Imperial College London

Technician Commitment Steering Group

Thursday 22nd February 2018
16:00 – 17:00
SALC 7 (Sherfield Building, 5th Floor)

Minutes
Meeting #3

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1 Welcome and apologies

Present

Nazia Hirjee	Faculty Operations Officer, Natural Sciences (Chair)
Dawn Beaumont	Faculty IT Support Manager (Natural Sciences and Medicine)
Lindsay Comalie	Joint Acting Head of the Equality, Diversity and Inclusion Centre, HR
Allison Hunter	Technical Operations Manager, Life Sciences
Gareth Hyde	NHLI Safety & Technical Services Coordinator, National Heart & Lung Institute
Rozi Harsanyi	Management Trainee, Secretariat to the Steering Group

Apologies

Paul Brown	Mechanical Workshop Instrumentation Manager, Physics
Leigh Davenport	Head of Customer Service, ICT
Paul Jennings	Head of Service Operations, ICT Roger White Operations Manager, Department of Surgery & Cancer
Ken Keating	Laboratory Manager, Bioengineering
Tim Killip	Head of Maintenance, Estates Division
Russell Stracey	RSM Workshop Supervisor, Materials
Roger White	Operations Manager, Department of Surgery & Cancer
Angela Williams	Training and Development Coordinator, Estates Division
Yvonne Aftyka	LDC Administrator, Secretariat to the Steering Group

2 Minutes and matters arising from the last meeting   NH

- RH: yet to complete: 1)approach technical apprentices, 2)update the mailing list, 3)circulate the Technical Managers' Meeting minutes (for AH to review them first)
- LC met Kate Goss and Eric Miranda from the LDC about safety training in the ILMDP

3 Action plan   NH

- To be submitted to the Science Council in June – NH will take it to the Provost's Board in May for approval. The Provost's Board Paper we submitted in April 2017 can help inform its content.
- Recommendations about the content:
  - Building on the career pathways work, apprenticeships (more broadly than mechanical and electrical)
  - We have work to do around measuring progress
  - Professional registration:
    - GH: NHLI needs to have a push on professional registration
    - AH: it takes 30-50 hours to complete the documentation, technicians need workshops around filling in the competence report, they need to be guided through the process and know about the timeframes. LC to schedule events around this (as well as 'coffee sessions' when people can chat about the registration to someone who has been through it). LC designed a pilot for professional registration workshops.
    - Workshop venues: GH: Hammersmith campus as a venue for Medicine would be ideal. NH: keen to involve other campuses in the events as well.

- NH: new coordinator to be hired who will progress the professional registration agenda and can guide people in the process
- LC: we need to explore the interview route with the Science Council (which involves less writing)
- Mentoring – LC: we will be trying to capture technical mentors. AH: we should open up the mentor role to wider staff – it is general writing support mostly. Life Sciences admin team would be happy to help. Fiona Richmond in the LDC is expanding the mentoring scheme across the College – professional registration mentoring will be a stream of that. GH would be happy to be a professional registration mentor, he could go through the process at the same time as the mentee.
- LC: received feedback that some departmental managers would only support professional registration if it was a requirement for a job. NH: but the deans have all supported it – we need to work on promoting this fact more widely, NH to write a justification to be circulated in the departments
  - o Supporting department-specific events:
    - GH: NHLI: technical and administrative staff joint event to be organised – getting the technicians and lab managers to interact with the departmental administrators.
  - o Promoting training opportunities to technical staff:
    - AH: they need guidance about which courses to go for. Promoting courses directly to the Technicians' Network helps.
  - o A push on proper PRDPs:
    - LC to ask HR if we can have a breakdown of PRDPs by technical staff. AH: technicians need help on what to put in their PRDP and support with writing skills.
    - GH: there is a split in his team between people who want to progress and people who are happy being where they are. DB: same issue in ICT. NH: professional development will be different for everyone, but all technicians should do something.
  - o Career pathways work:
    - There is a hiatus in the central resource for it, but it will get sponsorship from HR. LC: we could get some 'quick wins' by raising awareness of career stories on the website. NH: we want to have more case studies from ICT and send the stories to the Technicians Make it Happen page to promote College technical staff. Technician Development Centre: has a whole section of career development opportunities.
  - o Mentoring scheme (general mentoring as well)
  - o Technician Newsletter (revamped)
  - o AH: we need a better way of capturing CPD. LC: there was an ICT project on developing an HR system which would enable us to do talent management and planning, but not sure how far it got.
  - o Secondments/work shadowing:
    - GH: make it formal (people could request mentors via the website).
    - NH is piloting a light-touch work shadowing scheme within FoNS
    - LC: external Outside Insight project is available to us – we can make it our own (FOGIT has already created their own work shadowing group)
    - GH: shadowing someone from the College does not have to take up a whole day, NH: the point is flexibility, up to the people to organise the most suitable time.
    - LC: we have to make it clear that the onus is on the person who wants to shadow to make it happen, as opposed to the person who is asked to be shadowed.
  - o Apprenticeships
    - NH: the goal is to set up at least one new technician apprenticeship scheme
    - Explore apprenticeships for FOGIT-type jobs as well
- NH: Should we establish a Technician Commitment Yammer group? AH and GH: technicians don't work much with computers, but AH is in favour of a Yammer group if staff engage with it and use it (works well at King's College).

