

Theme	0-12 months	12-24 months	Durham's activities	Tasks, Resources and Impact
Visibility Ensure that technicians within the organisation are identifiable and that the contribution of technicians is visible within and beyond the institution	x	x	Durham has established a Steering Group to publicise the Commitment and to work on the action plan addressing the 4 themes of the Commitment.	This has already had the effect of raising the profile and demonstrating the diversity of technical achievement within our own community.
	x	x	Creation of a Durham Technician network enabled initially through the website, but also by use of network events, topic events, workshops, forums, and campaigns, to be informed by analysis of the Technician survey results.	Seek administrative support for organisation of networking events. Research from other Universities the best model for "TechNet".
	x		Launch of a dedicated website for technicians to host the Technician Commitment action plan, resources related to the Commitment, career development, the Technicians' Network, as well as celebrating the diversity of technical skills and achievements at Durham. The webpages will provide links to development resources.	Website will include case studies to ensure that technicians across the organisation are visible; it will publicise the success of our technicians and will include participation in outreach activities as well as work in their academic communities. News and events including external opportunities will be publicised. The Technician Commitment pages will be linked from department staff pages to ensure broader visibility.
		x	Establish a regular Technician event for all Technicians to showcase elements of the Commitment and action plan. The events to provide networking opportunities for the technicians to be involved in building and enhancing their own community.	Management to identify a recurring budget to support the event. Engagement with departments and line managers to support this event. Attract external speakers to the regular event, whilst maintaining dedicated time for networking and a celebration/display of current work. Encourage establishment of special interest networks / Community of Practice on a termly basis.
	x	x	Technicians will feature on the University website more broadly and in organisation prospectuses and marketing materials following a campaign to gather footage of technicians at work in the University.	Production of video footage that will be hosted on the main University website will demonstrate the breadth of technical activity at the University and will be a back drop for the Commitment webpages. Budget will be allocated for pop up banners and posters/marketing materials for the Departments' activities for the launch event and subsequent annual events.

		x	Maintain the database of technical staff to ensure that the new route of communication to all technical staff remains effective.	HR to establish auto-update to the mailing list when the TRTS Job family structure is deployed.
		x	Ensure that the technical strategy is reflected in the overall organisation strategy.	Representation at committee level. Circulation of strategic reports to the technical body.
	x		Durham has developed a Job Family framework which gives detailed descriptors for each family and how the family links to the University strategy. The technical roles have been identified at each grade and there are clear and consistent job descriptions.	The technical staff are part of the Technical, Research and Teaching Services (TRTS) Job Family. Mapping of former job descriptions on to the new framework is expected to be completed by January 2020. All technicians will have clear role descriptors under the new framework.
Recognition Support technicians to gain recognition through professional registration		x	Create a consistent policy to ensure that where technicians and technical staff have contributed to research outputs and grants that they are named as authors and acknowledged.	Higher University Management to employ an appropriate communication strategy throughout academic departments and facilities, and review that the policy is effective.
	x	x	Promote professional registration Provide technicians with more information about professional registration through inviting the relevant organisations to technician events. Devise a generic action plan for those interested in registration to plan the stages of the process and identify the resources to achieve it.	Identify barriers to registration from Technician Survey data. Find champions inside/outside Durham who are professionally registered to coach others in making their applications. Departments to support dedicated CPD time towards completing applications. University to explore supporting the cost of registration/fees.
	x	x	Ensure that technicians associated with successful projects are celebrated in news items and showcased effectively by capturing these stories to the news pages of the dedicated Technician website.	Establishing a dedicated link with the communications office to ensure that University-wide articles are captured to the Technician website.
		x	The University will investigate additional options for internal award schemes for recognition of technician achievement.	Some department level awards already exist for support staff, and University-based Exceptional Contribution Points exist for all staff across the University. High level support will be required for establishing and maintaining an award scheme specifically for technicians, and additional resource identified. Scheme will require transparent criteria for application and for selection.

	x	x	The University will promote nominations to external award schemes that recognise technical staff by publicising these schemes and events on the website, news page, and at networking events and the mailing list.	Technical managers to disseminate information about upcoming awards at management level in the department to ensure that opportunities are not missed. Faculty Offices to maintain a repository for the supporting documents for reference.
Career Development Enable career progression opportunities for technicians through the provision of clear, documented career pathways	x		The University has a policy in place to enable 21 hours of CPD per year for staff members. Promote awareness of this policy through the Technician Website, and encourage technical staff to identify their own training and development needs.	Dedicated campaign to promote the awareness of the policy through departments by updates from the Organisation Development (OD)Team, with the expectation that 21 hours will be taken up by all. Ensure line management commitment to enabling the training.
	x		Signpost the PebblePad self-development workbooks devised by the training team as a key method of individuals planning their personal development and providing evidence for professional registration.	Monitor uptake of Personal Development Workbooks on PebblePad. Add CPD briefings/workshops to future technician events. Awareness sessions for line managers such that development plans can be used as a transparent and accessible mechanism for individuals making a business case for securing internal funding for development opportunities.
	x	x	Enable technicians to identify personal development opportunities by publicising upcoming internal and external events, technical conferences, training and events by use of mailing lists, or subscriber lists, and event section on the website.	Identify resource and mechanism for effective gathering of external event notifications for regular update of news/event pages of website. Encourages different routes to engage with continuing professional development as part of the dedicated 21 hours CPD per year.
		x	As part of the Job Families structure, revised job descriptions, and the “Realising Your Potential Approach” which demonstrates the behavioural indicators for each grade, there will be further development of Career Pathways specific to TRTS.	Ensure that clear links to the Career Pathway information is available from the Technician Website. Provide scheduled briefings for technicians through training booking system for roll out of career pathways.
		x	Explore opportunities for technician secondments and provide a framework for this option for career development and sustainability.	Policy guidance from HR and OD team.

Sustainability Ensure the future sustainability of technical skills across the organisation and that technical expertise is fully utilised	x	x	Use sustained career development to nurture and reward talent in the technical body to maintain talent within the organisation.	Ensure development opportunities are showcased on the Technician Commitment website.
		x	Communication of the routes for leveraging the apprenticeship levy and encourage departments to consider technical apprenticeship schemes when workforce planning in the annual planning round.	Add aging technical workforce to the University risk register. Sustain technician apprentice recruitment and retention to address the age profile of the technical staff.
		x	Resource planning and business case skills development for technical managers and leaders linked to organisational plans and objectives.	Targeted support for technical managers in responding to organisational change.
	x	x	Maintain a steering group to manage the Commitment. Refresh membership to address the needs of the action plan.	Annual review of progress against action log, and review of membership, recruiting new members when needed.
		x	Continue to develop the technician commitment in response to changes both internal and external to the university.	Establish a scheduled regular review to identify ramifications of any organisational change. Technician Commitment as scheduled item at Faculty Board Meetings at least annually.