Technician Commitment Phase # 2 Action Plan 2021-2023

Year 1 - 2021				
Activity / Action	**Quarter**	**Theme(s)**	**Responsibility**	**Outcome / Success Criteria**
Celebrate achievements and good news stories through social media across university	1 (To continue throughout Action Plan)	Visibility	Technical Service Staff and Managers, Technician Coordinator, Internal Communications	Increased visibility, awareness and recognition of varied technical services and roles across University.
Showcasing events, open labs/best practices sharing, attending external events	1 (To continue throughout Action Plan)	Visibility	Technical Service Staff and Managers	Promote technical community where technicians have opportunity to learn together and from each other.
Technician Champions meet regularly and promote awareness, communication and engagement across local areas and further	1 (To continue throughout Action Plan)	Visibility	Technician Champions	Technician Champions are embedded as key point of contact and stakeholders in Technician Commitment.
Organisational strategy plans include Technical staff	1 (To continue throughout Action Plan)	Visibility	Technical Managers, Heads of Technical Services, Steering Group, Academic Staff / PI's	Technical Services contribution is recognised and acknowledged as a valuable resource across university, referenced through various strategic documents, feeding into research grants and REF.
Technical staff have representation on the University's keyboards and committees	1 (To continue throughout Action Plan)	Visibility	Head of Technical Services, HR	Key decision-making Committees / Boards have TS representation / expertise where appropriate

Internal awards, rewards schemes and events	1 (To continue throughout Action Plan)	Recognition	Steering Group, Coordinator	Recognise contribution of technical staff e.g. James Watt Award, Celebrating Success Event
Nominations to external award schemes that recognise the contribution of technical staff	1 (To continue throughout Action Plan)	Recognition	Coordinator, Technical Managers, Head of Technical Services, Technical Staff	Nominations are encouraged and supported where possible, with greater recognition of technical contribution and successes
Promote opportunities for internal leadership training for technical staff	1 (To continue throughout Action Plan)	Career Development	OD, HR, Coordinator Heads of Service, Technical Managers	Collaborate with Organisational Development and HR to review opportunities for technical staff to undertake university Leadership Programmes - Emerging and Strategic leaders and new Management Fundamentals programme
Intend to join NTDC and conduct Technical Skills Survey through NTDC partnership	1 (Process to start in this quarter)	Career Development, Sustainability, Visibility	Coordinator, Steering Group	Support technical community through external partnership with NTDC and deploying skills survey to identify skills sets, aid personal development and identify more tailored training and development opportunities. More targeted recruitment opportunities. Explore longer term options for research technicians
Try to grow the Apprenticeship Programme offered by the University through increasing awareness of the programme	1 (To continue throughout year 1)	Sustainability	HR, Technical Managers,	Growing talent and aiding succession and workforce planning to create a future talent pipeline of technicians

Technical live Q&A Sessions	2 and 4	Visibility	Co-ordinator	Engagement with the wider university community and visibility of technician commitment and action plan, including with members of SMG, HR, OD, PPR, senior academics and guest speakers
Regular attendance at College/University Services Management Groups to publicise TC activities and progress	6 monthly	Visibility, Sustainability	Technician Coordinator	Engagement with College and University Services senior management teams creating culture of support for TC activities at local level
Raise awareness and support for professional recognition	2 (To continue throughout Action Plan)	Recognition	Technical Managers, Coordinator, Champion	Encourage staff to explore opportunities for professional recognition and engage in relevant development activities through CPD and PDR eg, teaching aspect of technician roles through the University CPD framework eg AFRET and PgCAP
The introduction of training programmes targeted across all grades of T&S job family, supported through the Apprenticeship Levy	2 (To continue throughout Action Plan - Levy dependent)	Career Development	OD, HR, Coordinator, Managers	Technical and soft skills training, partnering with external training providers to offer and deliver bespoke programmes for Technical Services staff
Consider most recent university All Staff Survey results to analyse Technical & Specialist results to explore and address Equality, Diversity and Inclusion (EDI)	2	Sustainability	Coordinator, HR, EDI	Improve staff experiences relating to the issues covered, track this to demonstrate improvement and promote success stories

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Improve engagement with Athena Swan SAT's and College Gender Equality Groups	2 (To continue throughout Action Plan)	Sustainability	Coordinator, HR	Coordinator and/or relevant technical staff as member of SAT's and College Gender Equality Groups where appropriate
Achieve systemic change in staff funding models to reduce the number of staff on short term contract to enhance job security	2	Sustainability	Steering Group, College Management, Local College HR teams	Reduction of proportion technical staff on funding end date contracts over 5-year duration and resultant increase in open ended appointments
University Technicians' Conference with Internal / External speakers (Potential Virtual Conference COVID dependent)	3 or 4	Visibility	Technician Coordinator, Technician Conference Engagement Group, Champions	Promote activities and benefits of Action Plan, contribution of technical staff to UoG and networking
Continued support of Technician Commitment Co-ordinator role	Ongoing	Sustainability, Visibility	HR	To drive and manage engagement and activities under the Technician Commitment and deliver Action Plan
LinkedIn Learning tailored advice for the Technical community to use on the LinkedIn platform	3 and ongoing	Career Development	Coordinator, Technical Managers, OD	Increase in awareness and use of LinkedIn Learning within technical community linked to personal and career development
Include technical workforce and succession planning in college strategic planning agendas and reporting	3 and ongoing	Sustainability	Technical Managers, HR	Longer term workforce planning and review in colleges to help manage talent, succession and pipeline
Technical Staff Survey	4	Sustainability, Evaluating Impact	Coordinator, Champions, Steering Group	Reflection on Action Plan, continued engagement with technical community
Annual review of progress	4	Sustainability, Evaluating Impact	Coordinator, HR	Undertake quantitative and qualitative review through surveys, tracking of participation in training and

