

TECHNICIAN COMMITMENT ACTION PLAN - YEAR 1 - JULY 2018-JUNE 2019

Action Point	Year 1 - July 2018-June 2019	Year 1 - Progress June 2019	Success Measures
<p>Note: a number of additional action points (suggested by Technicians) added to the Action Plan (*and bold type) following Focus Groups and feedback throughout the first 2 years, thus the action plan was more of a living document</p>			
<p>A1) Increase visibility of technicians through campus-wide events</p>	<p>Provide regular update and networking events.</p>	<p>Technician Commitment Launch Event at Warwick on 17 April 2018; Window on Warwick for Technicians held on 18 January 2019; Four Focus Groups held throughout Feb to discuss strands of the TC; HETS Event at Birmingham University on 25 June 2019 where a workshop will be hosted and transport provided for those wishing to attend</p>	<p>Annual report of attendance at events. https://warwick.ac.uk/newsandevents/pressreleases/university_of_warwick_technician_wins_prestigious_papin_prize1</p>
	<p>Showcase technicians through the website and insite.</p>	<p>Case studies being requested from those technicians wishing to have information published on the TechNet website. Updates on prize winners from prize awards and links to press releases on website.</p>	<p>Positive feedback from Technical staff Suggested by Technicians and implemented. Measured by Technicians feedback.</p>
	<p>*Organise Facility and Technician Showcase, showcasing work being undertaken</p>	<p>Organised for 22 May 2019. Eight talks given by technicians, posters presented at networking session and brochure launched at Showcase event.</p>	<p>Policy amended following Institutional approval.</p>
	<p>*Following Focus Groups introduce 'uniform' or items to highlight Technicians</p>	<p>TC lanyards produced. Depts encouraged to provide monogrammed clothing if appropriate. Quarterly newsletter proposed.</p>	
	<p>*Encourage Technician input onto interview panels</p>	<p>Recruitment process amended to enable technicians at lower grades to provide input into University recruitment panels</p>	
<p>(A2) Ensure effective delivery of Warwick's Technician Commitment</p>	<p>Form a Technicians Commitment Steering Group to meet on a monthly basis</p>	<p>Completed</p>	<p>Co-ordinated and timely delivery of each action point in our Technician Commitment.</p>
	<p>Form sub-committee to carry out actions from the Steering Group meetings.</p>	<p>Meets monthly to work on actions</p>	<p>Positive feedback from both the Science Council and the technical community at Warwick on the progress made through the commitment.</p>
	<p>Ensure resource available for developing the job families and career pathways.</p>	<p>Temporary resource appointed in October 2018</p>	<p>Temporary resource extended to 31 July 2021 for ongoing input into plan.</p>
	<p>Report on progress on an annual basis to the Science Council and the technical community at Warwick.</p>	<p>Action plan to be used to report progress on year one.</p>	<p>Year 1 action plan signed off by Steering Group.</p>
<p>(A3) Provide a usable, informative and up-to-date online forum for the technician community</p>	<p>Develop the TechNet website</p>	<p>Website continuously developing and updated; news alerts posted on website together with all relevant information for technicians</p>	<p>Regular increases in the monitoring of the webpage statistics and information provided to provide more of the most accessed content.</p>
	<p>Demonstrate the features of the site to technical staff</p>	<p>Website demonstrated at the Window on Warwick on 18 January 2019 and publicised at each focus group meeting held in February</p>	<p>Positive feedback from technical staff on the usability and usefulness of content.</p>
	<p>Request feedback from technical staff</p>	<p>Feedback sought at Focus Groups and also via an online link on the TechNet website. Career development section on website following feedback. Also a number of additional action points (suggested by Technicians) added to the Action Plan (*and bold type) following the Focus Groups</p>	<p>Focus Group input used to update the Action Plan (shown with * and bold type)</p>
	<p>Regular updates and refreshment of the TechNet webpages.</p>	<p>Window on Warwick and Focus groups set up through February 2019 to engage Technicians and collate feedback.</p>	<p>Attendance at events. Number of followers increasing.</p>
	<p>*Social media presence for Technician Community</p>	<p>Following Focus Groups a twitter account with regular tweets has been introduced</p>	
<p>(A4) Design, build and test an on-line skills directory, to enable increase inter-departmental technician collaboration and mentorship</p>	<p>Establish what would be useful to include in a skills directory by consulting with staff.</p>	<p>Discussed at focus groups, form created and being piloted throughout April. Form amended based on feedback from pilot group. To be launched to the Technician Group in August 2019</p>	<p>Positive usage statistics and case studies for the skills directory.</p>
	<p>Work with Departments to produce an outline for a collaboration / mentor scheme.</p>	<p>Development of a work-shadowing and mentoring process following discussion at Focus Groups. To be signed off by HR.</p>	<p>Uptake of the scheme following implementation.</p>
<p>(A5) Continue to promote Fair Attribution across campus with</p>	<p>Communication of clear guidelines to staff about authorship and acknowledgement of technicians / facilities on research outputs.</p>	<p>Distributed , on 6 July 2018, to Heads of Department, Senior Departmental Administrators and Technical Services Managers in an email publicising the Technician Commitment and drawing their attention to the Fair Attribution Guidelines</p>	<p>Increased authorship and acknowledgement of for the technical staff / facilities across the university.</p>

