

Celebrating Staff Success

Awards Ceremony 2011



STAFFORDSHIRE
UNIVERSITY

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Featured Awards:

- Customer Service Awards
- Qualification Successes
- 25 Years Contribution to the University Award
- Professorial Conferments
- Learning and Teaching Fellowships
- Equality and Diversity Award
- Health and Safety Award
- Outstanding Manager Award
- Best Newcomer Award
- Sustainability Awards



Overall Individual Customer Service Award Winner 2010 – David Winter



A warm welcome

from Vice-Chancellor,
Professor Michael Gunn

Staffordshire University is a great University. What makes it great is the commitment, dedication, motivation, determination, delivery and care of our staff.

Our staff are at the heart of everything we do and it is your drive, energy and passion to make a difference to the lives of the people who invest in their future with us that ensures we are successful. In other words we are reliant upon our people. That is why our Celebrating Staff Success event, now in its fourth year, is such an integral and important part of what we do. It allows us to recognise and celebrate what individual members of staff and teams across the University have achieved. It is a time when we can say thank you and reflect in the warm glow of a job particularly well done.

Tonight we congratulate our winners for the difference they have made. It is also an opportunity to say thank you to everyone who has made a positive contribution to the continuous improvement in what we do for our communities.

Thank you for all that you do. I am very proud to work with you at Staffordshire University.

Michael

Programme

Thursday 29 September 2011

- 4.30pm** **Arrival, Registration and Afternoon Tea Reception**
Ingestre Suite, Staffordshire County Showground
- 5.30pm** **Introduction**
Nina Nannar, University Honorary Doctor
- 5.35pm** **Welcome**
Professor Michael Gunn, Vice-Chancellor
- 5.40pm** **Presentation of Awards – Part One**
- Learning and Teaching Fellowships**
Presented by Paul Richards, Deputy Vice-Chancellor
- Professorial Conferments**
Presented by Professor Michael Gunn, Vice-Chancellor
- Health and Safety Award**
Presented by David Gage, University Governor
- Sustainability Awards**
Presented by Neil Scott, Finance Director
- 25 Years Contribution to the University Awards**
Introduced by Ken Sproston, University Secretary
Presented by Steve Burgin, Chair of the Board of Governors
- Equality and Diversity Award**
Presented by Cordella Bart Stewart, University Governor
- Best Newcomer Award**
Presented by Mike Herbert, University Governor
- Outstanding Manager Award**
Presented by Paul Richards, Deputy Vice-Chancellor
- 6.45pm** **Interval**

7.05pm

Presentation of Awards – Part Two

Qualification Successes

Introduced by Ian Blachford, Director of Human Resources

Presented by Professor Michael Gunn, Vice-Chancellor

Customer Service Awards

Faculty/School/Service Individual and Team Award Winners including

Overall Individual, Team and Cross University Team Awards

Introduced by Ian Blachford, Director of Human Resources

Presented by Professor Michael Gunn, Vice-Chancellor

8.00pm

Closing Remarks

Nina Nannar, University Honorary Doctor



Learning and Teaching Fellowships



Jane Ball

Jane is an Academic Skills Tutor within Information Services. She teaches across the University in all faculties and schools to develop transferable academic skills, and also works alongside academic staff, providing bespoke teaching sessions which address specific needs at both undergraduate and post graduate levels.

Jane is passionate about developing students' understanding of the requirements of higher education and wants to ensure that they have a positive learning experience by helping them to achieve as high a grade as possible.

The Teaching Excellence Fellowship will enable Jane to develop, trial and evaluate a peer mentoring system for first year students. Trained student mentors will be able to gain valuable experience which can both raise their achievement and increase their employability skills.



Guy Durden

Guy is a Senior Lecturer in the Business School and leads the Postgraduate Certificate of Education in Business Studies and Economics. He is particularly interested in a collaborative approach to planning, teaching and review of lectures known as Learning Study. This has well established and powerful effects on both student and teacher learning. Making use of the theoretical framework of Variation Theory, it encourages teachers to work closely together and to think in great detail about what they teach, how they teach it and how they know that students have learnt from the experience.

