



Manchester
Metropolitan
University



Technician Commitment

36 MONTH ACTION PLAN

Technician Commitment

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Head of Technical Services



In June 2017, Manchester Metropolitan signed up to '**The Technician Commitment**', a national initiative recognising and seeking to raise the profile of the essential work Technicians carry out in our universities and research institutes across the country.

At Manchester Metropolitan, we have a talented workforce of 200 Technicians in our Technical Services directorate. Technical Services staff enable our research and underpin our students' academic experience. Our talented technical teams deliver their professional practice in laboratories, theatres, studios and workshops across our campus. Since 2017, 92 higher education and research organisations across the UK have made a pledge to support their technicians by signing the **Technician Commitment**. In 2020 the UK's largest research funder **UK Research and Innovation** became a signatory of the Technician Commitment as did **The Royal Society**. This is incredibly positive news for technicians nationally, recognising the essential role technicians play in enabling positive student outcomes and high impact research. To support the continued great work of our Technicians at Manchester Metropolitan University, I am delighted to be able to share our 36-month Technician Commitment Action Plan. The plan details how Manchester Metropolitan will deliver the pledges of the Technician Commitment and how we will continue to support our Technicians to positively impact student outcomes and research success at Manchester Metropolitan. For more information about Technical Services at Manchester Metropolitan, please visit the **Technical Services webpage**.

year 3

December 2020 – December 2021



		Visibility	Recognition	Career Development	Sustainability of skills
1	The steering group will be reorganised to ensure technicians, HR experts, academics and students are involved in implementing the Technician Commitment plan.	✓	✓	✓	✓
2	We will recognise that technical staff are crucial to teaching and learning by promoting the Higher Education Accreditation Fellowship to those technical staff with a teaching focused role. This will be via targeted workshops and events providing a technical voice for our TEF submissions.	✓	✓	✓	✓
3	We will advance Technical Services EDI issues through our technical representation on the University Athena Swan board and through our Technical Services EDI Champions, as well as representation at the University Race Equality Charter. Specifically, we will encourage female technical staff in potential leadership roles to apply for the Aurora Leadership Programme for women, which is delivered by Advance HE. We will develop a programme of work aiming to increase the number of BAME Technical Services staff.	✓			
4	The Early Career Graduate team have a mechanism for promoting all vacancies for grade 3, 4 and 5 posts to students and graduates ahead of general release. This increases the visibility of the technical roles to our students and attracting this talent pipeline into the service. In addition, by working with the Talent team, we will promote technical careers through the university internship scheme.	✓		✓	✓
5	We will encourage the TechNet committee to be fully technician led, providing a greater opportunity for the technician voice through innovation and ownership of this initiative.	✓	✓	✓	
6	We will continue to promote and support technical Professional Registration for all staff and seek to utilise our pool of registrants as local faculty champions.		✓	✓	
7	We will deliver a Technical Services Conference celebrating the work and achievements of technical staff including an awards ceremony. We will seek engagement with this work from the academic community at Manchester Metropolitan by including appropriate academic staff on the committee.	✓	✓		
8	Manchester Metropolitan will promote high profile external facing awards such as the Times Higher Education awards to technical staff. Technical Services will submit a minimum of 1 technical staff submission to the internal review panel.	✓	✓		
9	We will enable increased internal and external visibility for Technical Services by video promotion of the service to our students, academics and researchers on our webpages and intranet site.	✓			

		Visibility	Recognition	Career Development	Sustainability of skills
10	We will review our Technical Services Strategy to ensure it continues to align to the Technician Commitment and delivers University strategic goals.	✓	✓	✓	✓
11	We will develop a calendar of external facing events and opportunities to promote the work of technical staff.	✓	✓	✓	
12	We will support technical staff to engage with technical funding and opportunities to support career development, e.g Royal Society Chemistry Technician Skills Development grant, National Technician Development Centre - technician development fund, Royal Institution Christmas Lecture placements, Advance HE Good Practice grants.			✓	✓
13	We will increase the visibility of technical staff by engaging with Blogs such as Technicians Make it Happen, National Technician Development Centre Good News Stories, Advance HE as well as Twitter and LinkedIn.	✓	✓	✓	
14	We will launch a dedicated Manchester Metropolitan Technical Services intranet page to host career development opportunities, technical news, resources.	✓	✓	✓	✓
15	<p>We will contribute to shaping campus development plans by continued inclusion of appropriate technical staff on new build project committees and working groups. For example:</p> <ul style="list-style-type: none"> • School of Digital Arts Board and Operations and Integration Working Group • Science and Engineering New Build Project Groups • Manchester Institute of Sport Board and Working Groups • Capital Development Committees • RIBA stages 1-6 stakeholder groups • Building project Executive Committee • Building Design decision panels • Arts and Humanities New Build Stakeholder engagement group • University Space Committee <p>Technical Services remain key partners and 'translators' between academics and architects, and vice versa. Ensuring technical spaces are fit for purpose and deliver value for money is a key factor in attracting students to undergraduate and postgraduate courses and delivering an excellent research environment.</p>	✓			

