helen made a move to HR Learning and Development at the University of Hertfordshire in 2007. In that role, she began working with HEaTED as a Regional Network Coordinator and has been a HEaTED Training and Development Consultant since 2014. Now a Senior Lecture at Hertfordshire Business School, Helen continues to work with HEaTED , using her range of experience to develop and lead courses that are tailored to Technical Staff and are interactive and creative.



Workshops

Equipment Energy, Total Life Cost, and Greenwashing by Greenlight Labs

This workshop will help you to understand the energy consumption and scope 2 carbon emissions of laboratory equipment, before looking at the total life costs associated with running this kit before diving into promotional material to understand how to identify greenwashing by suppliers.

An introduction to 'Teaching and Learning Skills for Technicians' by Helen Charwood, HEaTED

At HEaTED, we recognise that, as technical staff, you already play a vital role in teaching and supporting the learning of students. The HEaTED Teaching and Learning Skills for Technicians 2-day course aims to help you link your teaching activities with established theories and models of teaching and learning, enabling you to reflect on your experience and develop your skills further.

The introductory workshop will give the opportunity to explore the value of developing your skills in teaching and learning, in the context of your career development as Technical Staff in Higher Education and participate in a learning activity as a 'taster' of the full 2-day workshop

Practical Workshop Skills

Come and learn a new skill with our workshop team. This is a great opportunity to make a keyring in our recently refurbished workshop, using an XYZ CNC Milling Machine.

This will take up both afternoon workshop sessions due to the time needed to make a keyring



Workshops

Research Facility Tours

Take an hour to visit three of our excellent Research Facilities on Streatham Campus:

Digital Humanities who work to support innovative research, offer training and teaching and undertake the digital preservation and display of historic material and artefacts using advanced technologies.

The Exeter Centre for Cytomics (EXCC) which is one of the key technology resource centres at University of Exeter, providing teaching, training, consulting, and other high-level support for different Cytometry techniques and

The Observatory is located on Physics roof and provides a state-of-the-art observing experience which mirrors that of professional astronomers.



Professional Registration

Come and hear our Professional Registration mentors discuss the benefits of getting the recognition for your work by becoming registered. Learn about the structures and workshops we have built to support you through your application, and hear from the Institute of Science and Technology on how to get started with your application.



Steve Spaul,
Technical Services Faculty
Partner, ESE (Devon)



Steve Goff,
Senior Technical Services
Manager, LSI



Hong Chang,
Experimental Officer,
Imaging Suite, Physics

Your Professional Registration Mentors

Sponsors

GOLD



Founded in 2012 by Steven Cubitt and Fintan J. Lyons, CCTech are an international, specialist provider supporting the design, development & operation of biomedical, biocontainment and cleanroom environments for leading scientific research and healthcare institutions.

Our Mission:

To support the develop of 'Environments for Science' – where faculty, scientists and researchers can thrive in their individual and collective endeavours. We enable their needs to be translated into the physical spaces and control measures required of a building and the support services. As well as the aesthetic requirement, a successful science building is measured in terms of operability, regulatory compliance and long-term stability. This combination achieves the successful realisation of end user requirements.

Our Services:

We provide a full spectrum of services for the design, support and development of Specialist Research Facilities. Our processes and services include:

- Biomedical Strategies
- Feasibility Studies
- Project Management
- Design Support Services
- Validation and Verification
- Validation Master Plans
- SOPs and Risk Assessments
- User Requirement Specifications
- Building Performance Optimisation
- Facility Reliability Testing
- Installation and Operation Qualifications
- Equipment Procurement and Management
 - Emergency Fumigation Contracts
 - LAA Surveys & Inspections

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We provide over 600,000 products, with infinite solutions to solve the toughest problems in life science in collaboration with the global scientific community. Our tools, services and digital platforms empower scientists and engineers at every stage, helping deliver breakthrough therapies more quickly. Merck Life Science includes our brands Sigma-Aldrich, Millipore, Milli-Q and Supelco including premier partnerships with Eppendorf, Corning and BRAND.



For over 45 years Alpha Laboratories has been providing quality supply and support to UK and international laboratory and clinical scientists. This family run company is led by its vision to “find new ways to help science improve people’s lives through its evolving range of specialist Diagnostic and Laboratory Products.



Established in 1884, Astell Scientific is a leading cross-sector manufacturer and supplier of Autoclaves/Sterilizers, Steam Generators and Effluent Decontamination systems (EDS), with UK-wide Calibration and Validation Services. Astell products can be found in use in over 100 countries around the world. For more information visit www.astell.com.