Through his Teaching Excellence Fellowship, Guy is looking forward to piloting the Learning Study approach with a small group of colleagues within the Business School, with a view to then evaluating the viability of extending this wider.



Alke Gröppel-Wegener

Alke is a part-time Senior Lecturer in the Faculty of Arts, Media and Design. She teaches study skills to creative practice students, contributes contextual studies to the animation courses and also leads the MA Research Methods Seminar.

Having explored the role of writing in undergraduate design education for her doctoral research, Alke is now building on this to provide students with academic dimensions to their practice-based courses.

Alke plans to use her Teaching Excellence Fellowship to explore how practice-as-research strategies in the creative disciplines can be documented in the academic context. Linked to this she plans to focus on how the Betty Smithers Design Collection within AMD is currently used by different awards, exploring how such reusable learning objects strengthen learning across the Faculty, the University and the wider educational community.

The Learning and Teaching Fellowship scheme recognises and celebrates excellence in the process of teaching and learning support. It is an annual award for which competition is high. To achieve this award, staff are expected to demonstrate a consistently high level of teaching and learning support, thereby having a positive impact on student success. On receipt of this award, staff are expected to disseminate their effective practice with colleagues through a number of different teaching focused activities and projects.



Ross Hawkes

Ross is a Senior Lecturer in Journalism within the Faculty of Arts, Media and Design where he teaches across a range of awards in fields associated with digital and hyperlocal journalism and social media.

Ross is particularly interested in the significant impact that new technology and social media is having on journalism, and has already begun to work with new tools and skills in order to improve the way teaching, feedback and tutorials can be delivered.

Ross intends to use his Teaching Excellence Fellowship to further investigate innovative ways to approach learning through new technology and social media. He is particularly keen to find opportunities to share his 'Rolling Live Feedback' method and other innovative approaches, both with his Faculty colleagues and across the University in order to further enhance the dynamic and evolving learning experience for students.



Kris Lines

Kris Lines is a Senior Lecturer in the Law School and is Director of the Centre for International Sports Law. Coordinating all aspects of sports law at the University, he teaches on a wide range of courses, and is involved in related enterprise activity, research, scholarship and community engagement projects.

Kris is a keen advocate of research-informed teaching. His current research interests are sports and medical negligence, doping, the regulation of sport and ambush marketing. As a consequence of this approach, his students see him working at the forefront of his discipline.

For his Teaching Excellence Fellowship, Kris aims to provide a framework model for embedding employer engagement in academic modules using social media tools such as blogs and mp3 podcasts to support the practical implications of academic theories.



Jaswinder Sahota

Jas is the e-Learning Co-ordinator within the Faculty of Computing, Engineering and Technology and is instrumental in enabling academic staff to embed effective TSL in their teaching and learning practices to enhance the students' learning experiences. To facilitate effective solutions, Jas works collaboratively with FMT members, the LDI Team, Information Services, FCET's Technical Team, and other E-Learning Facilitators/Coordinators from across the University.

Jas is interested in designing methods and approaches of using technology effectively to deliver learner-centred flexible learning that would allow all stakeholders to make paradigm shift from teacher-focused learning to learner-centred approaches.

Through her Teaching Excellence Fellowship, Jas intends to develop and disseminate a 'TSL Helpkit' as a sustainable resource to improve support for students. The experience gained by this project will allow Jas to create further value-added TSL developments.

University Professorships

The award of Professor reflects the high standing of a member of staff in activities which support the University's values.

Whilst the criteria used by the University is designed to recognise activity traditionally associated with professorial work in Higher Education, the assessment process gives equal weight to the skills and achievements of teachers, entrepreneurs and practitioners.

In order to secure a professorship, a candidate must be outstanding and have significant achievements in at least one of the following areas:

- Scholarship, research, knowledge transfer and professional practice,
- Teaching, curriculum development and pedagogic practice,
- Academic and/or professional citizenship and reputation,
- Academic leadership that has furthered the University's aims.

At Staffordshire University, the award of professorial titles demonstrates the outstanding nature of staff achievement across a diverse range of activity.

