Technician Commitment Action Plan 2020-2023

Theme	Ref.	Objective	Actions	Timeline	Responsible	Accountable
Visibility	1	Demonstrate and champion the value and contribution of our technical community to the academic endeavour	Develop 'Team Research' maps to highlight and publicise the contribution of technical staff to research outputs (as recently championed by the Chief Executive of UKRI).	Jun 2021	Technical Services Business Partner (CEMPS)	Head of Technical Services/ Director CIOSS
			Initiate a programme of 'guest editors' for our Technical Services newsletter, from both the technical and academic community.	Jan 2021		
			Encourage technical staff/teams to present at departmental seminar series.	Ongoing		
			Through our matrix model of management and the Technical Services Academic Advisory Group ensure that local technical services delivery plans are aligned with college and university strategy.	Ongoing		
			Improve our service-wide social media presence and use of online communities to champion our achievements and support one another e.g. Yammer.	Mar 2021		
			Sustain our technical services input at Open Days, outreach events and external events e.g. Big Bang Fair, New Scientist Live.	Ongoing		
Recognition	2	Mainstream achievements of technical staff and widely	Work with the Director of Research Services and the Exeter Professional Steering Group to map potential	Dec 2021	Head of Technical Services	Head of Technical Services/ Director CIOSS

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		recognise their contribution to research and education	development pathways and recognition for specialist technical roles.			
			Work in partnership with the Director of Research Services to develop the University's research concordat in relation to research culture and recognition of technical staff on publications.	Dec 2021		
			Continue to highlight the achievements of technical staff through the University's Professional Service Awards, Teaching Awards, Impact Awards and Above and Beyond Scheme.	Ongoing		
			Support staff to achieve recognition in their field through professional accreditation and progression towards chartered status.	Ongoing		
Career Development	3	Further develop professional networks external to the University	Conference attendees to report back to the wider TS community via our Technical Services newsletter and through short-briefing presentations at our all-staff meetings.	Sept 2021	Technical Services Business Partner (CLES)	Head of Technical Services/ Director CIOSS
			Invite staff from other universities to our Technical Services conference.	Jul 2021		
			Widen our participation in national/international professional networks with particular focus on GW4ward.	Dec 2021		
			Develop relationships and training opportunities with industry partners; including on-site master classes and increased participation in industry technology webinars.	Jun 2022		
			Develop a team of networking 'advocates' to work with the Technical Services project manager to	Dec 2021		

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			identify conferences/events to advertise to the wider service.			
	4	Support continuous professional development for technical staff and career progression	Allow structured time for staff to engage in CPD and actively provide peer-to-peer cover to allow individuals to 'find time'.	June 2021	Technical Services Business Partner (CMH)	Head of Technical Services/ Director CIOSS
			Improve PDR experience for research technicians by facilitating input in to the review from both academic and technical services reviewers.	Sept 2021		
			Ensure that all reviewers have undertaken PDR reviewer training to ensure quality of PDR for all staff.	Sept 2021		
			Roll out newly developed training matrix (structured by role and grade) for (1) health & safety and (2) leadership & management.	Feb 2021		
			Advertise positions internally where possible to encourage progression for existing staff and provide mock interview opportunities and promote through TS all-staff meetings and in TS newsletter.	June 2021		
			Facilitate job-shadowing of staff on higher grades and profile staff who have successfully progressed through the structure.	Sept 2021		
			Work with our HR business partner to provide staff with guidance and transparency over performance targets required to achieve progression through contribution points.	Dec 2021		

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Sustainability	5	Develop our Technical Services talent pipeline and create resilience in our staffing structures	Develop our Technical Services 'People directory' to highlight individual skillsets so that others can request work-shadowing and training.	Dec 2021	Technical Services Business Partners (HUMS)	Head of Technical Services/ Director CIOSS
			Build on the 'Pathways to Laboratories' programme to develop work placements for students in other disciplines.	Dec 2021		
			Establish an annual Technical Services Innovation Award to recognise that innovation (in techniques and ways of working) will be key to our future sustainability.	June 2022		
			Broaden our engagement with apprenticeship programmes to ensure our future leadership and management capacity e.g. enrolment of senior technical staff in the University's MBA programme.	Jan 2022		
			Establish a Technical Services 'summer school' to encourage cross-facility skills transfer and networking.	June 2022		