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regard to the acknowledgement of technicians on research outputs and grants	Refine and further promote the guidelines.	Discussed with Administrators at a meeting in June. Line managers encouraged to discuss in PDR meetings.	Raised profile of the input our technicians have in research outputs.
(A6) Continue to support technicians in gaining recognition through professional registration	Establish the professional registration fund.	Fund established in May 2018 and publicised on TechNet website. 12 expressions of interest received between May 2018 and April 2019 with 18 signed up by the end of the Action Plan.	Increased uptake of professional registration.
(A7) Recognition of technicians through nomination for internal and external prizes	Promote prize nominations for technical staff through departments. Promote the nomination of technicians and facilities for external awards.	Information on all prize funds contained and regularly updated on the TechNet website to ensure deadlines for submission are well publicised to all staff 1 nominated was shortlisted for a prize in 2017. 4 nominations have been shortlisted across 2 categories in 2019. 1 winner of Papin prize announced on TechNet website and in a University press release. Lifetime achievement award renamed after the late Professor Lord Bhattacharyya acknowledging his work with the industry.	Increase in number of winners and nominated technical staff. Increased exposure of the positive work of the technical community.
(A8) Develop Technician Job Family Profiles, to provide a framework which is transparent, fair and enables clear equality of opportunity for development and progression, through to Professorial-grade equivalent	Subgroup set up and resource bought-in to action as a priority	Temporary help bought in to provide support to the Steering Group in October 2018	Temporary help extended to July 2021 to continue work on Action Plan.
	Role profiles for Levels 1b-9 updated and compared with recently evaluated technician roles	Role profiles drafted and evaluated through the Hay evaluation system by external providers in March 2019. Process for adopting the proposal of job families for use in the new academic year send to HR for approval in August 2019 under consideration.	Roll out across Science Faculty moving technicians onto job family profiles.
	Roles benchmarked against similar technician roles at competitor Universities and from Industry	Small sample of roles benchmarked against competitor Universities and industry	
	Generic job family profile to be finalised for all levels	Generic job family drafted and approved; shortened versions publicised in the Technician Brochure in May 2019	Improved retention figures
	Career pathway diagram produced to outline opportunities and flexibilities for technical staff progression	Career pathway produced and approved and publicised in the Technician Brochures	Successful recruitment of technicians
	List of generic soft skills and suggested development plan for career progression to be formulated	List of soft skills drafted and sorted. Further work to be undertaken on how the skills may be delivered to Technicians. Discussions held with Bristol and ongoing discussions on programme development and delivery taking place. Application for funding taster development sessions to be held at Warwick and Nottingham being developed with MI and rolled out to all MI Institutions. Sessions successfully held in December 2019	Positive feedback in PULSE survey. Proposal for funding from MI successful and pilot being developed.
	Final draft of proposals to be presented to VC, Provost, PVC for Research and Lord Bhattacharyya	Draft of proposals presented to VC etc. in Brochure form in April 2019. Brochure launched at Showcase Event in May 2019.	Positive feedback from technical staff and external contacts. Discussion taking place on further updated version.
	Consultation with technicians from across the Institution to be undertaken	Consultation undertaken through the launch event in 2018 Window on Warwick in January 2019 and Focus Groups in February 2019. Further Focus Groups planned following feedback from previous sessions.	Focus Groups planned following discussions and outline on website of implementation of suggestions from previous Focus Groups.
Consultation with Trades Unions to be undertaken	Meetings held with TU in February 2019 and again in February 2020 to outline the University's approach to the Technician Commitment in detail and to update on progress and receive their feedback	Positive feedback from Trade Union representatives.	
Brochure for technical staff to be produced containing role profiles useful information	Brochure drafted and presented to VC and others in April 2019. This will be rolled out to Technicians in hard copy and be available on the TechNet website from mid-May 2019	Brochure well received by staff and external contacts.	
(A9) Establish work shadowing and secondment opportunities both within Warwick and across Midland's institutions	Work with MI to launch pilot placement scheme.	Placement Scheme launched in January 2019 and closed in February 2019. 1 placement out was requested and approved. Several placements in to Warwick were approved and are ongoing.	Increased knowledge within the technical workforce.
	Work institutionally and with MI to establish how secondment opportunities can be made available to technical staff.	Placements are ongoing and discussion on process for further opportunities discussed.	Successful recruitment of technical staff to placements and secondment opportunities.
	*Draft workshadowing process together with a form to apply for development opportunity applications	Process discussed with LDC and to be launched by the Provost on Insite in December.	Feedback from Technicians and take up of workshadowing opportunities