Appointed Professorial Conferments



Professor Tehmina N Basit

Tehmina Basit is Professor of Education and Director of the Institute for Education Policy Research (IEPR). Before joining Staffordshire University in Spring 2011, Tehmina held research or academic posts at Wolverhampton, Leicester, Manchester Metropolitan and Keele universities. Tehmina's research interests include the education of minority ethnic groups; race and ethnicity; gender; social justice; social inclusion; citizenship and young people; initial teacher training; the professional development of teachers; and qualitative research methodology. She regularly acts as a reviewer for refereed academic journals and the Economic and Social Research Council. She is a member of two journal editorial boards and the ESRC Peer Review College.



Professor Fiona Irvine

Fiona Irvine is Professor of Nursing and Head of Research and Scholarship, Faculty of Health. Fiona joined Staffordshire University in March 2011 from Liverpool John Moores University where she was Professor of Nursing. After moving from a nursing career into Higher Education in 1995, Fiona held teaching and research posts at Glyndwr and Bangor universities. Fiona's research interests focus on the organisation and delivery of services, particularly in relation to long-term conditions, specialist and advanced nursing practice and primary and community care. She has also written on language sensitivity and cultural competence.

Visiting Professorial Conferments

The award of a visiting professorship enables the University to recognise and celebrate the contribution made by our partners and collaborators. Candidates for a visiting professorship must demonstrate specific expertise in their subject area and show how the award of a title will enhance the work and reputation of the University.

The University is delighted to announce that between September 2010 and July 2011, the following visiting professorships were awarded:

Thomas Rowland – Visiting Professor, Centre for Sport, Health and Exercise, Faculty of Health

Thomas Rowland is a pediatric cardiologist at the Baystate Medical Centre in Springfield, Massachusetts, USA and has held a number of prestigious academic and hospital posts. He has been a member of several editorial boards and has published widely on the subjects of developmental exercise physiology and the health of children. As a visiting professor, Thomas is working with members of the Centre for Sport, Health and Exercise on research projects concerned with exercise physiology in children.

Ian Blackshaw – Visiting Professor, Law School

Ian Blackshaw was awarded a visiting professorship in December 2010. Ian is a leading expert in International Sports Law and has written and lectured extensively. He is a member of the Court of Arbitration for Sport based in Lausanne, Switzerland and the Hague Academy of International Sports Law. Following the award of his visiting professorship, Ian is working with members of the University's Centre for International Sports Law.

Shane Bryans – Visiting Professor, Law School

Shane Bryans has held several important posts within the prison service and the Home Office and in March 2007 was appointed Deputy Regional Director, Government Office for the West Midlands, with specific responsibility for the leadership of the Safer and Stronger Communities programme. Shane is a United Nations and Council of Europe expert on human rights and is the author of books and articles on the prison system. During the past two years, Shane has been a member of several UN missions looking at detention conditions and human rights in countries such as Uganda and Haiti.

Saeed Farooq – Visiting Professor, Centre for Ageing and Mental Health, Faculty of Health

Saeed Farooq is a Consultant Psychiatrist and Clinical Lead in Forensic Psychiatry with Wolverhampton City PCT providing leadership to a multidisciplinary community care team. Saeed has held several prestigious medical and academic posts in Pakistan and has advised the World Health Organisation. He is the author of over seventy publications in peer reviewed journals. As a visiting professor, Saeed is working with members of the Centre for Ageing and Mental Health on the submission of research grants, the supervision of PhD students and the development of a research degrees programme to be delivered with universities in Pakistan.

Nigel Meadows – Visiting Professor, Law School

Since 2006, Nigel Meadows has been HM Coroner for Manchester. Prior to this appointment, Nigel was Assistant Deputy Coroner for Plymouth and South West Devon and HM Coroner for the Isles of Scilly. Nigel was appointed by the Lord Chancellor to sit as a Legal Chairman of the Appeal Service and part-time President of the Mental Health Review Tribunal. He also joined the advisory board of a major academic study sponsored by the Arts and Humanities Research Council into the impact of the criminal law on medical ethics and practice.