Sponsors

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Calibre Scientific is a global manufacturer, and distributor of equipment and consumables to laboratories worldwide. Our goal is to create a better tomorrow by solving life science challenges with our products and services. Our team brings exemplary customer service and years of scientific experience to support our fellow scientists.



Eppendorf is a leading life science company that develops and sells systems for use in laboratories worldwide. Our product portfolio includes, pipettes, pipette tips, centrifuges, shakers, mixers and ultra-low temperature equipment. In addition, we also offer automated pipetting systems and a wide range of high-quality consumables



Life Science Innovator Since 1966

PHC Europe B.V. are specialists in the sales, support and servicing of temperature controlled biomedical products for sample preservation and storage, medical and pharmacy storage, incubation and cell & tissue culture. Our latest generation of products are designed to provide precision, high performance, energy efficiency and sample security.



Sarstedt is one of the world's leading providers of laboratory and medical equipment, which develops, manufactures and distributes consumables in the field of medicine and research.

Our company is known for its 'High quality, High-performance and Made in Germany' products and has an uncompromising commitment to customer requirements.

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The Starlab Group specialises in the field of Liquid Handling Technology and the manufacture of high-quality laboratory consumables. Our products are used daily in laboratories throughout the world with a proven track record of performance and reliability. Starlab's expertise in all areas of handling liquids accurately and efficiently ensures that customers can focus their efforts into their research with peace of mind.



Thanks to our 360 ° view of the needs of a modern facility, we offer the most comprehensive product portfolio. Ranging from housing systems to laminar flow cabinets, from aquatic solutions to washing equipment, and from automation to decontamination services, all tied together by logistics products, monitoring and analysis platforms.



Founded in 1993, Labtech International Ltd is a boutique distributor of cutting edge instrumentation, reagents and consumables for Life Sciences research, backed by high level technical and applications support. Our main focus areas are molecular biology, cell biology, microbiology, imaging and electron microscopy

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Shimadzu provides a broad range of analytical instruments indispensable for research, development, and quality control in a variety of fields. Our product portfolio consists of GC/GCMS, LC/LCMS, UV, FTIR, ICP-OES/ICPMS, TOC & Material testing.



Haier Biomedical is a leading provider of laboratory and medical equipment, committed to enabling better lives globally through innovative, sustainable, and market-led products and services. With a focus on low-energy solutions and a commitment to corporate social responsibility, Haier Biomedical leads the green transformation of the life science sector.



Page White Farrer provides Intellectual Property advice to large and small UK companies. Our attorneys have considerable experience over a wide range of areas including helping start-up companies from the incubator stage all the way through to an IPO and beyond! A patent is a valuable tool which can be levered to encourage investment and to protect market share. Trademark protection for a company brand is essential for any client facing venture adding considerable value to the business.

STANDARD



Thermo Fisher Scientific is the world leader in serving science. Our Mission is to enable our customers to make the world healthier, cleaner and safer. Whether our customers are accelerating life sciences research, solving complex analytical challenges, increasing productivity in their laboratories, improving patient health through diagnostics or the development and manufacture of life-changing therapies, we are here to support them.

SUPPORTERS



The IST is the professional body for specialist, technical and managerial staff. Whilst we have been serving our members for over 60 years, our aim is to continually move forward and expand our horizons so that we can best position ourselves to support our members, and the wider technical community, in respect of their needs within the ever-changing and challenging 21st century.

University People Development Team

Come and speak to Jayde Kirby, Learning and Development Manager from the People Development Team to learn more about apprenticeships at the university, how they can be used to develop your skills and knowledge, or that of your team, and what the benefits are of completing an apprenticeship.

Technician Commitment

The Technician Commitment is a university and research institution initiative, led by a steering board of sector bodies, with support from the Science Council and the Gatsby Foundation. We are proud that this event has been supported by the Technician Commitment Collaboration Fund

Sponsors

SUPPORTERS



The National Technician Development Centre was established in 2017 by the Higher Education Funding Council for England, (now the Office for Students), to provide expertise and tools to the HE and related sectors to create a sustainable future for technical staff and services. In addition, this includes increasing the visibility and recognition of technical staff nationally.

Hosted by the University of Sheffield, the NTDC brings expertise and tools to support the development of formal technical career pathways and embed these strategies within institutions, to develop and modernise individual technical skill sets and identify future skill gaps and provide appropriate training and development opportunities.

As the NTDC's training arm, HEaTED offers CPD courses and networking opportunities specifically designed for individuals in the technical community, aiming to develop technical staff, no matter their discipline or stage of their career.

