

## Distinguished Achievement Awards

### 2016 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.

#### Team Winners

##### AMBS Global MBA Assessments Team

*Team members at the time of the nomination being submitted: Jackie Khan, Sarah O'Neill, Conor Collins, Freya Durkin, Rob Hoare*

The Alliance Manchester Business School offers a part-time blended learning Global MBA programme to 2,200 students across 6 International Centres.

The Global MBA assessments team has faced many challenges and changes while dealing with students across 100 country, taking exams in 120 venues. These challenges were made all the more pronounced by the fact that the team worked with an old IT infrastructure and so undertook processes manually that are automated elsewhere in the University.

The team managed appeals, malpractice and exam boards and proactively supported and provided feedback on new assessment initiatives such as remote on-line exams.

Team members fully understood that the student experience was of paramount importance and they were aware of the expectations of students, especially of those who were working professionals studying off-campus. With these things in mind, they did all of their work with superb efficiency and minimal error and were relentlessly committed to delivering an outstanding service to students and academics.

##### Manchester Access Programme Team

*Team members: Mandy Crow, Catalina Cimpoeu, Michaela Galvin, Francesca Guratsky, Fiona Lynch, Eleanor Morris, Katie Muscat and Eliza Pimlott*

As the Manchester Access Programme (or MAP) marks its 10<sup>th</sup> anniversary, it seems a particularly fitting time to recognise the quality and consistency of work undertaken by the MAP team which makes such a difference to the lives of young people in our local community.

MAP is the University's flagship widening access initiative, supporting the progression of talented young people from disadvantaged backgrounds in Greater Manchester into the University and featuring prominently in the University's Access Agreement targets.

Within the team there is mutual trust and respect which enables the team to work effectively to deliver an outstanding programme of activities and support the successful progression of Widening Participation students into The University of Manchester.

The impact of their work is evident in the testimonies from MAP students who recognise the difference the programme and the team has made to their lives.

### **Individual Winners**

#### **Shirley Hannan, Delivery Team Manager, Research Support Services, FMHS**

Shirley Hannan is the Research Support Services' Delivery Team Manager in the Faculty of Medical and Human Sciences.

Shirley is described as being an outstanding example of someone who embodies the very best qualities and behaviours of our support staff. She has a very well-deserved reputation for her integrity, approachability, reliability and collegiality with support staff and academic colleagues alike.

Shirley has a very strong personal commitment to service delivery and strives to ensure that her team delivers a professional service at all times. She always responds positively to requests for help from inside and outside the University including making a major contribution to the development of the first sector-wide professional qualifications in research management and administration.

Shirley is open to new ways of working and has been responsible for the successful operationalisation of several new policies and procedures within her Faculty.

#### **Dr James Hopkins, University Historian and Heritage Manager, Office for Social Responsibility**

Dr James Hopkins is the University's first Historian and Heritage Manager.

James joined the Professional Support Services in 2013 and he quickly engaged with over 800 stakeholders to develop our first strategy for University history and heritage under three core themes: engaging, researching and conserving.

On engaging, James has developed award-winning publications, a series of events and digital materials to engage staff, students, alumni and the public.

On research, he has developed the UK's first academic network and blog devoted to University History and Heritage and instigated University History research prizes.

On conserving, James has embedded care processes into all Estates projects and has won c£100,000 of external resources to preserve our heritage.

James has delivered outstanding levels of service to the University over the past three years, consistently exceeding targets, pioneering new approaches and going above and beyond to get things done in a collegiate manner.

**Emma Lewis, Student Recruitment and Widening Participation Officer, DSE**

Emma Lewis is a Student Recruitment and Widening Participation Officer. Specifically, Emma is the Academic Enrichment Officer for Science Technology Engineering and Maths (or STEM). In this capacity she manages a wide programme of STEM outreach activities, working with academic colleagues and PhD students in the Faculty of Engineering and Physical Sciences, to deliver high quality outreach events to school pupils and teachers across Greater Manchester and beyond.

Alongside these responsibilities, Emma also oversees the University's work with young people who have experienced time in local authority care. This involves the management and delivery of programmes of work designed to help these individuals to grow in confidence, realise their potential and to support them in making decisions about their educational future. Emma has worked hard to develop this Success4Life programme, always going the extra mile for the participants to give them the best possible chance of success.

All of the work that Emma is responsible for contributes to the University's Social Responsibility Agenda and she is an exemplar of an individual who is committed to helping others and making a difference.