Bernard Burnes – Visiting Professor, Business School

Bernard Burnes is Professor of Organisational Change, Manchester Business School, Manchester University. Bernard is the author of 150 publications on organisational change, including fourteen sole-authored books and seventy plus journal articles. His book, *Managing Change*, is widely regarded as one of the leading textbooks on this subject area. As a visiting professor, Bernard is collaborating with members of the Organisational Behaviour, Leadership and Change Group located in the University's Business School and has delivered a guest lecture.

Visiting Professorial Conferments

Colin Carnall – Visiting Professor, Business School

Colin Carnall is Professor of Strategic Management and Director, Cass Executive Education, Cass Business School, City University, London. Colin's field of expertise is strategic and organisational change and he has written extensively on this subject. Before joining the Cass Business School, Colin was Professor of Strategic Management at Warwick University. The award of a visiting professorship recognises Colin's collaboration with members of the Organisational Behaviour, Leadership and Change group in the Business School which will involve joint research and scholarship around strategic and organisational change.

Cliff Oswick - Visiting Professor, Business School

Professor Cliff Oswick is Deputy Dean and Head of the Faculty of Management, Cass Business School, City University, London. The author of over 120 articles and contributions to edited volumes, Cliff is European Editor of the Journal of Organisational Change Management and co-director of the International Centre for Research on Organisational Discourse, Strategy and Change which brings together researchers in the UK, USA, Canada, Australia and Sweden. As a visiting professor, Cliff Oswick is working with members of the Organisational Behaviour, Leadership and Change Group located in the Business School.

Rod Gunn – Visiting Professor, Business School

Between 1984 and 2009, Dr Rod Gunn held several senior academic posts at the University of Glamorgan, including Associate Director of the University's Business School. His main research and academic interests have focused on statistics, quantitative methods, information technology, marketing, strategic management and research methods. Rod has extensive postgraduate and doctorate supervisory experience and has worked with leading organisations such as the British Council, the Ford Motor Company and the WDA.

Luke Pittaway – Visiting Professor, Business School

Professor Luke Pittaway is the Director of the Centre for Entrepreneurial Learning and Leadership, Georgia Southern University, USA. Before joining Georgia Southern University, Luke was involved in the foundation of centres for entrepreneurial research and education at Lancaster and Sheffield Universities. He is a prolific academic author, has secured numerous research grants and serves on the editorial boards of several journals. As a teacher and researcher, Luke's main areas of academic interest are entrepreneurial behaviour, entrepreneurship education, small business management and corporate venturing. Following the award of his visiting professorship, Luke is working with members of the Business School's Enterprise, Innovation and Sustainability Group.

Dr Teeranlall Ramgopal – Visiting Professor, Faculty of Health

Teeranlall Ramgopal joined Staffordshire University in 1995 after having been a senior leader and education manager in the NHS. Within the University, he maintained his education management and senior leadership role until July 2011. As a Visiting Professor of the University, he will continue to support the University's corporate objectives, particularly in terms of Corporate Social Responsibility, Local Impact and Community Engagement.

David Tyrrall – Visiting Professor, Business School

David Tyrrall is Deputy Director of Accounting, Audit and Better Regulation in the Department for Business, Innovation and Skills (BIS). Before joining BIS, David held academic posts at Staffordshire University, the Open University and Cass Business School. David's main research interests are international accounting and finance and he is the author of works on international transfer pricing and financial analysis. As a visiting professor, David will collaborate with members of the Centre for Applied Business Research (CABR) on a range of projects and activities.

David Williamson – Visiting Professor, Business School

David Williamson is a Senior Research Fellow and Director of the Sustainability, Policy and Regulation Research Centre, at Manchester University. Before joining Manchester University in 2006, David was for nineteen years a member of Staffordshire University's Business School. His main research interests are corporate responsibility and governance and he has written extensively on these topics. As a research leader David has secured over £2 million worth of funding and has carried out work for several national and European agencies. Following the award of a visiting professorship, David has been working with the Centre for Applied Business Research (CABR) located in the Business School.

Health and Safety Award

As an organisation involved in so many different activities, the safety of our colleagues, students and customers is always paramount at Staffordshire University.

