

Distinguished Achievement Awards

2015 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

Counselling Service Reception Team

Team members: Kay Anderson and Alison McQuade

Kay Anderson and Alison McQuade are part-time receptionists in the Counselling Service. They provide an unfailingly warm, welcoming and efficient reception in a very busy and emotionally demanding role. It is a role that requires empathy, calmness and resilience.

The Counselling Service relies on their integrity, commitment, student focus and pride in their job every working day.

Alison and Kay see every single client who uses the Counselling Service, and they provide a fantastic professional support service to them all.

Large Team Winner

Emergency Accommodation Team

Team members: Brent Wills, Damian Magennis, Diane Hughes, Duncan Turner, Fiona Day, Helen McGlashan, Janet Cunningham, Janet Donaldson, Jean Barber, Kenny Nolan, Mike Fergie, Mike Taylor, Nora Wilson, Paul Greenlees, Paul Uncles, Sarah Jones, Shirley Nowell, Susan Mercer, David Allman, Tuula Ankers, John Giblin, Andrew Appleton, Paul Britton, Andrew Burrows, Thomas Lowry, Colin Nowell and Philip Unsworth.

In September 2014, a team made up of colleagues from across the PSS co-ordinated the delivery of emergency accommodation for 500 Manchester Metropolitan University students displaced due to the non-completion of their new accommodation scheme.

In preparing the accommodation for occupation, and delivering the necessary administration to facilitate the arrangement, there was an exceptional level of cross- PSS single team working; involving the residences maintenance team, surveyors from Professional Services Unit, Manchester Engineering Campus Development project team, Office of the General Counsel, Estates Contract Team and Security staff.

The whole team demonstrated flexibility and willingness; re-organising agreed arrangements, changing patterns of work and working additional hours to provide the required staff resource to re-open and operate the site. The enthusiasm and energy that each member of the team gave to this project was highly commendable; that the requirement to assist happened at an extremely operationally busy time makes the team effort even more exceptional and this was achieved whilst at the same time delivering a successful and positive start of year to our own students.

Individual Winners

Stephen Blatch, Technician, School of Materials, FEPS

Stephen Blatch is a technician in the School of Materials in the Faculty of Physical and Engineering Sciences.

Stephen is described as being a wonderfully generous person with a relentlessly positive, can-do attitude as well as a broad knowledge base and the ability to come up with creative ideas to solve problems.

He is the 'go to' person for research students to discuss practical problems and he invariably offers encouragement and suggests more efficient, cost effective and environmentally friendly ways to set up experiments.

Stephen has a passion for sustainability which has been infectious, leading to a significant increase in participation in his School in the University's Green Impact environmental accreditation and awards scheme which in turn is leading to a more environmentally friendly work place.

He genuinely cares about the students he works with and goes beyond his day job by actively engaging them in social activities which not only builds a sense of community but also can lead to wider research collaborations.

Sally Hickson, Teaching and Learning Enhancement Manager, School of Nursing, Midwifery and Social Work, FMHS

Over a sustained period of time, Sally Hickson's contribution to the School of Nursing, Midwifery and Social Work is described as having been considerable.

Sally works as the Teaching and Learning Enhancement Manager; a role in which her exceptional performance has been frequently noted and recorded.

In her dealings with all staff, Sally displays flexibility, a can-do attitude and strength of character. Without her steer and direction, new programme approvals and ongoing

monitoring events would not have had the same successful outcomes, and the quality of her documentation has been commended by external panels and professional bodies.

Whether project managing the move into the Jean McFarlane Building or preparing for curriculum validations and programme monitoring, Sally's outstanding performance is considered a model of how to juggle a heavy workload with diplomacy and panache.

Paula Rosson, Academic Group Administration Manager, Manchester Pharmacy School, FMHS

Paula is described as being very committed to her role as Academic Group Administration Manager, putting great emphasis on team working and in so doing gaining respect from all who work alongside her.

Paula joined Pharmacy as a part-time junior secretary in October 1993. She embraced significant additional responsibility and was eventually promoted to her current role in 2005.

This is what her colleagues have to say about her:

'she's prepared to take on challenges well beyond her grade'

'Paula is someone I can count on for support and advice no matter how busy she is herself'

'she dug deep to help create a positive and respectful workplace'

she's 'never afraid to adapt or consider a fresh approach to an issue' and 'she embraces change with a smile'

Paula is the ultimate professional, leads by example, puts the needs of others far above her own and, as a consequence, is considered a worthy recipient of this award.