16 We will further increase the visibility and voice of the technician by inclusion of appropriate technical staff on university groups and committees. Examples of committees are:

- Faculty Executive groups
- Faculty Operations groups
- Research Committees
- Program Committees
- Education Committees
- Health and Safety Panels
- Academic Services Communications group
- University Leadership Forum



17 Technical Services news stories will feature on the University website, in the Manchester Metropolitan student prospectuses and marketing materials as a result of collaborative working with the University Communication and Marketing team.



18 We will interrogate the technical skills survey delivered by the National Technician Development Centre to highlight areas of development, which foster cross disciplinary working. In addition, we will use this survey to explore gender data which may inform our Athena Swan submissions.



19 In response to C19 changes in working practices across the HE sector, an opportunity has arisen for technical staff to introduce digital teaching technologies to studios, workshops and laboratories to support teaching and research. Technical Services have a fundamental role to play within this transformative change, ensuring our teaching models meet the needs of the curriculum and expectations of our students. This change has provided a unique platform to nurture and develop a digitally literate Technical Service with a firm commitment to engaging with digital pedagogy.



20 We will work with academics to gain an understanding of how technicians can support curriculum change, ensuring that technical staff have an input into what can be delivered.



21 We will encourage technicians to take greater ownership to engage with social media platforms to promote Technical Services internally and externally.



year 4

December 2021 – December 2022



		Visibility	Recognition	Career Development	Sustainability of skills
22	In exceptional circumstances, we may provide some support for an MSc or PhD.			✓	✓
23	We will use TechNet to collaborate with external UK networks to increase the dissemination and sharing of information.	✓	✓	✓	✓
24	We will recruit a new cohort of post 18-year-old technical apprentices in areas of skills shortage, which has been informed by the National Technician Development Centre technical skills survey carried out in year two. Where appropriate we will utilise the HE Technician Standard apprenticeship which has been co-developed by the NTDC.			✓	✓
25	We will deliver a Technical Services Conference celebrating the work and achievements of technical staff including an awards ceremony.	✓	✓	✓	
26	Manchester Metropolitan will promote high profile external facing awards such the Times Higher Education awards to technical staff and Papin Prizes. Technical Services will submit a minimum of 2 technical staff submission to the internal review panel.	✓	✓		
27	We will grow the remit of the Manchester Metropolitan TechNet events and workshops to enable greater external networking opportunities and foster collaborative initiatives which benefit technical staff.	✓	✓	✓	
28	We will support technical staff to engage with technical funding and opportunities to support career development, e.g. Royal Society Chemistry Technician Skills Development grant, National Technician Development Centre - technician development fund. Royal Institution Christmas Lecture placements, Advance HE Good Practice grants.			✓	✓
29	We will explore technologies to enable staff to manage the recording of their Continuing Professional Development activities.		✓	✓	

year 5

December 2022 – December 2023



30	We will recruit a new cohort of post 18-year-old technical apprentices in areas of skills shortage which has been informed by the National Technician Development Centre technical skills survey carried out in year two. Where appropriate we will utilise the HE Technician Standard apprenticeship which has been co-developed by the NTDC.			✓	✓
31	We will deliver a Technical Services Conference celebrating the work and achievements of technical staff including an awards ceremony.	✓	✓	✓	
32	Manchester Metropolitan will promote high profile external facing awards such the Times Higher Education awards to technical staff. Technical Services will submit a minimum of 3 technical staff submission to the internal review panel.	✓	✓		
33	We will support technical staff to engage with technical funding and opportunities to support career development, e.g. Royal Society Chemistry Technician Skills Development grant, National Technician Development Centre - technician development fund. Royal Institution Christmas Lecture placements, Advance HE Good Practice grants.			✓	✓
34	We will promote the opportunity for technical secondments with a clearly defined framework which is supported by the university.			✓	✓
35	We will develop a Technical Services mentoring scheme.			✓	✓