The Health and Safety Award has been developed to recognise individuals who have made an outstanding contribution in the field of health and safety within the University. Health and Safety may sometimes be overlooked in terms of the critical importance it plays in our lives – so this award is about celebrating those individuals or teams who have really made a positive difference.

Nominees

Jonathan McGahan

Jon is the Law School's new Health and Safety Advisor. Having embraced his new responsibilities, his contributions were immediately apparent, as he quickly appraised the School's health and safety needs. He has put in place processes, undertaken audits, carried out risk assessments and established records of all health and safety activities. He has also helped staff become more aware of their responsibilities and instigated a health and safety induction for new students during Welcome Week, as well as provided on-going information on health and safety.

Information Services Health and Safety Group

The Information Services Health and Safety Group meets on a quarterly basis to review health and safety requirements. With four main sites and 150 staff, the team has to ensure health and safety is taken seriously, so that the right support is in place for staff and students and that all work spaces are fit for purpose. The team, supported by managers, run a large number of risk assessments across a diverse range of activities, from computer rooms controlled environments to shelving library books. It has also supported staff who have very physical roles, making adjustments that have reduced their manual handling requirements and improved their day-to-day safety environment.

Faculty of Arts, Media and Design Technical Team

The Faculty of Arts, Media and Design Technical Team have at their heart the safety and wellbeing of students and staff with whom they work very closely. They are a dedicated and enthusiastic team who manage a vast range of diverse equipment and materials throughout the academic year, including many potentially high-risk areas. The team ensures proper control and support in access to these resources and are on constant vigil for monitoring and improving safe use in a creative environment as well as developing their own awareness and training. This has included audits and assessments, validation of hazardous substances, and the creation of videos to demonstrate the safe use of equipment.

Sustainability Awards

The Sustainability Awards recognise outstanding practice in sustainability and celebrate the efforts of our staff in helping to achieve sustainability improvements through education, research and the management of our estate. These awards demonstrate the significance of sustainability and the role we have to play in helping deliver a positive contribution to a sustainable university.

Sustainability Innovations in the Curriculum

Nominees

ARBOR Project Team

Tarik Al-Shemmeri
Sacha Oberweiss
Rachel Fuller
Emma Davis

The ARBOR project is a major European programme, hosted by Staffordshire University, which aims to promote green energy to the EU. Staffordshire is focussed on heating and cooling using biomass systems, working in conjunction with local industry. The ARBOR Project Team have been put forward for this award because the €7million project has put Staffordshire on the map in terms of International Energy Sustainability.

Kathryn McFarlane

Curriculum Development Manager, Centre for Professional Development,
Personnel Services

Sustainable Resources in Education is a core module on the BA(Hons) Professional Support for Education (Top up), which is aimed at professional support staff in education to raise their awareness of sustainability and environmental practices. Kathryn's work on this module has provided links from sustainability to the learning and working environment, such as Higher Education and school, highlighting changes that can be made to make a significant difference.

Foundation Degree: Sustainability and Environmental Management Delivery Team

Glynis Hiscox
Dave Moreman
Denise Shakespeare
Derek Pratts

Since 2009 tutors from South Staffordshire College and Staffordshire University have been collaborating to develop and deliver a new Foundation Degree aimed at employers and employees, upskilling and qualifying work-based learners in sustainability and environmental management. The Foundation Degree, now looking to recruit its second cohort, helps to address a number of key agendas including regional and national employability, partnerships and, of course, its sustainability education.

Jon Fairburn

Enterprise Reader, Business School

Jon has made a significant contribution to the work of the Business School on the social, environmental and economic impact of sustainability in the local community and on an international level. His work includes both theory and practice – rigorous research that develops the curriculum and has practical applications for business. These efforts have helped more and more staff embrace contemporaneous sustainability concepts, allowing the Business School to grow and develop.

Sustainability in the Workplace

This year the University officially joined the Green Impact Awards (GIA). Progress towards this initiative began under the Environmental Workbook Scheme, which was implemented to assist with improving environmental performance in each department. The following nominees were instrumental in gaining a Gold Award for their department by completing all bronze and silver criteria. They then went the extra mile to complete the GIA bonus criteria, leading to prestigious gold awards.

