De Montfort University Technician Commitment 36-month Action Plan 2024-2027 (v 1.0 26.07.24)

<u>Status Column</u>: **Red (R) = Major delay or problem**, **Amber (A) = not yet started, OR some delays or problems**, **Green (G) = on track, no problems** **Blue (B) = action complete**

A. TALENT reference	B. TALENT Recommendation	C. Action reference	D. Tasks/Action	E. Outcome/ Impact/Benefit	F. Year	G. Status	H. Owner	I. The Empowering University Strategy
R1.	**Employers of technical staff, funders, and government departments (e.g., BEIS, DfE) should employ a strategic approach to ensure sustainability and appropriateness of technical skills and careers, at both a local and national level.**	1.1 1.2 1.3	Implement strategic approach to planning technical staff at the university through coordinated workforce planning activity – all units to be engaged. See also Action 9.1. Implement single point of coordination and lead for the university by creating a Technical Lead role for the institution. Steering Group to consider, pending funding to create dedicated role. 2025/26. Increase visibility of the role and benefits of technical staff to our Governors through an Inaugural report to Board of Governors People & Culture Committee Autumn 2024.	Sustainable workforce including clear succession planning opportunities across all teams. Strategic leadership to have oversight across technicians involved in teaching and income-generating activities to support sustainability. Awareness raising of the role of technical staff *Theme: Sustainability*	1-2		DFO/ DirTT SRO SRO	Empowering People Learning for Life
R2.	**Funders and employers of technical staff in higher education and research should recognise the blurring of boundaries between technical and academic roles. They should provide opportunities and mechanisms to move between career pathways and across sectors.**	2.1 2.2 2.3	As above, and Action 9.1 including review of role profiles. Fully utilise internal appraisal system (MyProgress) to record development, including knowledge sharing, enabling better reporting and transparency of development. Encourage and monitor movement between disciplines and units internally recording placements, secondments and promotions. Promote technical staff profiles to show career pathways and opportunities. Devise mechanism to capture this; Jan 2025.	Improved clarity for technical staff for their role and responsibilities, plus clarity on pathways. Encourage cross-skilling and development, sharing of good practice and knowledge. Enhancing diversity and creativity. *Theme: Career Development*	1-2		SRO DFO/ DirTT TSMs	Empowering People

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R3.	**Employers of technical staff should collect, report and analyse data on their technical workforce, with careful consideration of those roles at the interface with academic roles.** **To enable sector level understanding, a new, simple, and fit-for-purpose classification for technical roles should be developed.**	3.1 3.2	As above (2.1) plus maintain records of staff involvement in T&L, e.g., which roles, number of teaching hours etc. Request for reporting dashboard to demonstrate ~~this~~ technical staff engaged in teaching in a consistent way. Steering Group to support this request and have in place for Spring 2025. Engagement in national discussions where appropriate e.g., NTDC discussion on HESA data.	Clarity for workforce planning, workload planning, SSRs, to aid leaders and managers with resource allocation and operational planning. Fairer representation for technical and academic staff. *Themes: Career Development, Sustainability, Recognition*	1		tbc	Learning for Life
R4.	**Employers of technical staff, funding bodies, and learned societies should undertake targeted and specific action to address the equality, diversity and inclusion (EDI) challenges facing the technical community.**	4.1	Support the DMU institutional AS and REC action plans, ensuring actions are addressed according to institutional deadlines. Develop local actions plans, where not in place, to address gaps and challenges e.g. gender imbalance in CEM; with formal plans in place by Dec. 2024.	Enhanced creativity and outputs as measured by staff and student feedback, income generation, staff recruitment and retention. Improved pay gaps. DMU attractive as an employer and DMU a 'great place to work' according to feedback. Positive promotion to anyone interested in pursuing a technical career. *Themes: Career Development, Visibility, Sustainability*	1-3		SRO DFOs/ DirTT	Empowering People
R5.	**Funders and employers of technical staff should provide clear and consistent guidance to ensure technical contributions are costed appropriately and eligibility requirements for existing funding opportunities should be reviewed to ensure inclusion of technical staff where appropriate.**	5.1 5.2	Update the DMU technician research and commercial recognition policy with greater emphasis on KTP. Embed fully as BAU by end of Year 1. Awareness raising with teams involved in costing projects (Project Finance and KTP teams) on technical contributions. Ensuring support with proformas and software (Worktribe) as appropriate.	Better promotion of role of technicians and raise profile. Working with KTPs raise profile of technicians and technical careers in region. Improved financial position, and contribution of technical staff to projects *Themes: Visibility, Recognition*	1		SRO	Knowledge Creation Partnerships with Purpose

