

	Activity	Success criteria	Complete/On Target/Ahead/Behind?	Progress to date	Links and photographs
V I S I B I L I T Y	Technicians to engage and deliver "University for the Public Good" strategy by volunteering at careers fairs and similar events (local and national) demonstrating value of technical skills and technicians	Engagement with at least four events per year	<b>Complete</b>	The Technician Commitment Delivery Group formed an alliance with North Yorkshire Business and Education Partnership (NYBEP), who hold the majority of contracts for schools and colleges in North Yorkshire, delivering career and employability guidance to more than 40,000 school children. To date, technicians have attended three events. Our apprentice in the mechanical workshop took part in World Skills UK. Unfortunately, we have been unable to get engagement from the local York college	
	Increase visibility institutionally through developing HR owned Technician career web pages including <i>find an expert</i>	Website developed and reviewed six monthly	<b>On Target</b>	Technician champions continue to maintain and review the TechYork webpages, although we encourage face to face, SLACK, and colleague recommendations for support, and advice. The monthly (free) coffee and cake networking events have been on going since 2022: a chance to meet and chat with colleagues from other departments, and often tagged to another event such as the Lab Sustainability Workshop, or visit the Engineering & Manufacturing Facility. Still to investigate "Find an Expert"	
	Establish an interactive TechYork network between departments and York St John University, eg. TechYork Slack	Slack channel, tech hub or equivalent has been established and there is evidence of usage	<b>Complete</b>	As of August 2023, TechYork twitter now has 514 followers (following 229) <a href="#">UofyTechs</a> . Followers appear to be a range of students, other technicians, other technician community groups and profiles associated with technician employment. Our Twitter post analytics vary, but we receive a good ratio of impressions:followers. We tweet all available technical positions at the University of York as they are advertised and tweet about conferences, events, Technician Commitment announcements etc. Our slack channel has 44 members as a secondary internal space to post job adverts, events, ask questions to other technical staff etc. TechYork network continues to be forged, latest is TechYork coffee and cake to promote social interactions alongside more formal workshops, meeting etc. TechYork Slack channel started; network has expanded via Yorkshire Technician Exchange Partnership (YOTEP) to Leeds University and beyond to other partners in the wider Yorkshire county and to the Humber	
	Promote technical careers to school leavers through increase in outreach activities: creation of a pool of technician ambassadors (similar to STEM ambassadors)	Wider community understanding of technical careers. Creation of <i>technician ambassadors</i>	<b>On Target</b>	We have been unable to create a pool of ambassadors, however many technicians already engage in outreach activities. One Senior Technical Specialist regularly visits schools to talk about chemistry and our Chemistry and Biology teaching technicians host more than 20 events throughout the summer break for local schools. We have created a career journeys video to display at career fairs and to share with local schools; upon review we are going to expand the participation and develop the video further before circulation.	
	Further increase engagement with Arts & Humanities, IT and Estates technicians	Increased TechYork numbers and engagement with TechYork activities	<b>On Target</b>	TechYork remains Science Faculty centric, although there are members of the Arts & Humanities faculty who play a pivotal part in the delivery and participation of the action plan. IT is embedded within the Estates Directorate at the university and do not align or recognise their roles as being part of the TC. We have been able to engage with university spin off companies to invite their technical workforce to events. Two members of the TC Delivery group are from the Arts & Humanities Faculty, along with two technical managers in the Technical Services Group	

	Activity	Success criteria	Complete/On Target/Ahead/Behind?	Progress to date	Links and photographs