Nominees

Sally Liggins

Executive Assistant, Vice-Chancellor's Office

Sally's sustainability efforts have included the introduction of paperless meetings. The Executive Team have been equipped with iPads for use at meetings, which has drastically reduced printing and copying charges. Between January and July 2011, at least 16,056 pages were saved – the equivalent of 32 reams of paper, or two fir trees. This scheme is being expanded to include the Board of Governors, which will save an average of 4,000 pages per meeting.

Faculty Office/Technical Team

Faculty of Arts, Media and Design

Drives within the Faculty to increase e-enablement of student communications, results notification, referral work on Blackboard, use of texting and electronic submission of assignments are all having significant impact on consumption of paper and utilities. This has had the dual benefit of environmental impact and financial efficiency. Following on from these successes, the Faculty is investigating the benefits of paperless meetings, as well as continuing printing consumption monitoring.

25 Years Contribution to the University Award

Staffordshire University is a great place to work – and part of the evidence for this is the number of colleagues who have contributed to the development of the University throughout their careers, spanning over 25 years of loyal service. We are very proud of our long serving staff and are honoured that they have contributed so much of their lives to the work of the University.

Julie Adams

Information Services

Janet Newey

Student Office

John Byrne

Faculty of Computing, Engineering and Technology

Dr James Radcliffe

Faculty of Health

Jean Cooper

Student Office

Judi Ryder

Estates

Abbas Daragheh

Faculty of Computing, Engineering and Technology

Karen Snaith

Personnel Services

Judy David

Faculty of Sciences

Jacqueline Spearman

Estates

Dave Hickman

Faculty of Computing, Engineering and Technology

Charles Walker

Faculty of Computing, Engineering and Technology

Paul Lucking

Faculty of Computing, Engineering and Technology

Cheryl Williams

Student Office

Lynn Wright

Faculty of Health



Equality and Diversity Award Winner 2010 – Dr Dave Skingsley

Equality and Diversity Award

We are committed to embedding equality of opportunity across our University and we understand that it is our diversity that helps to make us such a strong, innovative and exciting community.

This equality and diversity award demonstrates our appreciation for all the wonderful work that our staff do in promoting equality and diversity both across the University and within the local community.

We recognise that our staff play a vital role in ensuring that we continue to provide an inclusive and welcoming environment for students, partners, visitors and new employees.

The award will be given to the member of staff who is judged to have excelled in promoting equality and diversity. Although there is only one award available, our thanks go to everyone who helps to make our University such a friendly and welcoming place to study and work.

Equality and Diversity Award

Nominees

Aimhigher Team, Sales and Student Recruitment

Jo Astley, Diane Atkin, Stacey Bailey, Donna Copley, Laura Coulthard, Nichola Edwards, Joyce Everall, Nicola Johnson, Jill Kirk, Jenny Mash

The Aimhigher team has developed and delivered activities for disadvantaged learners across Staffordshire between 2004 and 2011, supporting school and college students from under-represented groups in higher education to learn about university and aspire to progress. These include disabled students, children in care and care leavers, those from black and minority ethnic groups and those from lower socio-economic groups, and from families where there is no experience of higher education.

The team has worked with a variety of partners and contributed to a wide range of activities. Since 2003, over 50,000 young people from primary schools, high schools, colleges and private training providers across Staffordshire have engaged with activities delivered or organised by the team and about 150 university students have been trained as ambassadors working with over 7,000 students each year.

Learners have reported increases in confidence, assertiveness and communication skills from participation in activities organized by the team. Schools have reported that their students are more knowledgeable about HE, more motivated and engaged and have higher aspirations as a result of engagement in the scheme.

Portia Bentley, Disability Support and Guidance Officer, Faculty of Arts, Media and Design

As a former mental health specialist, Portia has worked to enhance support and specifically address the needs of both students and academic/support staff. Working closely with the Student Guidance Officer, Portia provides an identified point of contact for students and staff experiencing difficulties.

