

# Cranfield University Technician Commitment Action Plan 2018-2020

The themes of the Technician Commitment are:

<b>Visibility (V)</b>	Ensure that all technicians within the organisation are identifiable and that the contribution of technicians is visible within and beyond the institution
<b>Recognition ( R)</b>	Support technicians to gain recognition through professional registration
<b>Career Development (CD)</b>	Enable career progression opportunities for technicians through clear, documented pathways.
<b>Sustainability(S)</b>	Ensure the future sustainability of technical skills across the organisation and that technical expertise is fully utilised.
<b>Evaluating Impact (EI)</b>	Regularly assess the impact of actions taken in support of the commitment to ensure their effectiveness

<b>Key:</b>	<b>SATM</b>	School of Aerospace, Transport and Manufacturing	<b>TCWG</b>	Technician Commitment Working Group
	<b>CDS</b>	Cranfield Defence and Security	<b>S/HRBP</b>	Senior/HR Business Partner
	<b>SWEE</b>	School of Water, Energy and Environment	<b>P&amp;DR</b>	Performance and Development Review
	<b>L&amp;D</b>	Learning and Development	<b>MI</b>	Midlands Innovation
	<b>RIO</b>	Research and Innovation Office	<b>VC</b>	Vice Chancellor

Action No	Theme	Action	Responsibility	Timescale	Success Measures
<b>Raising Awareness of the Technician Commitment</b>					
1a	All	Event opened by the VC to launch the Technician Commitment in order to update/engage and promote awareness of the project	TC Working Group	September 2018 - October 2018	Event held with good engagement and attendance and receiving good feedback
1b	All	Raising awareness and engagement of Technician Commitment through attendance TCWG Chair at School Executive meetings	Chair/Director of Research	July 2018 - October 2018	i)Engagement of senior leaders. ii)Agreement of School Executives to support Technician Commitment through engagement with Action Plan and other relevant initiatives. iii)Agreement to participate in baseline surveys
1c	All	Raise awareness through internal communication methods - eBulletin/Intranet/"TV" screens	TC Working Group	July 2018 - ongoing	Articles included in internal communication methods
<b>Gathering Baseline Information</b>					
2a	All	Analysis of HR system/database to identify technical roles across the University	Chair/Lead of TC working group	July 2018 - March 2019	Analyse has been carried out and the results prepared for inclusion into report (3a)
2b	All	Analysis of management structure of technicians within the University and seek to understand underlying reasons	Chair/Lead of TC working group	July 2018 - March 2019	Analyse has been carried out and the results prepared for inclusion into report (3a)
2c	All	Select appropriate survey methods to deliver 2d, 2e and 2f	Chair/Lead of TC working group	July 2018 - March 2019	Analyse has been carried out and the results prepared for inclusion into report (3a)
2d	All	Engagement survey of technical staff to provide baseline data	Chair/Lead of TC working group	July 2018 - March 2019	Analyse has been carried out and the results prepared for inclusion into report (3a)

2e	S	Conduct a skills audit to develop a list of key technical skills and gaps across the University	Chair/Lead of TC working group	July 2018 - March 2019	Analyse has been carried out and the results prepared for inclusion into report (3a)
2f	All	Investigate wider views and perceptions from University staff who utilise technical support	Chair/Lead of TC working group	July 2018 - March 2019	Analyse has been carried out and the results prepared for inclusion into report (3a)
2g	S	Review the 'leaky pipeline' of apprentices and identify actions to enhance retention	Head of Technical Services - SATM/CDS	July 2018 - March 2019	Reasons for loss of apprentices are identified. Actions/policies identified to address reasons agreed. Apprentices are being retained and developed throughout the University.
<b>Assessing/publicising findings from baseline data</b>					
3a	All	Develop and deliver a strategy report to the University Executive for approval, to include analysis of baseline data and recommendations	Chair/Lead of TC working group	March 2019 - July 2019	Strategy Report approved
3b	All	Dissemination of report to each School Executive/PSE for actioning	Chair/Lead of TC working group	July 2019 - October 2019	Strategy Report adopted and rolled out
<b>Clarifying Technical careers</b>					
4a	CD/S	Provide clear, documented career pathways relevant to technicians	HRBP Working Group	July 2018 - April 2019	Career pathways updated and available for staff to view
4b	CD/S	Rationalise future job titles and align with Cranfield job families where possible	TC Working Group	May 2019 - December 2019	i) Job Families developed and utilised for future technical roles/at point of regrade/review ii) Link job titles to career pathways info
4c	CD/S	Ensure technicians have clear and consistent job descriptions	SHRBP's	March 2019 - January 2020	Generic job descriptions being utilised for new posts and regrades
4d	CD/S	Design and deliver workshops to support technicians in developing their career at all stages and to understand the promotion process	Career Development Working Group	January 2019 - ongoing	Two workshops per year being held and attended.
4e	CD/S	Support managers of technical staff to develop strategies for succession planning in key areas to include apprentices.	SHRBP's/HRBP's	January 2020 - ongoing	Succession planning in place
<b>Supporting technical Staff to Achieve</b>					
5a	CD/S	Ensure training opportunities for technical staff are advertised widely	Learning and Development Team	July 2018 - ongoing	Technicians attending training events

