

## DSE guidance on Staff Recognition Thank You Scheme

These arrangements apply locally across the Directorate for the Student Experience (DSE) and are supplementary to the University's Staff Recognition [Thank You Scheme](#)

### 1. Purpose and Scope

The purpose of the University's Staff Recognition Thank You Scheme is to provide a means of giving 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.

The scheme is applicable to all staff and is operated locally in all areas of the DSE. The scheme operates at three levels;

- Saying thank you in person / sending a thank you email or card
- Thank You events
- Thank You gifts

### 2. Authorisation of Thank You Events

The Head of each Division will act as the Thank You Scheme Approver for their respective Division as they are responsible for budget decisions within their areas. Decisions on which Thank You events will be authorised must be based on objective evidence to ensure consistency across all areas.

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

The total cost of an event should be proportionate to the circumstances, but should not exceed a maximum of £20 per person (in line with annual Christmas events, celebration events for winning DSE Outstanding Contribution Award teams.)

### 3. Authorisation of Thank You Gifts

The Head of each Division will act as the Thank You Scheme Approver for their respective Division as they are responsible for budget decisions within their areas. Decisions on which Thank You gifts will be authorised must be based on objective evidence to ensure consistency across all areas.

Gifts should be reserved for occasions where an individual, or a team, has done something really special, or has consistently gone that extra mile – 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. It is a token of appreciation and should take into account what the member of staff would enjoy. Examples may include gift vouchers, chocolates, flowers.

#### **4. Funding and Ordering**

All costs incurred for hosting events or giving gifts must be covered by local Divisional budgets. There is no additional central DSE funding available other than for events or gifts as nominated and arranged by the Directorate Office. Once approval has been sought by the relevant Head of Division, requests should then be submitted to [DSE-Reward@manchester.ac.uk](mailto:DSE-Reward@manchester.ac.uk)

#### **5. Recording and Monitoring**

The DSE Directorate Office will keep a log of all events held and of gifts given to staff using the Thank You Scheme Monitoring Form. The DSE Leadership Team will review all the returns on a quarterly basis and will monitor trends and look for consistency in approach. The returns will be submitted to the University Thank You Scheme Monitoring team at the end of each quarter as follows:

- 1 January – 31 March
- 1 April – 30 June
- 1 July – 30 September
- 1 October – 31 December

#### **6. Review**

This guidance will be reviewed by the DSE Leadership Team after 12 months in operation. The University's Staff Recognition Thank You Scheme does not form an entitlement to staff and may be withdrawn or amended without notice.

The University's Staff Recognition Thank You Scheme forms part of a suite of schemes designed to recognise the excellent contributions of staff. Details of other schemes can be found on [StaffNet](#).