

Distinguished Achievement Awards 2024 – Citations for Professional Services/Cultural Institutions Individuals and Teams of the Year

1. PS Individual – Emma Richardson – Success, Volunteering and Awards Officer

Emma is the driving force behind international volunteering, especially the University's flagship Team Uganda and Team Rwanda programmes. Her enthusiasm, care and tenacity, the personal support she provides each student on the team each year is second to none. Her detailed understanding of delivering international volunteering in an ethical and sustainable way, ensures that students who wouldn't normally consider the opportunity to volunteer overseas are able to have an amazing experience. She has personally curated an outstanding relationship with the host organisations to ensure that the students have a meaningful experience. Many see this as life changing and say it impacts on their life and careers long past University and graduation.

The best words to describe Emma come from the students themselves: "Her enthusiasm infected us all; she often went the extra mile in delivering workshops and training sessions... without Emma's hard work and passion, Team Rwanda would not have been the same".

2. PS Individual – Nusrat Ahmed – Lead Curator – South Asia Gallery

Nusrat Ahmed is the Lead Curator of the *South Asia Gallery: A British Museum Partnership* at Manchester Museum which opened to global acclaim in February 2023.

She has supported a Collective of 30 co-curators to tell stories that together make up the first permanent gallery in the UK to celebrate the experiences and contribution of the South Asian diaspora.

Co-curation on this scale is rarely attempted in museums, but Nusrat held true to the promise that the collective would be involved every step of the way up to and beyond the gallery opening.

The reach of the gallery has been extraordinary, Nusrat has given interviews to *India Vogue* and taught undergraduate students studying *Migration, Conflict and Social Change*.

She works tirelessly to support her co-curators and forge new partnerships and she shares her learning through co-curation generously. She has fundamentally shifted who belongs in Manchester Museum and continues to change the wider cultural landscape.

3. PS Individual – Christopher Kitchen – Doctoral Services Administrator (Educational & Child Psychology)

Since joining the Doctorate in Educational and Child Psychology programme in January 2023, Christopher has made an outstanding contribution.

He has transformed the programme's administration systems to work more efficiently to support students and academic colleagues.

Christopher leads on admissions to the programme, with excellent feedback attesting to his efficiency and clear communication. He also goes above and beyond to support the cohorts of trainees with sensitivity and care.

As lead administrator for the consortium of eight universities – the largest consortium in the UK - he has supported the development of new consortium systems and represents the wider training

consortium at meetings with the DfE. In the process, he has gained the trust and confidence of all Programme Directors and their respective administrative teams.

Christopher is skilled at working with students and a variety of stakeholders, making those outside the organisation feel a sense of belonging to the wider academic and professional community at the University of Manchester. He strives for excellence in every aspect of programme operations and is an asset to both the team and University.

4. Large Team Winner – Raiser’s Edge Restore Project Team

Colleagues from IT Services, Information Governance, the Programme Management/ Strategic Change Office, and Division of Development and Alumni Relations came together to deliver the recovery Raiser’s Edge. Raiser’s Edge is the University’s alumni and donor database, containing more than 600,000 records and underpinning the generation of more than £20 million of philanthropy annually.

Following the cyber incident, Raiser’s Edge was quarantined for 8 months as the system was rebuilt to meet enhanced security requirements, a major project requiring the expertise of colleagues from across Professional Services.

Colleagues came together with shared purpose, exhibiting knowledge, pioneering spirit, and courage to deliver solutions across both business continuity and recovery. This was against a backdrop of competing demands, but colleagues consistently went the extra mile to deliver excellence in the face of adversity.

These efforts enabled a major strategic project, the campaign – which will impact Our People now and generations into the future – to continue to develop as planned. The value of this will be released over the coming year, as the University targets generating hundreds of millions of pounds and hundreds of thousands of volunteer hours in support of Our Future.

5. Small Team Winner – Campus Support and Security Team

Michael Norbury and Nathan Bateman are exemplary ambassadors of the Campus Support and Security team and fine examples of the kind of staff we employ as a University, facing a whole host of challenges that many staff would have little awareness of, or could even contemplate that such issues are being dealt with by colleagues.

When faced with a seriously injured individual who needed immediate trauma care, Michael and Nathan provided essential first aid using their advanced trauma training. Both remained calm, professional, and reassuring throughout. Not only did they perform beyond all expectations they also showed exceptional courage and resilience that few of us could muster in much lesser circumstances. Their actions that day very likely saved the individual’s life.

It is hard to sum up the contribution they made that day and the service they have continued to provide.

As a result of this incident, there is now a programme to provide more advanced trauma training to other Campus Support and Security team members.