



**National  
Technician  
Development  
Centre**

for Higher Education

# Supporting the Technician Commitment - creating a sustainable future for your technical staff and services

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**NTDC**

# What is the National Technician Development Centre?

- ▶ Launched in December 2017, officially opened February 2018 by Lord Sainsbury
- ▶ Co-funded by the Office for Students, the University of Sheffield, and other partners
- ▶ NTDC team is available to universities across the UK and covers:
  - ▶ restructuring technical services
  - ▶ business continuity
  - ▶ succession planning
  - ▶ recruitment
  - ▶ activities related to the technical workforce.



# Current Work

- ▶ Currently working with over 30 universities
- ▶ Advising on reviews and restructuring of technical community and technical services
- ▶ Running presentations and bespoke workshops
- ▶ Helping to develop technical networks
- ▶ Technician Skills Audit underway at four universities, with more to come
- ▶ Leading the HE Trailblazer working group for development of HE technician apprenticeship standards



# Current partners



The University Of Sheffield.



The University of Manchester



UNIVERSITY OF BIRMINGHAM



UNIVERSITY of York



Manchester Metropolitan University



QUEEN'S UNIVERSITY BELFAST



UNIVERSITY OF CAMBRIDGE

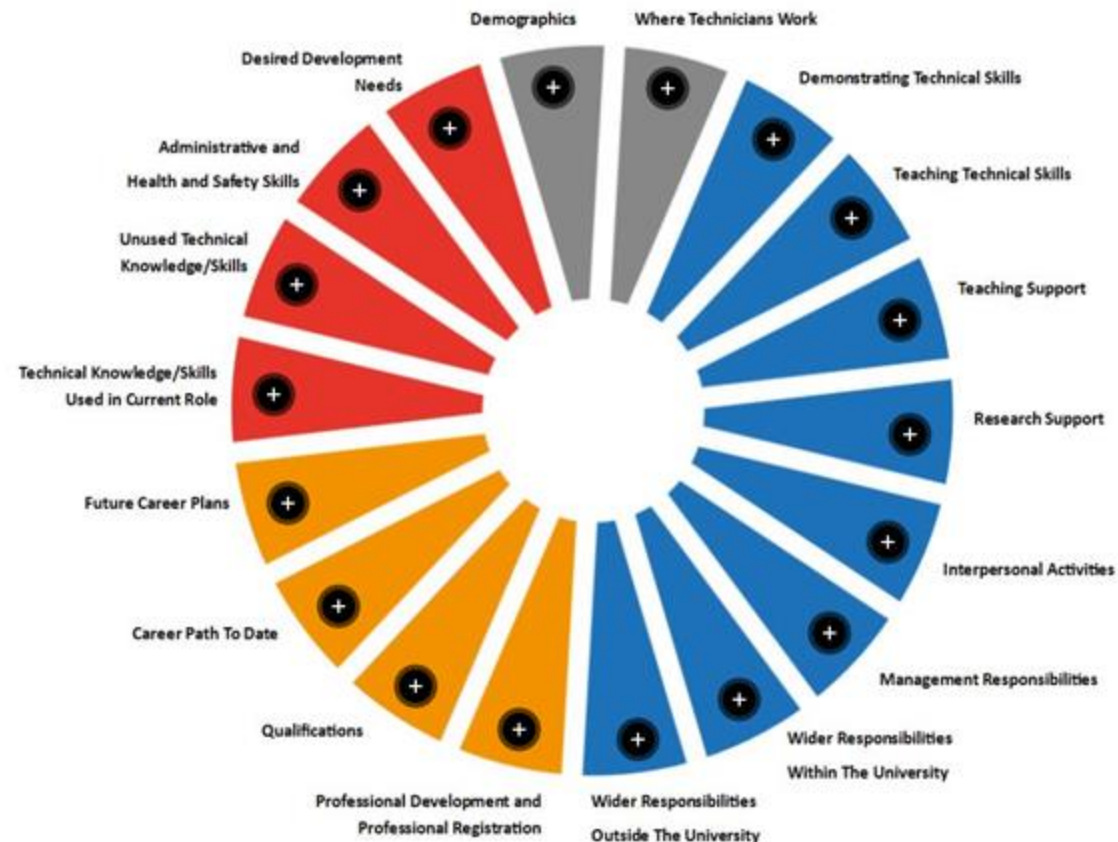


NTDC



# Skills, Roles and Responsibilities Audit

- ▶ Helps HEIs capture relevant data need to support workforce planning and staff development
- ▶ A web-based survey designed to capture every element of a technician's role including over 2000 individual technical skills
- ▶ Piloted at various universities around the UK



