

Staff Recognition Thank You Scheme

1. Purpose

The purpose of this scheme is to provide the University with a means of providing instant and spontaneous recognition for exemplary work all year round on an 'as and when basis'. It applies to situations which would not be appropriate for submission to the Rewarding Exceptional Performance Policy.

The scheme supports [Our Future](#) through its aim to create a culture and an environment in which staff feel valued and where going that extra mile is noticed and appreciated by one member of staff to another. It is not designed to provide additional reward to staff who are performing at a fully satisfactory level or to normal expectations for the role, but its purpose is to acknowledge where staff put in that extra commitment and effort.

It provides guidance on the measures available to managers to thank staff and, in the case of sending "thank you cards", for all staff and managers to thank others.

2. Scope

The scheme is applicable to all staff and will be operated locally in all areas of the University.

3. Context

This scheme forms part of a suite of University schemes designed to recognise the excellent contributions of staff. Details of other schemes can be found on StaffNet. These include:

- Rewarding Exceptional Performance Policy
- Distinguished Achievement Awards
- Long Service Awards
- Teaching Excellence Awards
- Social Responsibility and Volunteer of the Year Awards
- Manchester Beacon Recognition Awards

4. General principles.

Recognition should be:

- linked to and encourage our University's [values](#) and priorities outlined in [Our Future](#)
- Sincere - above all else you have to mean it.
- Timely, spontaneous and given at the time it is earned.

- Proportionate and not patronising – recognition should match effort and results.
- Appropriate - If giving a gift or holding an event, make it personal and consider what the individual/s would prefer - being sensitive to gender, age, faith, etc.
- Fair – apply a consistent approach, and avoid favouritism. It is important that the system is open and transparent otherwise it will have the reverse effect.

5. Measures available

The scheme operates at three levels:

5.1 Saying thank you

The scheme aims to create an environment where all staff are encouraged to recognise others' efforts and to show appreciation to colleagues who have put in extra effort and commitment to a task, or gone out of their way to help. Often a simple but sincere "thank you" is what people value, especially when it comes from a colleague.

This may range from a simple thank you in person, sending a thank you message by email or on a printed or "e-thank you card", or to a formal acknowledgement in a publication, article or meeting.

Thank you cards and "e-cards" may be sent peer to peer; manager to staff; or staff to manager. They may be sent to colleagues in other faculties or departments across the campus.

Monitoring will be put in place to ensure that the cards are used in line with the spirit of this scheme

5.2 Gathering events

Managers can organise events specially to thank staff for their contribution and to celebrate achievements. At the moment it is not possible to hold face-to-face events due to COVID-19 restrictions.

Holding an event to thank staff should be reserved for occasions where a big team effort was required or the results were beyond expectations – (i.e.) not necessarily at the end of every major project.

It is for the Thank You Scheme Approver* to authorise such events and to decide on the format and whether refreshments / food are made available.

5.3 Thank you gifts

There may also be occasions where a manager feels an employee's efforts are worthy of being singled out to receive a gift. Gifts should be reserved for occasions where an individual, or a team, has done something really special, or has consistently gone that extra mile – (e.g.) pulled out all the stops to achieve something, put in more effort than one would expect, consistently given excellent customer service.

The value of a gift should be proportionate to the circumstances. This may range from a few pounds upwards, but should not exceed a maximum of £100. Remember it is just a token of appreciation and should take into account what the member of staff would enjoy. Examples may include: gift vouchers, chocolates, flowers or a day's leave.

6. Authorisation of gifts and events

The Thank You Scheme Approver* should determine the process to be followed in their own areas. This will include how managers can nominate staff for a gift or request to hold an event, what information is required to support this and who will approve and authorise requests. Decisions on which nominations and requests will be authorised must be based on objective evidence to avoid bias or favouritism.

It is suggested that the PS Director / Director of Faculty Operations / Director of Cultural Institution is the final decision maker and defined Thank You Scheme Approver as they are responsible for the budget decisions made within their areas.

7. Funding

All costs incurred for hosting events or giving gifts must be covered by the Directorate / Faculty / Cultural Institution budget. There is no additional central funding available.

Gifts and staff entertainment given under this scheme will be classed as a benefit in kind by HMRC. The tax and NICs due will be calculated centrally and recharged to the appropriate Directorate / Faculty / Cultural Institution budget.

8. Recording and Monitoring

The University will take steps to ensure that this scheme is applied fairly, equitably and consistently across the organisation.

Each Directorate / Faculty / Cultural Institution is required to keep a log of all events held and of gifts given to staff using the [Thank You Scheme Monitoring Form](#). This must be submitted every three months to thankyou@manchester.ac.uk for review by the Senior Leadership Team, who will monitor trends and look for consistency in approach.

The "thank you card" system will also be monitored to provide an overview of its use across the University.

9. Further information

[Thank You Scheme Monitoring Form \(Excel\)](#)

[Thank You Scheme Guidance and FAQs](#)