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R6.	Employers of technical staff, funders, and sector bodies (e.g., professional associations and learned societies) should support outreach and public engagement activities regarding technical careers in local schools and colleges to increase visibility of technical career opportunities to young people.	6.1 6.2 6.3 6.4	Recruitment course talks to include technician section to promote technical careers. Winter 2024-25. Technicians to play a lead role in TeenTech Festival Spring 2025. Technicians to host an open day to promote technical careers Spring 2026. Leicester and Leicestershire Enterprise Partnership (LLEP) workshops with SEND and Mainstream school learners to take place.	Follow-up survey with TeenTech and open day visitors to gauge opinion on visibility and their knowledge of/interest in technical careers before and after. Use as foundation for further activities. *Themes: Visibility, Recognition, Sustainability*	1-2		tbc	Partnerships with Purpose Empowering People
R7.	Employers of technical staff should broaden access to technical careers in the sector by utilising and expanding entry routes to include both vocational and academic pathways.	7.1 7.2	Improve entry route and pipeline of interest in technical careers through the introduction of one apprenticeship per unit by Dec. 2025, pending funding. (Faculties and ITMS to consider other routes according to their discipline.) Research the 'Education Technician' (HE Assistant Technician and Simulation based) as route for DMU and prepare a report for Steering Group. Spring 2025.	Increase opportunities and diversity in the workplace. Impact on pay gaps. Improve staff recruitment and retention. *Themes: Visibility, Recognition, Sustainability, Career Development*	2		tbc	Knowledge Creation
R8.	Employers of technical staff should ensure inclusion of technical expertise within end-to-end recruitment processes when hiring for technical roles.	8.1	Review of pools of individuals for Recruitment Panels to ensure availability of technical staff. Rotate members on annual basis and promote the Pool to other areas of the university and share with People Services Recruitment team. Dec 2024. Review recent recruitment panels to identify gaps in coverage, and proactively increase awareness of recruitment pools.	Recognition and profile-raising for technical staff. Increased opportunities for staff. Recruitment processes benefit from insight and input from unique perspective. *Themes: Career Development, Visibility*	1		tbc	Empowering People

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R9.	**Employers of technical staff should ensure visibility of clearly defined career pathways and progression routes, with accurate and standardised job descriptions for technical roles.**	9.1 9.2	Development of technical careers pathway. Align to HETT framework. Work with ITSS, NTDC and DMU OD team to deliver. To be in place by December 2025. Align pathways with DMU Leadership and Management development framework, by encouraging Technical Staff to undertake L3 and L5 Leadership and Management Apprenticeships at DMU. Increase uptake by 20% Dec 2025.	Practical careers pathway for technicians at all levels. Endorsement from ULB and publication of pathway internally and use for recruitment collateral. Improved staff recruitment and retention. *Themes: Career Development, Sustainability*	1-2		SRO	Empowering People
R10.	**Employers of technical staff, funders, and sector bodies (e.g., professional associations and learned societies) should ensure provision and access to a range of professional development opportunities tailored to technical roles and careers.**	10.1 10.2 10.3	Identify opportunities and where needed seek funding to increase provision. Develop a process/mechanism by which opportunities are communicated and individuals or groups can apply for funds. Engage in HEaTED creative technical professional network; organise a Creative Practitioners Network activity on campus. 2026. Engage with senior academic in CEM on professional register initiative to add staff. Autumn 2024.	Fairer access and opportunities for technicians across units; improved staff recruitment and retention. Support personal and career development and progression. *Themes: Career Development, Recognition, Sustainability*	1-3		SRO	Knowledge Creation
R11.	**Employers of technical staff, publishers and other sector bodies (e.g., professional associations and learned societies) should ensure the contributions of technical staff are visible and recognised.**	11.1 11.2 11.3	Internal Comms team to produce awards calendar to facilitate preparedness for external nominations and awards. Nomination/short-listing panel in development. December 2024. Education Academy (EA) to consider a category for technicians in the Student Voice annual awards. Autumn 2024. Units to ensure internal Team Rewards funding is used to recognise and celebrate the contributions of technical staff.	Enhanced profile-raising and recognition for technical staff. Personal recognition beneficial for progression and development. Team recognition positive for work group and for attracting and retaining staff. *Themes: Visibility, Recognition*	1-3		SRO DFOs/ DirTT	Empowering People Digital Transformation