# Audit Process

- ▶ Collaboration between University of Reading Survey Team and NTDC staff
- ▶ Ensuring the questions used language appropriate for Reading technicians
- ▶ Verifying suitability of the 2000 technical skills and adding any skills unique to Reading that were missing
- ▶ Communicating intentions and purpose of survey to technical workforce ahead of launch
- ▶ Piloting this updated version with University of Reading staff before full launch

- Aeronautics
- Animal Handling
- Astronomy
- Automotive
- Bioinformatics
- Biomechanics
- Building Services Installation
- Clinical Skills
- Controlled Environments
- Creative Workshop
- Electronics and Electrical Engineering (including Control and Systems design)
- Exhibitions, Installations and Collections
- Fashion/Textiles
- Food, Hospitality and Nutrition

**Aeronautics**

Please select the description that best describes your knowledge/skills/experience in the following.

	I have knowledge/ skills but not using in current role	I am using knowledge/ skills in current role at operational level	I am using expert knowledge/ skills in current role - able to teach and/ or inform research design	No knowledge/skills
Flight simulator maintenance and use	○	○	○	○
Wind tunnels	○	○	○	○
Construction, alterations and maintenance of SUA/SUSA (Drones)	○	○	○	○



# Audit Outcomes

- ▶ 98% of technicians completed the survey
- ▶ Positive feedback : Only 8% of staff said they didn't find the survey straightforward to complete
- ▶ Each technician provided with a personal report of responses for CPD use
- ▶ Interrogation of skills data to find potential upcoming skills gaps
- ▶ Analysis of training requests to put on relevant training sessions e.g. Mental Health First Aid training
- ▶ Unused skills captured and utilised
- ▶ Bespoke report now being produced for UoR Technical Services website