	Continued engagement with the VC and senior management	Senior management engagement at one TechYork event per year. Endorsement of Technician Commitment Self Assessment and Action Plan at UEB.	On Target	<p>There has been good support from the Vice Chancellor and his office over the last three years including his opening of the Technician Commitment Signatory event at the Guildhall in June 2022 and his launching of the Research Culture: A Technician Lens report at the IST conference in September 2022. There has also been very strong support from the VC and Dean of Faculty of Sciences for the external awards that Technicians have been nominated for, be that Bob Hide's Lifetime Achievement Papin Award or Abby Mortimer's or Jason Daff's shortlisting for the THE Technician of the Year. He was also personally very involved in generating a letter of support for the entire technical team at York for their work during COVID that was supported by Councillor Keith Aspden, Leader of the Council, Policy Strategy and Partnerships, City of York Council; Sharon Stoltz, Director of Public Health, City of York Council and Simon Morrill, Chief Executive, York and Scarborough Teaching Hospitals, NHS Foundation Trust: not an insignificant task. The incoming Dean of Faculty of Sciences also supported the launch of TechYork week and provided a foreword for the Career Pathways booklet and has undertaken to re-establish the Technician Commitment Steering Group with him as chair.</p>	
D	Continue and build engagement with professional bodies including, but not limited to, IOP, RSB, IST, RSC through appointment of discipline specific technician champion	Evidence of engagement with societies: track applications and successes for society awards	Complete	<p>Within our delivery group, we have membership and strong engagement with a range of professional bodies such as RSB, RSC, IOP and the IST. Some members are actively involved with these bodies by being executive board members, Fellows of the Society, Journal/magazine editors and Champions and Assessors for Professional registration/PPD. The University of York also organised and hosted the IST annual conference in 2022.</p> <p>We regularly submit to external awards and were shortlisted in 2 categories in the 2021 Papin Prizes, with Bob Hide successfully winning the lifetime achievement award. <a href="https://www.york.ac.uk/news-and-events/news/2021/quality/york-technician-lifetime-achievement-award/">https://www.york.ac.uk/news-and-events/news/2021/quality/york-technician-lifetime-achievement-award/</a>. In 2022/2023 a number of technical staff engaged with the IST and / or NTDC photo competition, and we also submitted nominations to the THE Awards in the Outstanding technician of the year category, shortlisted in both years. <a href="https://the-awards.co.uk/2022/en/page/shortlist">https://the-awards.co.uk/2022/en/page/shortlist</a></p> <p>Within the University, members of Technical staff have been recognised in our rewarding excellence scheme and a technical training course was developed and delivered by technicians in Cell Culture.</p> <p>Annual nominations to the Royal Society for the Hawksbee Award and Papin awards at HETS. LCH was an external advisor for the NTDC from Feb 2019 until from July 2023. SWB and LCH are fellows of IST</p>	

	Activity	Success criteria	Complete/On Target/Ahead/Behind?	Progress to date	Links and photographs
R E C O G N I T I O N	Reverse mentoring for senior management (UEB/HoD): senior member taking on a junior entry-level recruit and instead of imparting their wisdom, they listen and learn from their junior colleague	Two reverse mentorships per department in the period of the plan	Complete	For both cohorts of reverse mentoring we have been oversubscribed with technicians who would like to take part, and senior leaders. To date the VC, COO, Deans and ProVCs have all proactively taken part in the scheme. Feedback has been positive, the chance to air personal and generic views about the anxiety of short term contracts, the lack of parity for promotion, and the opportunity for personal development, particularly for technicians on fixed term research contracts. Quote from senior management " XXX noted that he saw his other colleagues very busy with the day-to-day demands on their time and doubted how they would find time. That got us wondering whether there should be some formal expectation of time that colleagues could use for training opportunities". Quote from tech " Career development for technicians is an area that needs a lot of work as we know, and the processes in the university that can apply to us as technicians needs significant improvement. I was able to share my personal experience, which has been very challenging, and it was good to hear that this is something that the university acknowledges needs work. This is an area that is well beyond our ability to change within these conversations, but one we can discuss further I believe, and well fitting in the concept of reverse mentoring and letting senior staff know of the reality for those in these situations". Feedback docs. available	<a href="#">Technician (Grade 3)</a> 9033 <a href="#">Technician (Grade 4)</a> 9034 <a href="#">Technician (Grade 5)</a> 9035
