

## **Distinguished Achievement Awards**

### **2014 PSS, Library and Cultural Institutions' Awards**

For both the individual and team awards the judges were looking for outstanding performance and, more specifically, evidence of how the individuals or teams have significantly and tangibly contributed to maintaining a positive, open and respectful working environment where people work cooperatively together, have excelled at breaking down boundaries and communicating fully to achieve outstanding organisational benefits.

Teams also had to demonstrate that they have a shared ethos which has led to either a significant one-off achievement or to sustained high performance.

#### **Small Team Winner**

#### **Student Support and Guidance Team, School of Arts, Languages and Cultures**

Team members: Sara Latham, Fiona Hallard, Bernadette Cunnane, Hannah Brookfield and Mary Holden

The nominators of the Student Support and Guidance Team, from the School of Arts, Languages and Cultures, stated that this team truly deserve this Distinguished Achievement Award to reward them for exceptional performance – and the judging panel agreed.

The team was formed following the merger of two very large Schools (post- merger they serve approximately 5000 students). There was immense pressure at the time they came together but in spite of this they have continued to complete tasks with exceptional effectiveness and have shown levels of commitment above and beyond the call of duty, providing consistently exceptional levels of customer service to both students and staff.

The team has proved to be remarkable, not just for the ability it has to deal with the sheer volume of work it undertakes in supporting students, but also for its outstanding team spirit, positivity, good will and dedication.

In fact, they have managed so well that one of their innovations for dealing with their immense workload and improving and streamlining a process - the handling of mitigating circumstances applications - has been recommended for roll-out across the University.

## **Large Team Winner**

### **Research Excellence Framework (REF) Administration Team**

Team members: Liz Venn, Lisa McClare, Sarah Albutt, Denise Davidson, Rupa Sharma, Victoria Holt, Ann Fretwell, Rachel Burgess, Andrew Wilde, Dominic Broadhurst, Craig Rayner, Craig Sykes, James Evans, Anna Smethurst and Esther Hess

The national Higher Education research assessment exercise takes place every seven years and a successful Research Excellence Framework (or REF) result at the end of this year will inform the level of Quality-related funding to the University for the following seven years (currently £600m). In addition to this is the substantial reputational impact the result will have over the same period. It is the single largest research administration exercise undertaken that is not permanently resourced and all of the members of this team stepped outside the conventional structures and worked together to support Unit of Assessment (UoA) coordinators and senior academic management to produce a return worthy of our researcher's achievements. Two years, 200 impact case studies and 6000 research-outputs later, the REF Administration team can be proud of their contribution to the exercise.

## **Individual Winners**

### **Karen Badat, Senior International Officer, Student Recruitment and International Development, DSE**

Karen Badat's creative and well-researched approach to new ideas combined with an ability to apply and execute plans to an extremely high standard have contributed to an exceptional delivery of the International Students' Orientation Programme and all of its constituent parts for the past two years. Her skills and abilities made her the perfect candidate to take on the role of revamping and enhancing the incredibly important Welcome Week and her contributions to the success of these events for our new students is recognised to be outstanding.

Karen is student-focused in everything she does but is also an exceptional team player whose caring, thoughtful as well as fun approach makes her an extremely valued member of not only the Directorate to which she belongs but also the University.

### **Mike Hughes, Laboratory Technician, School of Chemistry, FEPS**

Mike Hughes joined the University as a junior laboratory technician in 2004. He has taken on many roles during the past decade including managing the implementation and running of the School of Chemistry's "Synthesis Laboratory Website", taking charge of the running of the laboratory's Nuclear Magnetic Resonance spectrometer and, more recently, his being the key laboratory mentor to our new University-wide apprenticeships scheme.

Mike has made a hugely significant contribution and exemplifies the 'can-do', go the extra mile attitude the judging panel was looking for. He has used his integrity, calm rational thinking, and solid grasp of the needs of each of the group of students he works with to the benefit of the whole School.

He is described as being a great technician with outstanding qualities and professionalism. In fact, these attributes were recognised nationally earlier this year when the Higher Education Academy gave Mike a Special Commendation in their Physical Sciences' Technician of the Year awards.

**Rosie Jones, Learning Commons Development Manager, Library**

Rosie Jones was appointed Learning Commons Development Manager in July 2011 with a remit to plan, develop and manage the Alan Gilbert Learning Commons (AGLC) which opened in October 2012. This high profile, flagship project was predicted to be a key factor in improving student satisfaction for the University so the level of expectation associated with her role was unusually high from the outset.

Nearly three years on Rosie has managed to exceed all expectations. She has successfully realised the vision and established a well-used, well-respected and exceptionally student focused service that we cannot imagine ever having lived without. She has also established herself as one of the Library's most outstanding members of staff and built a reputation as an open, positive, cooperative and skilful individual which goes well beyond the Library doors.