Awards

Visibility:

A pillar of the Technician Commitment, this award will go to a colleague who has embodied this goal by making a contribution which is visible both within and beyond the institution

Recognition:

A pillar of the Technician Commitment, this award will go to a colleague who has embodied this goal by gaining recognition for their work through either registration, authorship, or external award schemes

Career Development:

A pillar of the Technician Commitment, this award will go to a colleague who has embodied this goal by making the most out of opportunities to move forward in their career path

Sustainability:

A pillar of the Technician Commitment, this award will go to colleagues who have embodied this goal by ensuring the future sustainability of technical skills across the institution

Environmental Sustainability:

This award will go to a colleague who has championed environmentally sustainable practices within the workplace

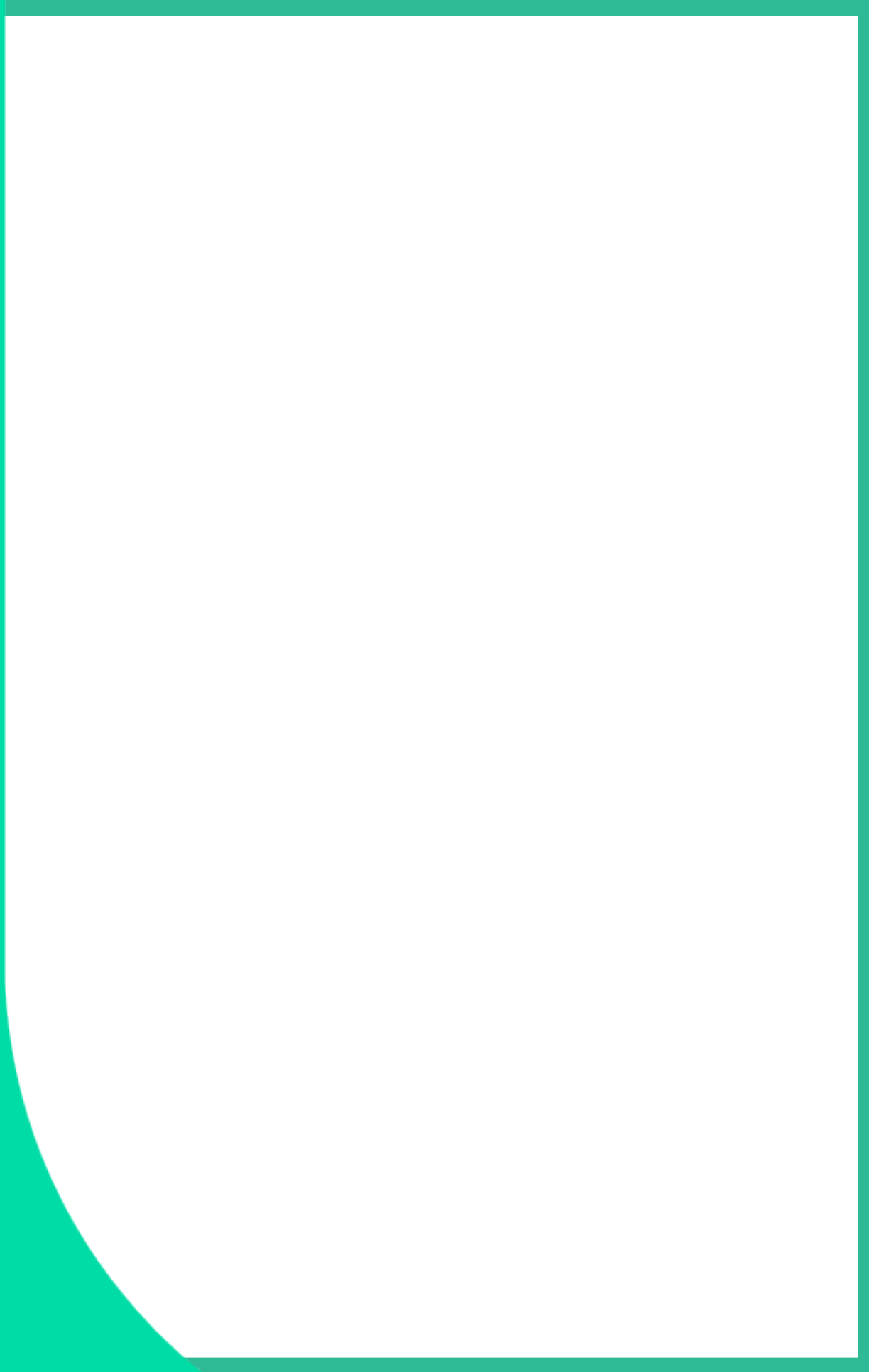
Innovation:

This award is for a colleague who has changed ways of working in their department or across the service to improve systems and processes for everyone.