	Continue to embed parity of esteem for technicians at York aligned to other PSS and academic colleagues including establishing grade eight/nine technical specialist/head of technical services	Equivalence of technical specialist/manager career pathways	Complete	A new role - Grade 8 Lead Technical Specialist established (equivalent to Senior Lecturer). Head of Technical Services secured a commitment from the University's Research Culture working group, and the Research Innovation and Knowledge Exchange for: 1. all technical staff to have the option of an external facing research profile on the PURE platform; and 2. fair attribution of the publication of research work.	<a href="#">Technical Team Manager</a> 9037 <a href="#">Technician specialist</a> 9036 <a href="#">Senior Technical Specialist</a> 9038
	Formalise annual budget for TC action plan delivery	Technicians can apply for funds to support professional registration/ development	Complete	SWB secured £25k annual budget that has been used to fund travel and conference expenses, along with HEATED/NTDC affiliate fees and faculty-level subscriptions for ChemInventory and LEAF. LCH and GDM secured £2k from the TC Collaboration fund (joint with Leeds) and £3k from the Enhancing Research Culture fund to establish a technician work shadowing network (YoTEP). Technician Commitment budget has supported technical managers' attendance at NEBOSH training courses, and a cohort of technicians at the annual IST meeting	<a href="#">Senior Technical Team Manager</a> 9039 <a href="#">Departmental Technical Operations Manager</a> 9040 <a href="#">Lead Technical Specialist</a> 9052
C A R	University to become an employer champion with the Science Council	UoY becomes an employer champion	On Target	Initial meeting with ~15 potential registrants. So far 9 have indicated the level they want to apply at, so GDM/JF/AM have arranged further workshops to go through application forms. So far, 3 applicants have been successful and 3 have submitted. We confirmed with the Science Council that existing CChem holders (AF, SWB) can transfer to CSci relatively easily	
	Set up CPD capability with UoY learning management system and assign CPD points to TechYork activity	CPD credit assigned to TechYork activities	Complete	We have established LinkedIn learning <a href="#">channels/Playlists</a> for Technicians within the universities Learning Management System (LMS) available to all staff and communicated this via <a href="#">departmental/school emails</a> & meetings as well as via our slack channel & twitter feed. 10 days CPD commitment has been widely communicated to the technical community. <a href="#">TechYork events</a> for technicians run by technicians are a mixture of <a href="#">social/networking</a> , <a href="#">workshop</a> or <a href="#">conference type events</a> ; the CPD relevant events are point assignable depending on the duration of the event. We opted not to pursue the points/credit system, but have agreement from HoD's for dedicated CPD time. 2x technicians shortlisted for Science Council CPD awards in 2023.	

	Activity	Success criteria	Complete/On Target/Ahead/Behind?	Progress to date	Links and photographs
CAREER DEVELOPMENT	Allocate set hours for CPD and development within departments; technicians are empowered to attend CPD and feel supported	Evidence of time taken for CPD	Complete	There has been wide advertisement of the new commitment for 10 days of CPD for all technicians via our <a href="#">usual communication channels</a> - twitter, slack, website, <a href="#">departmental/school technical managers</a> etc. Support is available via departmental operations managers / Faculty Technical Managers to intervene with any potential issues with CPD time for technicians from their line managers. CPD time is recorded within annual performance reviews and technicians are encouraged to use the <a href="#">NTDC CPD online portal</a> to log and reflect on CPD, if IST members. Evidence of CPD time used has been demonstrated via analysis of the annual performance review process within the departments of Biology and Chemistry, for which the review form was specifically altered to include sections on CPD commitment and review forms were returned if this section was not completed. We will look to include further analysis of CPD time in other science faculty departments/schools in later years.	<p>CPD Time for Professional Support Staff</p> <p>Department of Biology January 2022</p> <p>PSS are to be allowed to take up to 10 days, pro rata, for CPD activities per year, aligning with the Concordat to Support the Career Development of Researchers.</p> <p><i>Prof. James W. B. Moir</i> Head of Department Department of Biology</p> <p><i>Lucy Hudson</i> Operations Manager Department of Biology</p> <p><i>Angela Lipscomb</i> Departmental Manager Department of Biology</p>