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(A10) Invest in, and grow the number of Warwick staff on, degree/apprenticeship programmes at Warwick	Actions to be discussed and agreed.	Waiting for LDC appointment before discussions take place	

TECHNICIAN COMMITMENT ACTION PLAN - YEAR 2 - JULY 2019-JUNE (DECEMBER) 2020

Action Point	Year 2-July 2019-June 2020	Year 2 - Progress June 2020	Success Measures
A1) Increase visibility of technicians through campus-wide events	<p>Survey how technicians are represented in University wide and Departmental committees.</p> <p>Communicate how technicians are contributing to the 2021 REF submission</p> <p>Induction processes to incorporate introduction to technicians and their work in the department</p> <p>Survey how many interview panels technicians are invited to participate in.</p> <p>Discuss roles for Technicians on University Committee Structures</p>	<p>Due to lockdown communication with Technicians has been by email or online. It has been extremely hard to gauge the impact that initiatives are having on our Technical Community in the present climate. A number of meetings have been held with Technicians and work on these initiatives will continue into the next 3 year action plan.</p>	<p>Annual Report of attendance at Events. Increase representation of technical staff on committees where appropriate. Positive feedback from technical staff.</p>
(A2) Ensure effective delivery of Warwick's Technician Commitment	<p>Report and monitor progress made during the initial 2 year period.</p> <p>Engage Fixed Term Contract staff and encourage them to take part in networking events</p>	<p>Self Assessment undertaken</p> <p>Report requested from the Systems team</p>	<p>Co-ordinated and timely delivery of each action point in our Technician Commitment. Positive feedback from both the Science Council and the technical community at Warwick on the progress made through the commitment.</p>
(A3) Provide a usable, informative and up-to-date online forum for the technician community	<p>Consider ways to improve engagement with the Technician Community</p> <p>*Technicians requested a regular drop in session early in initial Covid-19 'lockdown'</p>	<p>Technicians request a weekly drop in meeting to discuss work related issues and general chat. This was introduced in April/May and although numbers are not significantly high on a weekly basis, those that attend have requested it to continue as they feel part of a community.</p> <p>Consideration being given to whether a Facebook page or similar in Teams environment can be set up to keep Technicians up to date with ongoing initiatives in addition to the other communication methods used.</p> <p>Technicians newsletter circulated quarterly with 39 sign-ups. Also published online, averaging one view per working day. Move to circulating monthly with updated content such as 'get to know' and job opportunities following feedback in Oct/Nov 20.</p>	<p>Regular increases in the monitoring of the webpage statistics and information provided to provide more of the most accessed content.</p> <p>Positive feedback from technical staff on the usability and usefulness of content</p>

