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

Natalie Kennerley CSci, FIScT
Specialist Advisor NTDC & Technical Services Development Manager, Manchester Metropolitan University

Karen Henderson PhD, CSci
Director of Technical Services, University of Reading

Mel Leitch CSci, FIScT
Specialist Advisor NTDC & Technical Manager, University of Newcastle

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
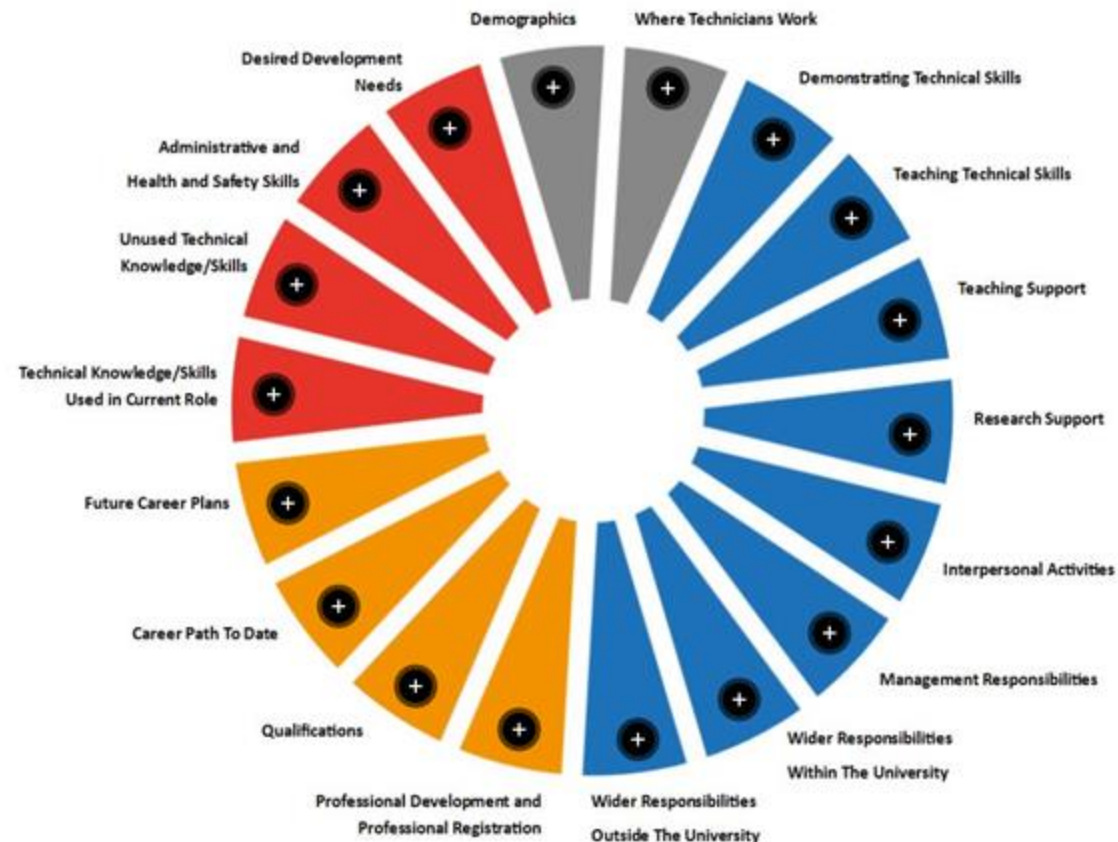
Current partners