	Formation of N8 technical exchange forum to facilitate training, shadowing, cross institutional mentoring	Biannual N8 Meetings and associated activities	Incomplete due to refocus of what is achievable	The TC funding period for YoTEP has finished and we sent a <a href="#">project report</a> to TC HQ. In summary, 27 technicians took part in visits (Music, Plant Sci, EE, Chemistry and Analysis and Archaeology) GDM/LH got extra funding to expand YoTEP to 7 other <a href="#">Yorkshire institutes</a> . Currently putting together a list of contacts, then we will set up a single point of contact (likely in Leeds) who will coordinate exchange requests. There will be the requirement for each new member to have high level (TC signatory) buy-in to the scheme and commitment of funds for their colleagues' visits. We haven't progressed this to the N8 Universities, but have engagement at a Yorkshire level	<p>Yorkshire Technician Exchange Partnership (YoTEP)</p> <p>We are delighted to launch the Yorkshire Technician Exchange Partnership (YoTEP). We have secured funding from the Technician Commitment Collaboration Fund to allow technicians at the University of York and the University of Leeds to create links that will allow us to share best practice, skills and knowledge. Funding will pay for transport between the two sites, and is open to individuals and teams.</p>
	Development of clear documented career pathways for technicians at York building on work rolled over from the first TC action plan	Milestones of 1) Drafting 2) Agreeing 3) Review 4) Formal adoption and 5) Presentation	Complete	A <a href="#">career pathway booklet</a> was published in February 2022, offering specific advice for progressing a technical career at York and encouraging professional registration and involvement in external professional bodies. Feedback was sought after six months, with the booklet updated to include career maps.	<p><a href="https://www.york.ac.uk/media/staffhome/working/techyork/89636744_technician-career-guide-web061022.pdf">https://www.york.ac.uk/media/staffhome/working/techyork/89636744_technician-career-guide-web061022.pdf</a></p>
	Expansion of secondment and shorter term shadowing opportunities across departments and directorates	Completion of at least six secondments/shadowing opportunities per year. Analysis of feedback following completion.	Complete	So far, five success stories of technicians taking on a career development challenge of a secondment, to then apply for a role at a higher grade, with two ongoing in Chemistry. In Biology four technicians successfully completed secondments, with all four going on to new roles at higher grades.	
	Influence University strategy and policy by engagement with senior management structures	Technician representative on high level key groups	On Target	Our most senior technician at York was the Head of Technical Services (HoTS), whose role included the line management of the senior technicians in the academic departments, and to represent the technical community at University and Faculty level committees, projects and strategy meetings. We have seen an increase of knowledge exchange and general communication about initiatives and the reassurance that we have high level technical representation at the ongoing Professional Services Review. The HoTS implemented the Capital Equipment Replacement Plan, an annual fund of £2.5million for the replacement of scientific equipment and stronger relationships with the H&S directorate to improve support, training and advise for technical managers. Technical representation at University Workplace H&S committee. Unfortunately, the HoTS resigned in October 2023 and, at this point, the university has chosen not to advertise the vacancy.	

	Activity	Success criteria	Complete/On Target/Ahead/Behind?	Progress to date	Links and photographs
S U S T A I N A B I L I T Y	Succession planning based on institutional/departmental learning from the skills survey, voluntary options programme and gap analysis	Departmental succession plans endorsed by DMT	Behind	There has been no progress on succession planning primarily due to the data set we had from the skills survey we carried out being out of date before we got a chance to really understand the data and digest its implications. The survey was completed in summer 2019 and whilst an initial data trawl had been carried out in the autumn of that year no further work was possible due to the coronavirus pandemic. During that time, like many other institutions, York had to carry out a voluntary options programme resulting in a number of technical colleges leaving and this, combined with the passage of time, meant that the data set was incomplete and out of date. We will repeat the survey and carry this action over into the new action plan.	
	Based on the departmental succession planning, develop an institutional apprenticeship scheme to address medium and long term skills gaps	Delivery of an apprenticeship scheme. To include a strategy for the utilisation of the apprentice levy to upskill existing staff.	On Target	Great advances have been made with our apprenticeship scheme. Four apprentices have successfully completed their apprenticeships, with three moving to permanent positions at the university, and one choosing to undertake an advanced apprenticeship in the mechanical workshops. We have another apprentice who is part way through their general laboratory apprenticeship.	