- LC: we should ditch Sharepoint and put its content on the website DB: uses Teams in Office 365 instead.
- NH to take the Science Council action plan template and start populating it→ we can bring it back to our next meeting and finalise it before it goes to the Provost's Board in May
- LC to send NH examples for the job description for the new technical

4   Updates

a) Group updates   All

- NH: technician commitment signatory event in April – LC to confirm if she can attend

b) Resources going forward   NH

- LC applied to the LDC planning round for non-staff resources

c) Technicians' Network Newsletter   RH

- Content includes a piece on the portal launch event (link to the website and the article), upcoming HEaTED events, a video case study with Stephen Ramsey from the website, a section about recommended training, internal technical vacancies and a list of upcoming training courses at the College. We would like to have a piece about the Living Library from one of the technicians who presented there.
- AH to send RH the text Ben Nwaobi wrote about the Living Library
- LC: include a blurb about Stepping up to Management.
- NH: put a new video from the website in each newsletter

5   Any Other Business   NH

- Michael Edwards to make a video of Stephen Ramsey and the Provost's meeting – RH to get in touch with Michael and Communications about doing a story on it.
- LC: Faculty-level summary reports to be written about the Skills Survey
- AH: will we have a summer event for technicians?
    - LC to check on the current budget (spent on the workshops, the banner etc.). LC: torn between doing more for the Network and the resource issue- until we have a new coordinator, we are a bit stuck.
    - AH: make it an exhibition-type event? The exhibitors would be grateful to reach all College technicians in one go, we would be charging them for it – enable us to cover the costs of the event
    - NH: the new coordinator could organise the event (not necessarily in the summer).
- Technician Commitment launch event at Hammersmith:
    - GH: combine it with one of the professional registration workshops, so that more people attend
    - NH: James would likely be happy to attend as well and potentially facilitate a session at the beginning

Actions

- *RH (from last meeting): 1)approach technical apprentices for case studies, 2)update the mailing list (chase Sophie Charleson in HR about this), 3)circulate the Technical Managers' Meeting minutes (for AH to review them first)*
- *LC to ask Human Resources if we can have a breakdown of PRDPs by technical staff.*
- *LC to send NH the FOGIT material about their work shadowing scheme*
- *NH to work on Technician Commitment Action Plan with LC and RH – present a draft at the next meeting*
- *NH to work with Lindsay on the job description for the new coordinator supporting the Technician Commitment, LC to send Nazia examples*
- *AH to send RH Ben Nwaobi's quote about his involvement in the Living Library – RH to send out Technician Network Newsletter*
- *RH to get case studies about ICT technicians for the website*
- *RH to get a story out about the Provost's meeting with Stephen Ramsey*
- *RH to set up the next meeting at the end of March (mid-morning, so that more people can attend)*