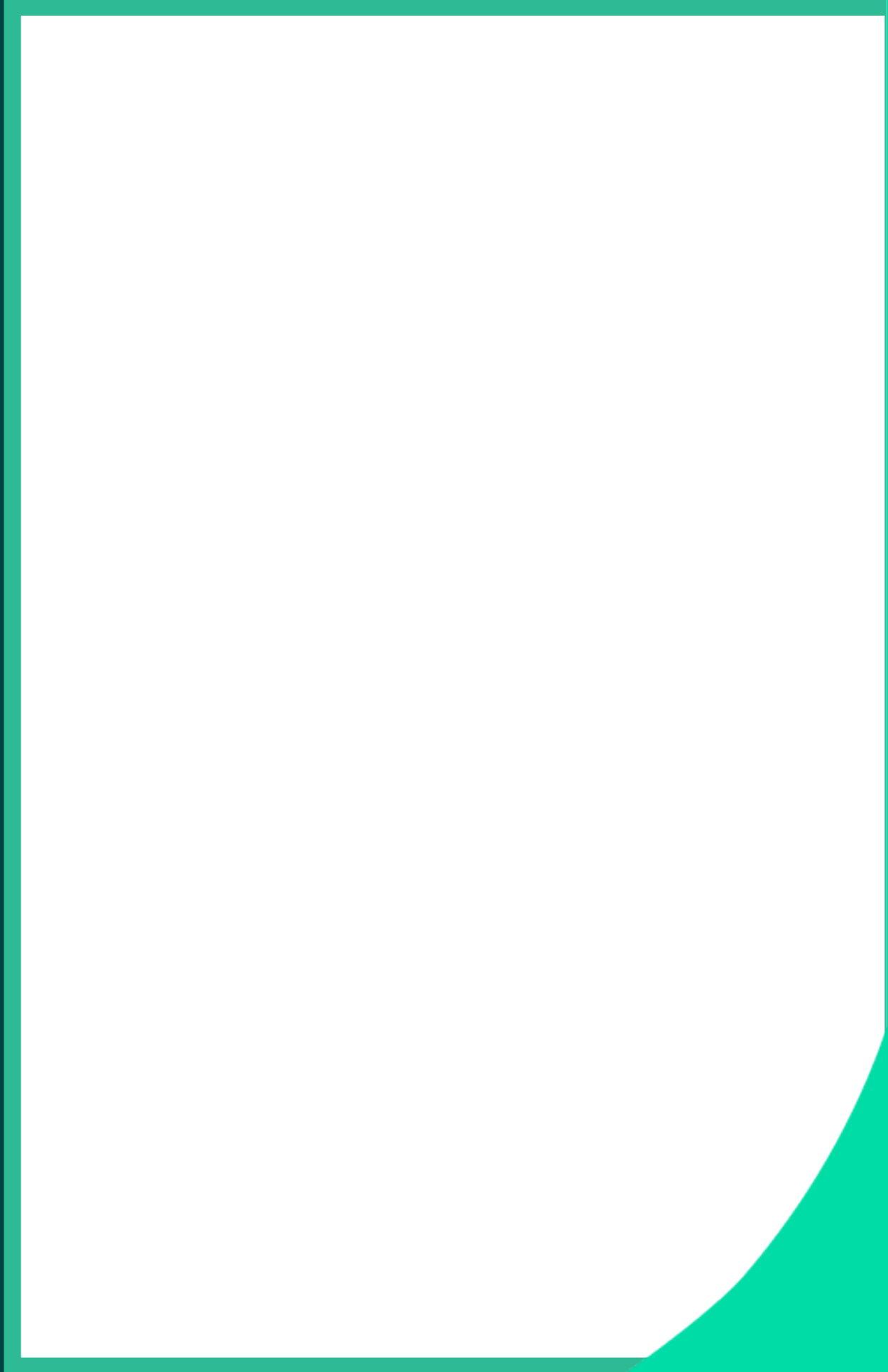
Many thanks to the Workshop Engineering Team who created our TS Award Trophies



Notes



Notes



Tell us how we did

20th June 2023

How did you enjoy the Technical Services Conference 2023?
Do you have any thoughts, feedback, or comments for us?