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R12.	**Employers of technical staff, funders and sector bodies (e.g., professional associations and learned societies) should ensure technical staff sit on appropriate institution – and sector-level decision-making committees and boards to ensure these groups reflect the community they represent and to provide diversity of views and expertise.**	12.1 12.2	Uni-level activities/groups/committees - process to be put in place to rotate staff on regular basis to ensure equal access and opportunities for all. Review of terms of reference of Faculty committees to ensure consistency across faculties, and to ensure appropriate technical staff representation. Embed fully as BAU by end of year 1.	Enhance opportunities for wider cross-section of staff to be involved and their insights and contributions heard and valued. On an individual or team basis, improve personal development and raise profile. Ensure consistency across faculties to build sustainable practice in representation of technical staff *Themes: Visibility, Career Development, Sustainability*	1		SRO DFOs	Empowering People Equality for All
R13.	**Employers of technical staff should form partnerships with organisations and initiatives that provide technical and vocational training (e.g., Catapult Centres in the UK and Institutes of Technology in England) to ensure sharing of knowledge and skills, to facilitate the identification of skills needed to deploy emerging technologies, and to inform the development of suitable future training syllabi.**	13.1 13.2 13.3	IntoUniversity partnership which aims to raise aspirations of school leavers, to consider opportunities for technical staff involvement. 2025. Midlands Enterprise Universities network for technicians, to be led by DMU and Coventry. To be operationalised by Dec 2024. Introduce a placement/exchange scheme for technical staff across MEU network by 2025/26.	Enhance opportunities for our staff. On an individual or team basis, improve personal development and raise profile. Enhanced skills and knowledge, good practice etc across the sector *Themes: Career Development, Recognition, Visibility, Sustainability*	1-3		SRO	Empowering People Partnerships with Purpose
R15.	**Technical staff should engage positively with current and future opportunities that are available to them.**	15.1 15.2 15.3	Establish and utilise preferred communication channel/s. Monitor uptake of opportunities to identify: where to focus/tailor efforts; which disciplines need more effort/sourcing; which units need more support in attending/engaging in activities. Consider incentives for active participation and provide flexible opportunities to allow for engagement. Autumn 2024.	Profile-raising, recognition, empowerment, increase in skills and knowledge, encourage creativity, improve staff recruitment and retention. *Themes: Career Development, Recognition, Visibility, Sustainability*	1-3		SRO	Empowering People

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R14.	**Government policymakers should ensure the inclusion of technical staff in consultations on sector-level policy, for example through invitations to roundtables and consultations.**	14.1	Utilise DMU's commitment to the Sustainable Development Goals (SDGs), such as SDG 16, to maximise opportunities where relevant.	Profile-raising, recognition, empowerment, increase in skills and knowledge, encourage creativity, improve staff recruitment and retention. Opportunities with Leicester City Council and via ITSS. *Themes: Career Development, Visibility*	1-3		tbc	Empowering People Sustainability & the Sustainable Development Goals

Glossary
ADH – Faculty of Arts, Design and Humanities
AS – Athena Swan
CEM – Faculty of Computing, Engineering and Media
DFO – Director of Faculty Operations
DirTT – Director of Technology Transformation
EA – Education Academy
HLS – Faculty of Health and Life Sciences
KTP – Knowledge Transfer Partnerships
MEU – Midlands Enterprise Universities
NTDC – National Technician Development Centre
REC – Race Equality Chartermark
SRO – Senior Responsible Officer
T&L – Teaching and Learning
TSMs – Technical Service Managers (in faculties)
UNIT – used to mean a faculty or Directorate within De Montfort University