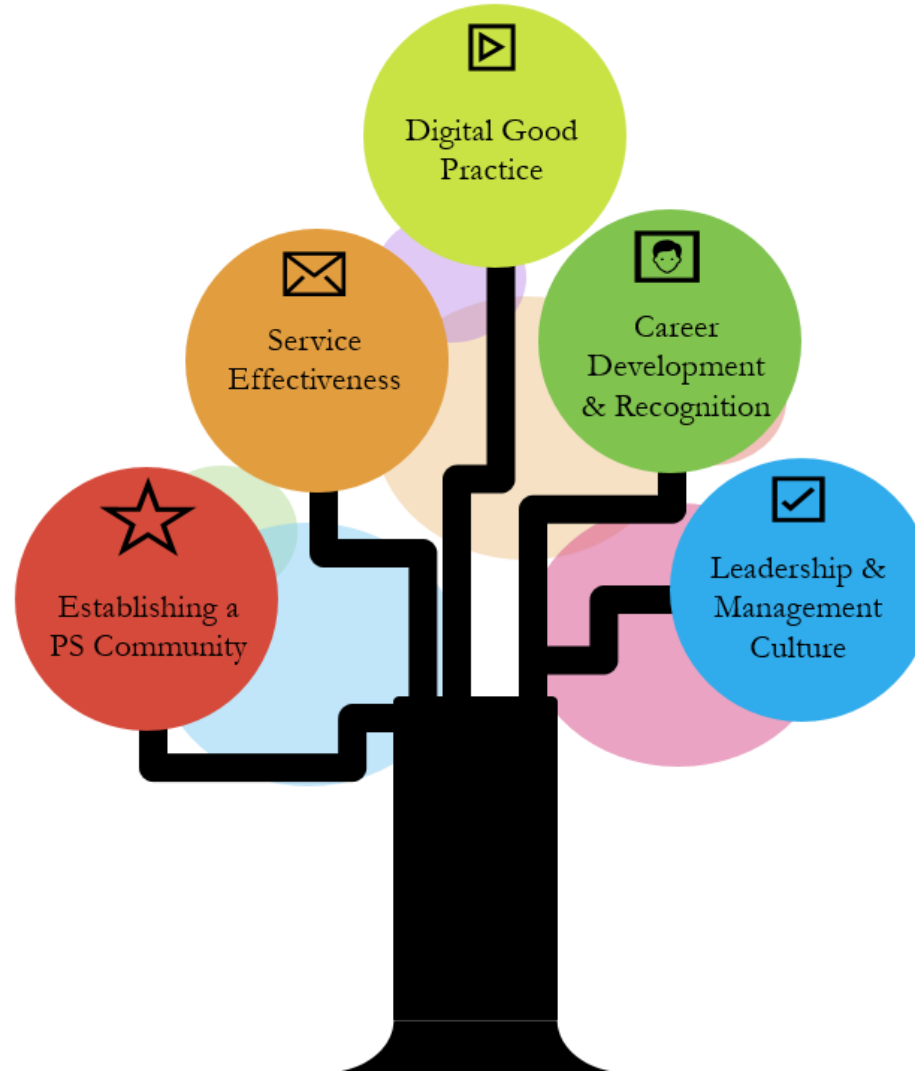
<b>WHERE YOU WORK</b>	
Which cluster(s) do you work in?	Cluster Three
Which Cluster Three division(s) do you work in?	Media
Which campus do you primarily work from?	Whiteknights
<b>YOUR CURRENT POSITION</b>	
How long have you worked at the university?	26-30 years
<b>YOUR ROLES AND RESPONSIBILITIES</b>	
<b>Demonstrating Technical Skills To Others</b>	
Does your role include demonstrating technical skills to others? i.e. guiding others through a protocol e.g. showing students, colleagues or others how to use equipment	Yes
You have demonstrated technical skills to the following groups:	Undergraduates, Postgraduate (Masters), Postgraduate (Doctoral), Academics, Other Technicians, Apprentice/Trainees, Other University Staff, External Visitors e.g. open days, school visits, external companies, visiting researchers
Have you received training/development to support you in your demonstrating activities?	No
<b>Teaching Technical Skills To Others</b>	
Does your role include teaching technical skills to others? i.e. Guiding others through a protocol, explaining the science behind the activity and formally assessing the level of understanding	Yes
You have taught technical skills to the following groups:	Undergraduates, Postgraduate (Masters), Postgraduate (Doctoral), Academics, Other Technicians, Apprentice/Trainees, Other University Staff, External Visitors e.g. open days, school visits, external companies, visiting researchers
Have you received training/development to support you in your teaching activities?	No
<b>TEACHING SUPPORT</b>	
Are you involved in any activities that support teaching?	Yes
You have been involved in the following teaching support related activities:	Workshop/Lab support, Procurement, Maintaining stores/Ordering consumables for teaching activities, Maintaining equipment for teaching activities e.g. lab, fieldwork, Timetabling teaching spaces, Setting up teaching activities, Assisting students during teaching sessions, Writing teaching materials, Supervising other technicians to deliver technical teaching support, Student project support, Extra-curricular support for student-led activities e.g. societies, Carrying out work with/for external companies
<b>RESEARCH SUPPORT</b>	
Are you involved in research/activities that support research?	Yes
You have been involved in the following research support related activities:	Procurement, Maintaining stores/Ordering consumables for research activities, Setting up and running research experiments, Supervising other technicians to deliver research support, Significant contribution to grant/funding application, Carrying out work with/for external companies
<b>YOUR MANAGEMENT RESPONSIBILITIES</b>	
Which management responsibilities do you have?	Staff (Line management and/or supervision of staff), Student course content (e.g. design and delivery of courses for students), Management of external visits to sites/management of events, Management of a facility/service



# NU Professional

The role of PS in supporting the University's new Vision and Strategy

What's important to us as professionals?





