



**NATIONAL
TECHNICIAN
DEVELOPMENT
CENTRE**

NTDC BUSINESS STRATEGY

JANUARY 2021 - JANUARY 2023



NTDC Mission

A national centre providing operational and strategic services to Higher Education and Research, including delivered training packages to technical staff.

We work with and for the technical community to:

- Lead the development and sustainability of technical services to strengthen the infrastructure which supports the delivery of world-class teaching and research within Higher Education and beyond.
- Ensure technicians become engaged, recognised and integrated within the research community by adopting initiatives within Team Science, research culture and changing policy.
- Support individual technicians with development opportunities to grow their talent and innovate.
- Address the environmental impact and seek practical ways of minimising the impact of teaching and research on energy and waste.
- Support the recruitment and development of technical roles to create a diverse and talented technical community and expand the talent pipeline.
- Define future skills requirements and identify new training and development needs to support bigger breakthroughs in an ever-changing landscape.
- Support career pathways and deliver tailored technical training which nurtures and develops future talent.
- Strive to create a diverse and creative technical community of the future by promoting awareness of technical careers to minority groups through targeted outreach activities.
- Co-create a global technical community to share knowledge, expertise and creativity to drive innovation.
- Bring to life and operationalise government educational strategic ambitions by utilising specialist knowledge and skills in a practical way.



Our Strategy

The NTDC Strategy is at the heart of our ambitions to support the global technical community. We are sector leading; nationally and internationally recognised, offering recommendations to influential sector bodies through our reports and publications. We acknowledge the power of collaboration in enabling the co-creation of resources to support the technical community.

Our Strategic Objectives

- Grow Partner Affiliate Membership.
- Embed and enhance our workforce development tools.
- Achieve funding to focus on key technical sector priorities.
- Increase efficiencies across the technical sector.
- Absorb technical enterprise initiatives which support our mission and vision.
- Influence key decision-makers within the sector for the benefit of the technical community.
- Raise awareness and visibility of technical roles and expertise within other technical communities.
- Increase publication of key technical reports to stakeholders.
- Collaborate with leading research institutes to address the challenges of technicians working in research.
- Positively impact technical sustainability issues.
- Offer targeted and tailored technical training.
- Provide technicians with development opportunities.

Supporting the Technical Community through our Partner Affiliates

The NTDC has a lead role in supporting the technical sector through our growing Partner Affiliation, enabling a sustainable technical workforce for today and the future. We recognise that in order to remain agile and adaptable we need to offer a range of products to support senior leaders, technical managers and technicians to enable them to be future fit, equipping them with the skills to adapt to the constantly changing environment of HE and research.

Objectives

- To use our expertise in advising universities and research institutions on their staff talent pool and skill sets; enabling full and effective use of these skills to support the strategic aims of their institution.
- To promote our career pathway tool to senior leaders and technical staff. The tool highlights the key responsibilities and attributes aligned to technical job families and can be used as a vehicle to initiate career development discussions within staff appraisals.

Embedding and enhancing our workforce development tools

Our workforce development tools underpin the core of our ambitions, focussing on the key areas of career development, sustainability, visibility and recognition. Our development tools are constantly evolving and adapting to meet the needs of the sector

Objectives

- To adapt and grow our Technician Survey tool across other key areas which are influenced by the technical community, for example, research and information technology.
- To work collaboratively with key sector leaders and influencers to co-create initiatives that support the global sustainability agenda and impact climate change. We will do this through our work with the LEAF (Laboratory Efficiency Assessment Framework) project and S-Labs.
- To promote our CPD Central tool across all UK Higher Education and Research organisations as a means to capture CPD activity that supports and ignites career development opportunities.



- To enhance and develop our career pathways tool which supports organisations with their technical structures through job family groupings to meet the needs of the sector.
- To promote our sector and NHS co-created apprenticeship standard, Higher Education Technician, within Higher Education and industry to enable a new talent pipeline into technical roles.

Increase efficiencies across the technical sector

The NTDC recognises the excellent work currently undertaken by other sector bodies which support the technical community. We wish to work in partnership with such organisations to add a greater voice, strength and impact to the work we all do across the sector and for the benefit of the global technical community.

Objectives

- To add strength to existing work currently being undertaken by other bodies within the technical sector. We will do this by promoting the work via our social media channels as well as working with such bodies on joint initiatives.
- To offer expertise, knowledge and advice to other sector bodies where appropriate, enabling more impactful outcomes and avoiding duplication of work.