5b	CD/S	Maintain and enhance support for Technicians to attend recognised development such as Aurora, PGCAP, conferences, Midlands Innovation events, apprenticeships & other appropriate qualifications.	Line Managers	July 2018 - ongoing	Technicians being supported by line managers to attend events
5c	CD/R/S	Develop a mentoring scheme to support technical staff development at all levels	Learning & Development Team	July 2018 - ongoing	Technicians engaged in being mentors and mentees
5d	CD/R/S	Career development to be discussed in Performance & Development Review meetings to highlight development and career aspirations of technicians.	Line Managers/P&DR Working Group	July 2018 - ongoing	Feedback received from technicians that career development is being discussed in P&DR meetings.
5e	CD/R/S	Increase the number of technicians professionally registered	TC Working Group	December 2018 - June 2020	10% of technicians achieved profesional registration status
5f	CD/R/S	Develop an in-house professional registration workshop run by those who have already completed the process	Snr L&D Business Partner - L&D Team	December 2018 - ongoing	At least two professional registration events being held for technicians per year.
5g	CD/S	Technicians able to take part in exchange scheme operated by Midlands Innovation	Chair/MI Representative	September 2018 - ongoing	Scheme advertised and open to CU technical staff
5h	CD/R	Review Cranfield University becoming a Science Council Employer Champion	TC Working Group	January 2020 - June 2020	Employer Champion status adopted or not
<b>Keeping Technicians In The Loop</b>					
6a	S/V/CD	Technicians to be included in proposals and project planning including MSc Projects	Technicians/Line Managers/PI	September 2018 - September 2019	Improvements reported in second engagement survey (8c)
6b	S/V/R	Technical managers to be involved in planning meetings for future developments in Schools/Departments to identify what skills are required for the future.	Head of Technical Services - SATM/CDS Laboratory Manager - SWEE	January 2019 - ongoing	Technical managers involved in strategic planning and other relevant meetings.
6c	EI	Develop and maintain the Technicians Forum/Apprentice Network and ensure feedback on delivery of Technician Commitment action plan is a regular agenda item.	Technicians Forum/Apprentice Network Lead	July 2018 - quarterly	Technicians Forum meeting at least 3 times a year Apprentice Network meeting at least once a quarter Feedback included on every agenda
6d	V	Maintain and enhance the Technician intranet webpage to include a technical staff directory of expertise.	TC Working Group	March 2019 - March 2020	Increased visibiliy of technicians on intranet/website
6e	V/CD/R	Ensure CRIS profiles are created where necessary	TC Working Group	March 2019 - ongoing	Profiles created for research active technicians

Acknowledging Technical staff contribution					
7a	V/R	Explore inclusion in Graduation events for technical staff	TC Working Group	July 2018 - July 2019	Technicians able to attend graduation/graduation events
7b	V/R	Highlight and nominate technicians for external awards ie. Papin/RSC	Technical Managers/Academics	July 2018 - ongoing	Nominations put forward for external prizes
7c	V/R	Develop a University policy to recognise technical contribution on research papers.	Director of Research	July 2018 - December 2019	Policy in place and implemented
7d	V/R	Develop a University policy/guidance on Thesis writing. Develop a mechanism to capture acknowledgements and use selected quotes in technician-related publicity	TC Working Group/RIO	July 2018 - July 2019	Policy/guidance written. Capture mechanism implemented
7e	R	Develop a technician award. Technician of the month/annual award?	TC Working Group	September 2018 - June 2019	Award given
7f	V/R	Internal and external communications profiling success stories of technical staff	Internal/External Communications/ TC Working Group	July 2018 - ongoing	Staff aware of the contribution of technicians at Cranfield.
<b>Review</b>					
8a	EI	Working group regularly reviews the impact of actions taken under the action plan on a quarterly basis	TC Working Group	January 2019 - every 6 months	Feedback received from technician forums
8b	EI	Working Group to continue quarterly meetings to oversee action plan with annual reporting to the Science Council and University Executive with ongoing consultation with technical staff.	Chair/Lead TC Working Group	July 2018 - ongoing	Meetings held quarterly
8c	EI	Follow up survey and analysis to review progress in engagement of technical staff	Chair/Lead of TC Working Group	March 2020	Survey repeated. Report and findings delivered to University and School Executives. Action plan updated.