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				development opportunities, measuring of progression and impact

<table>
<tr><td colspan="5" align="center">Year 2 – 2022</td></tr>
<tr><th>Activity / Action</th><th>Quarter</th><th>Theme(s)</th><th>Responsibility</th><th>Outcome / Success Criteria</th></tr>
<tr>
<td>Hold Scottish event with external parties to promote Technician Commitment with other universities (e.g. Science Council, RSC, IoP, IST etc.)</td>
<td rowspan="5">Quarter to be decided after the Annual Review of the Action Plan in Q4 Year 1</td>
<td>Visibility</td>
<td>Technician Coordinator, Technician Conference Engagement Group, Champions</td>
<td>Collaborate on joint events and initiatives and provide networking opportunities.</td>
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<td>Technical live Q&A Sessions</td>
<td>Visibility</td>
<td>Coordinator</td>
<td>Engagement with the wider university community and visibility of technician commitment and action plan, including with members of SMG, HR, OD, PPR, senior academics and guest speakers</td>
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<tr>
<td>Promote job shadowing and coaching scheme for technical staff</td>
<td>Career Development</td>
<td>Technical Managers, Coordinator, OD, HR</td>
<td>Enhancing on the job learning and training (70/20/10 Model)</td>
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<td>Introduce 'Technical Demonstrators' training</td>
<td>Career Development</td>
<td>Technical Managers, Coordinator</td>
<td>Technician training sessions to enable skills and knowledge transfer between technical community</td>
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<td>More technician led training</td>
<td>Career Development</td>
<td>Technical Managers, Coordinator, Champions</td>
<td>Focus groups/workshops on strategic decision making. Explore establishing small interdisciplinary projects technicians can join</td>
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<td>Increase support and opportunities to attend conferences and networking events</td>
<td rowspan="2">Quarter to be decided after the Annual Review of the Action</td>
<td>Career Development</td>
<td>Technical Managers</td>
<td>Management support for technicians to attend relevant conferences organised by external bodies to encourage professional networking and cross-sector learning</td>
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<td>Add CPD briefings/workshops to future technician events</td>
<td>Career Development</td>
<td>Technical Managers, Coordinator</td>
<td>Encourage line managers and staff to focus on a development plan</td>
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Activity / Action	Quarter	Theme(s)	Responsibility	Outcome / Success Criteria
Cross skilling across Schools/Technical Hub Approach	*Plan in Q4 Year 1*	Sustainability, Career Development	Technical Managers, Coordinator	Increased opportunities to cross skill and work in different technical areas where appropriate, encourage collaboration, support development and future talent
Develop career pathways for Technical & Specialist job families	1 (To continue throughout years 2 & 3)	Career Development	Steering group oversight, HR, PPR	Map career pathways, linked to the Glasgow Professional Framework and Technician Commitment
Technical Staff Survey	4	Sustainability, Evaluating Impact	Coordinator, Champions, Steering Group	Reflection on Action Plan, continued engagement with technical community
Annual review of progress	4	Sustainability, Evaluating Impact	Coordinator, HR	Undertake quantitative and qualitative review through surveys, tracking of participation in training and development opportunities, measuring of progression and impact
Publicise successful post regrading's/senior appointments with breakdown of successful applications by areas/gender/grade	Annually	Career Development, Visibility	Coordinator, Communications subgroup	Visibility of career progression
Year 3 – 2023				
Activity / Action	**Quarter**	**Theme(s)**	**Responsibility**	**Outcome / Success Criteria**
Explore possibility of Science Council Employer Champion status	*Quarter to be decided after the*	Visibility, Career Development	Steering Group, Technician Coordinator	Encourage scientific staff to gain professional registration. Access to continuing professional development opportunities, enabling staff to achieve and retain professional registration

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Encourage wider engagement and participation across all technical job roles	*Annual Review of the Action Plan in Q4 Year 2*	Visibility	Steering Group, Technician Coordinator, Champions, HR	Staff outside of traditional Technical & Specialist job family roles or traditional technical areas are fully engaged with Technician Commitment activities and benefits eg, operational, IT technical staff
Explore possibility of promoting inclusion of senior/specialist technical staff as investigators and authors where funding council/bodies allow		Recognition	R&I	Engage with Research and Innovation on nature of authorship and if we can be more explicit in this space. Use of set of criteria through Research Integrity Office. Research Integrity Training for technical staff, where appropriate
Encourage research culture and collegiality		Recognition	Steering Group	Academic Culture Lab
Explore creation of a technician directory or skills audit tool (eg in partnership with NTDC)	*Quarter to be decided after the Annual Review of the Action Plan in Q4 Year 2*	Career Development, Sustainability	OD, PPR, HR	Identify internal talent and skillsets across UoG's diverse technical and specialist workforce
Encouraging cross department training and development, and develop structures for sharing of skills, resources and equipment across Colleges		Sustainability, Career Development	Technical Managers	Long term structure and plan in place for cross school and college training, resources/equipment sharing
Technical live Q&A Sessions		Visibility	Coordinator	Engagement with the wider university community and visibility of technician commitment and action plan, including with members of SMG, HR, OD, PPR, senior academics and guest speakers
Technical Staff Survey		Sustainability, Evaluating Impact	Coordinator, Champions, Steering Group	Reflection on Action Plan, continued engagement with technical community

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Annual review of progress	4	Sustainability, Evaluating Impact	Coordinator, HR	Undertake quantitative and qualitative review through surveys, tracking of participation in training and development opportunities, measuring of progression and impact