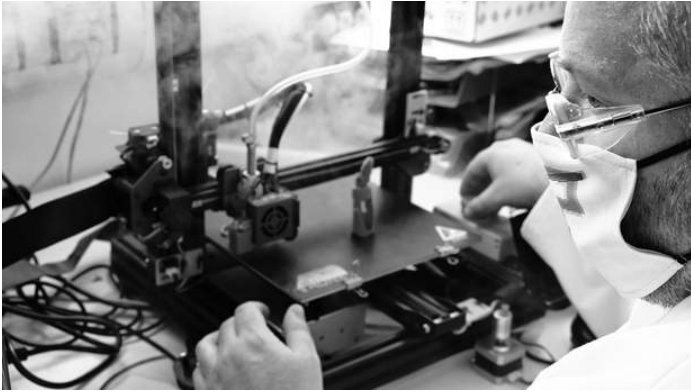
Absorb technical enterprise initiatives which support our mission and vision

We are proactive in approaching small enterprise initiatives which fall within the remit of our mission and strategic ambitions and for which absorption by the NTDC would be advantageous for both parties, for example, HEaTED.

Objectives

- To continue to grow our training arm (HEaTED) by designing and developing new HEaTED owned courses as well as working with an increased portfolio of third party training providers.
- We aim to provide a comprehensive range of targeted training courses which are tailored specifically for the technical audience.

"The NTDC Strategy is at the heart of our ambitions to support the global technical community"



Influence key decision-makers within the sector for the benefit of the technical community

The NTDC acknowledges that the technical community has strength in numbers, as such we are keen to work with influential decision-makers within the sector for the benefit of the technical community.

Objectives

- To identify key influential organisations and individuals who can enable the NTDC to be effective and impactful in current work as well as future direction. We will do this by working with groups such as Universities UK and the Association of Heads of University Administrators.

Raise awareness and visibility of technical roles and expertise within other technical communities

The NTDC recognises that technical roles exist in many facets of society; all technical roles and skills play an integral role within the UK economy. The NTDC is keen to work with bodies and organisations to increase the visibility and awareness of technical roles outside of Higher Education and Research. We recognise the importance of promoting technical careers to the next generation and to underrepresented groups.

Objectives

- We will promote technical roles through our social media channels as well as via our website.
- We are proactive in reaching out to the technical community via our photo competitions and through our regular newsletters and web articles which feature technicians from a wide range of backgrounds.
- Promote technical careers to school-aged children and to minority communities through outreach activities.

Increase publication of key technical reports to stakeholders

The work of the NTDC enables the collection of national data and resulting publications in the public domain. We recognise that publishing meaningful data is a powerful tool in influencing key decisions and policymakers within government. We acknowledge that in some cases it would be beneficial to work with other bodies via collaborative working which results in a more significant and impactful output.

Objectives

- To deliver a minimum of 2 quality publications per calendar year which may influence the sector.
- Where possible, collaborate with other bodies to deliver co-published work which supports the technical agenda.



Collaborate with leading Research Institutes to address the challenges of technicians working in research

The NTDC is aware of technical expertise outside of the Higher Education sector and in particular that of Research Institutions. We are keen to understand the challenges faced by technicians within these organisations and strive to fully support this community through the development of our existing tools or through the creation of new ones.

Objectives

- To work with Research Institutes to support their technical staff and to raise awareness of the NTDC support which is available.
- To have a greater presence at Research Institute events.
- To grow our portfolio of Research Institutes who are Partner Affiliates.
- To adapt our Technician Survey to align more closely with technical staff employed by Research Institutes.



Positively impact technical sustainability issues

The NTDC understands the resource-intensive nature of technical spaces and the need to become more sustainable, seeking alternatives to ensure that the technical sector supports the UK agenda on climate change.

Objectives

- We will support this important transformative work by collaborating with such partners as the Laboratory Assessment Efficiency Framework (LEAF) and other influential key leaders within the UK to ensure that future technical spaces and processes are as carbon neutral as is practically possible.
- We will horizon scan for funding opportunities to support this important work.

Offer targeted and tailored technical training

The NTDC is for all technical staff and we are keen to offer a wide range of tailored technical courses through our training arm, HEaTED.

Objectives

- To continue to grow and develop the portfolio of courses available to technical staff.
- To work with our technical trainers to refine their training packages to ensure they align with the needs of the sector.
- To grow our portfolio of technical trainers to deliver quality, motivational and inspirational training experience.

Contact Us



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