	Active engagement with both Departmental and Institutional Athena SWAN initiatives to address EDI challenges within the technical community	Inclusion of technicians in Athena SWAN actions and improved EDI statistics (milestone review)	On Target	Biology and Chemistry updated their technician recruitment process to include a technician on all technical recruitment panels, and all science departments have technical representation on their EDI groups, where the Athena Swan action plan is discussed and actioned.	
	Evolve the Technician Commitment delivery mechanisms to reinforce the principles, widen deeper engagement and embed delivery into business as usual	Restructured Technician Commitment delivery team	Complete	There is ongoing review of the Technician Commitment Delivery Team to bring in new people, fresh ideas, diverse range of staff at all grades and maintain an inclusive and diverse team. In 2021 three new members of staff joined the team: a female research technician from biology, a male engineer from SPET and a male operations manager from Archaeology, a department outside of the Faculty of Sciences (Archaeology sits in the Faculty of Arts & Humanities). Our current makeup consists of 7 males & 4 females so the committee recognise that we have some work to do on our gender balance. We do not currently have any ethnic diversity on the committee, though the ethnic makeup of staff in technical positions at the University of York is not diverse. We have good representation from the LGBTQ+ community with 3 members of the committee being from this community	 
E V A L U A T I N G	Roadshows to feedback results/development directly to Technicians	One roadshow plus update at TechYork event per year	On target	Although not billed as a 'roadshow', in September 2022 we held TechYork week, which opened with Simon Breeden addressing technical staff and updating on progress so far. We also launched our career booklet at this event. Throughout the rest of the week there were various workshops that technicians could attend. TechYork also arrange a Christmas social every year which usually includes an update of what the TC delivery group have been working on and feedback of previous events. This is followed by a festive social/networking.	
	Technician Voice - Assessment of delivery plan and event/roadshow impact	Collect and analyse feedback from all TC/TechYork events	On Target	Surveys and feedback requests have been sent out after events but response is often poor. Consider looking at how we request feedback or how best to engage technicians for their view on past and upcoming events. Should/could use the monthly coffee mornings to engage conversations around TechYork events. Also consider using the coffee mornings as an opportunity to invite speakers / companies. Updates on progress given at events where appropriate - eg career booklet launch in TechYork week .	
	Key Performance indicators (KPI) data assessment (supports analysis of self assessment impact)	Definition of KPI, annual data provision and analysis	Complete	See Action Plan Impact for data	

	Activity	Success criteria	Complete/On Target/Ahead/Behind?	Progress to date	Links and photographs
<b>I M P A C T</b>	Interim annual report on action plan delivery	Report to steering group who will issue summary	<b>Behind</b>	During the coronavirus pandemic the Technician Commitment Steering Group was paused with the responsibility for delivery of the technician commitment action plan taken over by the Technician Commitment Delivery Group with strategic oversight by the Head of Technical Services. Due to a change in the Dean of Sciences (Technician Commitment Steering Group Chair) in early 2022 it was decided that an interim report was not necessary until the renewed Steering Group had been formed. This report will be prepared for the first meeting of the newly constituted steering group.	
<b>T S H E E B W A H N O G L E</b>	Delivery of two national conferences alongside a number of activities around the centerpiece celebrating all things technician at York	Delivery of two national conferences	<b>Complete</b>	The annual IST conference was hosted by the University of York, in September 2022, as part of TechYork Week. LCH represented York on the organising committee. More than 50 York technicians helped on the day; presenting workshops, conducting tours of labs or demonstrating a technique in their place of work. 340 technicians attended from across the UK. LCH was on organisation committee for 2023 at Southbank, London. The TC Signatory event was held in York, at The Guildhall in June 2022, GDM and LCH presented the YoTEP scheme.	
<p><b>TC Delivery Group</b> Andy Firth, James Fox, Richard Keogan, Richard Hagan, Lucy Hudson, Graeme McAllister, Abby Mortimer, Caragh Whitehead, Kerrie Wright</p> <p><b>TC Delivery Group Chair</b> Lucy Hudson</p> <p><b>Faculty Technical Managers</b> Andy Firth, Lucy Hudson, Graeme McAllister</p> <p><b>TechYork Committee</b> James Fox and a group of volunteers</p>					