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

University of Reading

NTDC

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

NU Professional

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

What's important to us as professionals?
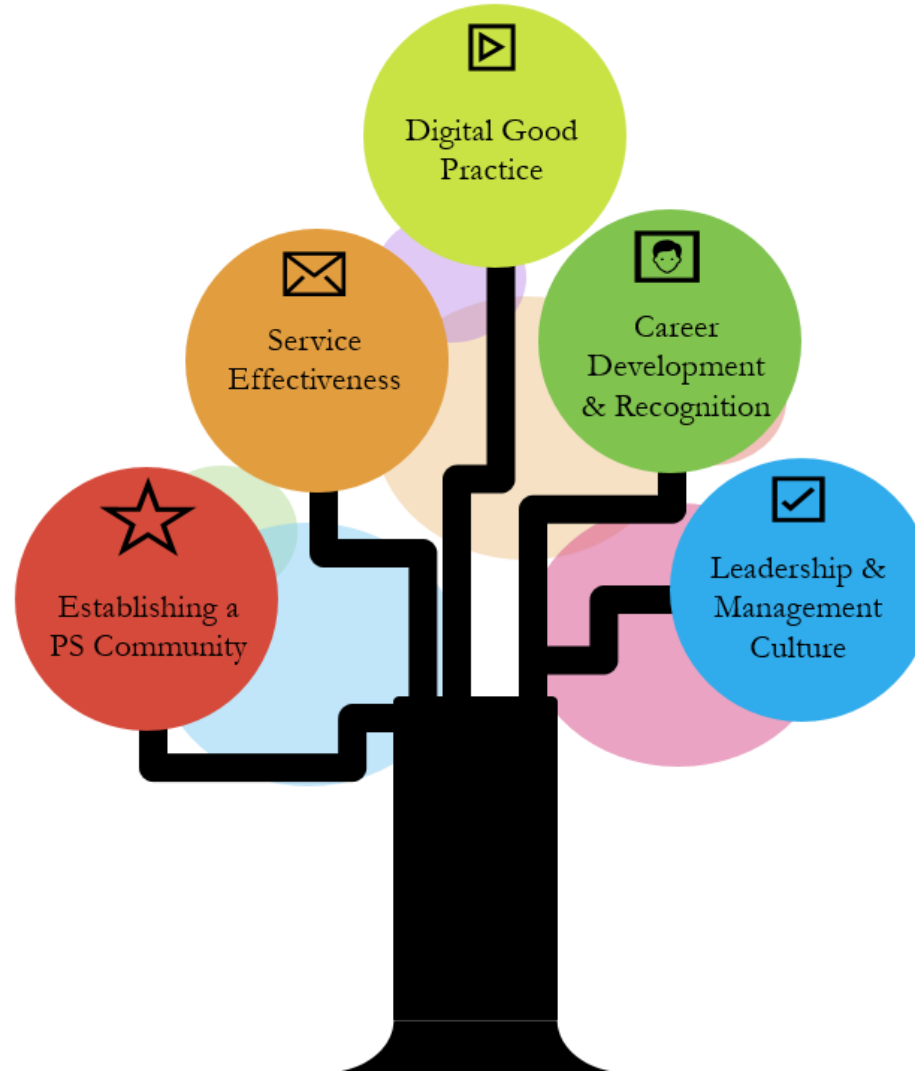
Career Development & Recognition

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

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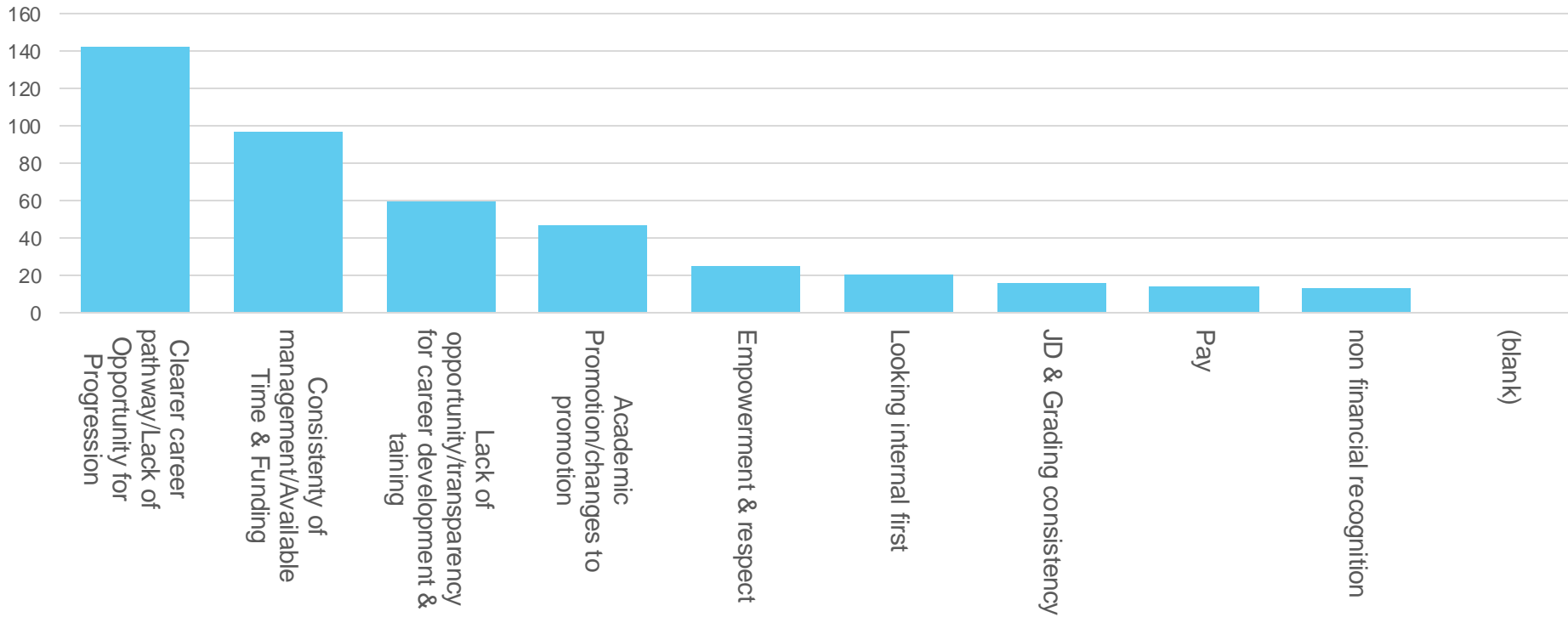
Career Development & Recognition - Next Steps

- 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

enquiries@nationaltechnicianscentre.ac.uk

National Technician Development Centre
8 Palmerston Road
Sheffield
S10 2TE

Nationaltechnicianscentre.ac.uk