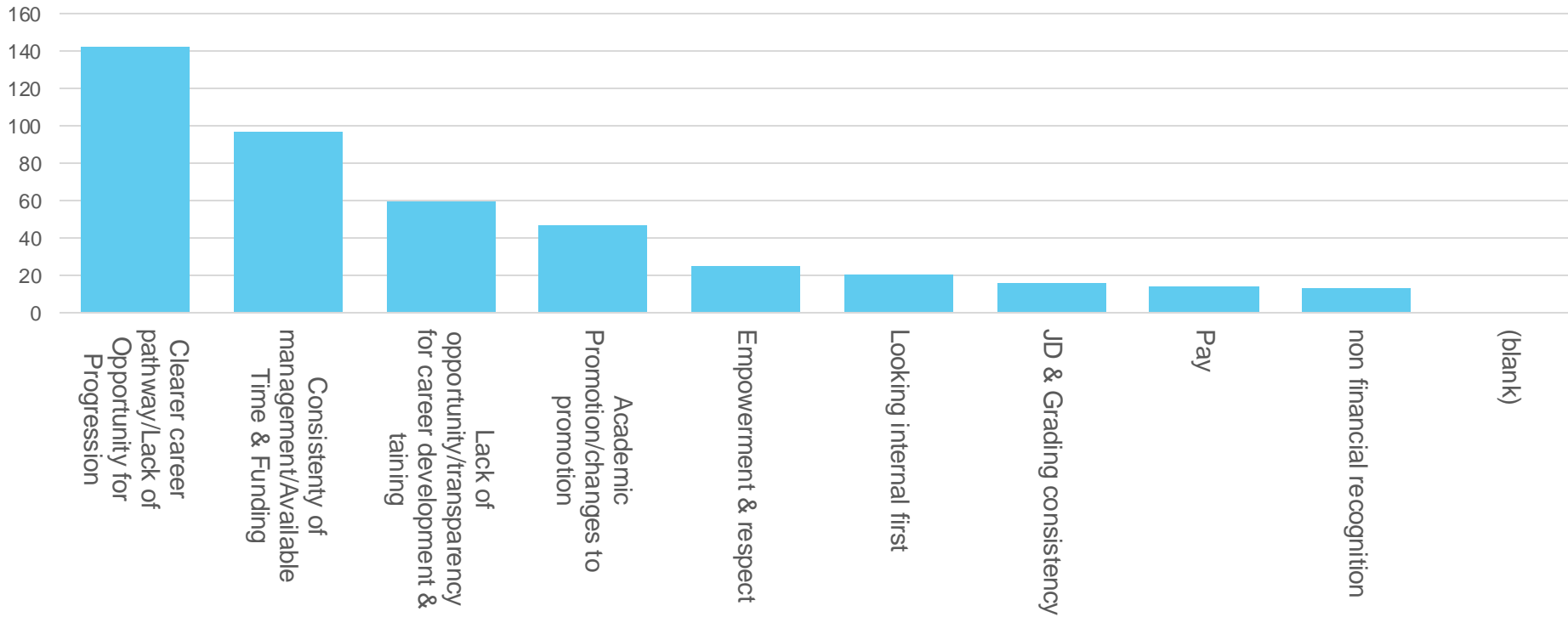
# Career Development & Recognition

Aims of the Workstream are to:

- Create a clearer career structure and framework for professional staff
- Empower individuals in their professional and career development.
- Increase opportunities and support for development.
- Ensure talent and success is recognised.



# NU Professional Workshops - Career Development & Recognition - Grouped Responses



# Career Development & Recognition - Next Steps

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- Start of project to design a Career Framework for PS staff - November 2018 with the aim of
  - Reviewing examples of other organisations frameworks.
  - Identify the key elements of a Newcastle Framework
  - Identify the first areas to be incorporated within a Newcastle Framework.
- **Work with National Technician Development Centre**
  - use skills audit tool to learn more about Technical PS staff within the organisation
  - Use Career pathways tool to map out career progression and ensure Technical staff are recognised.



# Contact Us

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