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(A4) Design, build and test an on-line skills directory, to enable increase inter-departmental technician collaboration and mentorship	Work with Departments and Technical staff to deliver the skills directory	Online skill directory launched on 8 October 2019. So far, 21 technicians have completed this. Following recent discussions with Technicians it has been agreed to relaunch this with more detailed information on how it can be of benefit to them in their development.	Positive usage statistics and case studies for the skills directory. Uptake of the workshadowing scheme across departments. Regular meetings and feedback from the technical community.
	Finalise and implement the process for the workshadowing scheme.	Warwick Workshadowing Scheme to be launched before the end of 2020. The current climate has meant that implementation of this scheme has been delayed.	
	Departments to consider having a Technician Champion to work with Technicians and alongside the Skill Directory	Focus on this has changed slightly towards having a regular sub group meeting with technicians to feed into the Steering Group. Early meetings have focussed on the next three year action plan.	
(A5) Continue to promote Fair Attribution across campus, with regard to the acknowledgement of technicians on research outputs and grants	Attend HoDs Forums and department meetings to promote TC and explain importance of Fair Attribution and discuss how Technicians can be acknowledged on grants and papers Consider checklist for publication acknowledgements. Consider allowing Technicians time to draft their input into scientific publications Further review progress on adherence to good progress. Review if good practice has been observed in collaboration with the technical community.	HoDs Forum attended in 2019. Plans to attend further meetings within the University in progress for the Spring term of 2021. Ongoing discussions with Technicians.	Raised profile of the input our technicians have in research outputs. Increased authorship and acknowledgement of for the technical staff / facilities across the university.
(A6) Continue to support technicians in gaining recognition through professional registration	Review the benefits of professional registration with the technical community and provide a forum for best practice.	Little take up so far. Technicians need to be convinced of the benefits this brings. Plans to enhance this further in the next action plan are ongoing.	Increased uptake of professional registration. Increase in number of technicians attaining higher level grades across the institution
	Gather case studies from those accessing the fund.	Some case studies are being publicised on the TechNet website.	
	Review the number of nominations and awards and promote the positive impact the award winners have had through Insite.	3 nominations, with two shortlisted and one winner in 2019. Plans to provide support to those nominating staff are being formulated. Due to Covid-19, University Staff Awards did not go ahead in 2020, thus we did not have the ability to track changes in number of nominations or requests for support.	Increased number of winners and nominated technical staff. Increased exposure of the

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(A7) Recognition of technicians through nomination for internal and external prizes	Promote via the TechNet website/Newsletter/Twitter any new categories or awards appropriate to Technicians.	TechNet Website and Twitter are well established mechanisms for promoting all new items to Technicians. Other methods are also being considered including a Teams/Facebook page.	positive work of the technical community.
(A8) Develop Technician Job Family Profiles, to provide a framework which is transparent, fair and enables clear equality of opportunity for development and progression, through to Professorial-grade equivalent	<p>Technician staff data to be analysed to include statistics on retention and vacant posts</p> <p>Breakdown of Technicians by grade at 6 monthly intervals to be publicised on TechNet website to assess new upgrades and promotions</p> <p>PULSE Survey feedback to be considered</p> <p>Longer-term data on roles and grades to be collated.</p> <p>Development programme to be introduced following pilot programmes run by MI</p> <p>Hold Focus Groups at 6 monthly intervals to engage more Technicians, update on progress and receive further feedback</p> <p>Hold discussions on how Technicians might be given access to undertake relevant modules from degree programmes to aid their development</p> <p>Organise events on mental health and wellbeing for Technical Staff</p> <p>Revise and update the Brochure</p> <p>Recruitment data to be analysed to asses for new or diverse Technician roles</p>	<p>Delayed due to the introduction of new HR system (Success Factors). Roadmap of current roles is being undertaken which will give a snapshot of number/gender in each role - as requested by technical staff in Oct 20.</p> <p>Two face to face sessions run in December. Online sessions during lockdown across the MI Institutions</p> <p>Focus groups held online due to lockdown. Weekly coffee chat group set up under lockdown; detailed Action Plan discussions with Technicians on themes raised at focus groups have been undertaken in October/November</p> <p>Discuss with OD and module convenors</p> <p>Discuss options and links to current support via the ED&I team</p> <p>Update in Year 3</p> <p>Current freeze on recruitment but an MI page for recruitment opportunities proposed.</p>	<p>Positive feedback in the PULSE Survey. Smooth introduction and implementation of technician job families. Increased uptake of training and development of technical staff. Improved retention figures. Successful recruitment of technicians.</p>
(A9) Establish work shadowing and secondment opportunities both within Warwick and across Midland's institutions	<p>Promote case studies of how the placement scheme has benefitted technicians.</p> <p>Implement full scheme following the pilot for placements.</p> <p>Launch webpages / newsletters to provide details of what secondment opportunities are on offer and how to access them.</p> <p>Put proposal to Central University to request commitment to allowing 2 days per year for relevant workshadowing opportunities</p>	<p>Obtain feedback from technicians who used the placement scheme and publicise on website</p> <p>On hold due to lockdown</p> <p>Update website with links to roles being offered at the University and other Institutions.</p> <p>Currently under discussion with OD.</p>	<p>Positive feedback from the technical community and update of opportunities to aid development.</p>
(A10) Invest in, and grow the number of staff on, degree apprenticeship programmes at Warwick	Apprenticeships for new technicians and retention and development of current technicians		