In addition to responding to the immediate needs of staff and students, Portia has significantly moved the Faculty forward in terms of its approach to understanding the needs of disabled students. To facilitate this, she has implemented a number of initiatives such as:

- Staff and student induction – welcoming all new students and staff to outline the advice and support she can provide
- Staff development sessions – delivering a programme of sessions to raise awareness of specific disability issues
- Resource packs for staff – developing a range of resource packs to aid staff working with disabled students

She has made a significant impact in ensuring that both academic and support staff are able to deliver an effective service to a wide range of students with a diverse range of needs.

Disability and Equality Group, Faculty of Sciences

Lorraine Berks, Sue Bird, Rob Boast, Tim Harris, Audra Jones, Sarah Krahenbuhl, Louise Rigby, Andy Platt, Dave Skingsley, David Taylor, Allan Watson, Andy Willits

Over the past year this team has helped to provide support for students and staff and has also been involved in shaping the way in which sciences delivers its teaching and learning commitments. The individual members of the group have all gone beyond the remit of the group in order to understand and translate the support requirements of both students and staff. In its first year the group has:

- Provided feedback to the student enabling centre on the implementation of support recommendations
- Provided feedback on the new standard and E assessment coversheets
- Overseen the development and implementation of the Faculty single equality scheme and action plan
- Made recommendations to the University Quarter development team on support required for the New Sciences Centre.

All members assist the Faculty in supporting the diverse range of students studying Sciences at Staffordshire University.

Karl Gimblett, IT and Learning Technology Officer, Information Services

Karl is a member of the Information Services Disability Group and has been instrumental in updating the assistive software, which is made available to disabled students.

Karl, along with other colleagues in his team, worked with staff from the Student Enabling Centre to determine the requirements of our disabled students. He then prepared a paper for the Senior Management Team's consideration, which included the type of software recommended, the reasons for the proposed change and the costs involved.

This proposal was approved and the latest software has now been purchased and is now available for students from the start of this academic year. Karl's actions will significantly improve the service offering to students with disabilities and will ensure that they have the latest technologies available to support their studies.

Anni Hollings, Learning and Teaching Experience Manager, Business School

Anni has made significant contributions to the life and work of the Business School – both staff and students – and of the University. In her various roles (lecturer, manager, member of several teams and union representative) she has encouraged an atmosphere of engagement and cultural celebration.

Some examples of Anni's work are:

- engagement with the overseas students on their residential
- leading a number of staff groups looking at practical issues of timetabling, workloading, class sizes, learning and teaching, research and development.
- involvement with students – part-time, full-time, overseas, UK, postgraduate, undergraduate, corporate
- work as a Trades Union representative, encouraging dialogue, respect and understanding

Anni's impact on the Business School has been significant. Not only are her students well acquainted with the skills to deal with a diverse and demanding world, but also they have a much deeper cultural understanding of each other and as a result, respect for the equality/diversity agenda.

Janice Kalisz, Student Guidance Advisor – Student Office

Janice provides a range of support services for students across the university. Her work based in the Faculty of Computing, Engineering and Technology necessitates interaction with a large proportion of the university's international students and she has built a good reputation amongst overseas students for the way in which she handles claims for extenuating circumstances.

Janice has on several occasions provided sensitive support to students who are not allowed to stay at the university. She has also shown unstinting dedication to the overseas student experience and has ensured that they have a genuine understanding of the academic framework in which they are operating.

She has ensured that our international students get everything that they need, from a support perspective, to put them on an equal level with home students. She has a natural empathy towards all students, but in particular she strives to create a level playing field for those who may be disadvantaged in attempting to achieve academic success.

Mick Williams, Chaplain, Student Office

Mick's work crosses many aspects of equality and diversity and is exemplified in the cricket league that he established for international students. This initiative has given our international students a culturally appropriate way to enjoy sport and social time together and has integrated people of different cultures, notably Indian and Pakistani students.

Through this initiative, it has been possible to develop relationships with these students to a degree such that personal, pastoral and theological issues can be discussed individually and as a group, as appropriate.

Mick engages with students from a variety of backgrounds and faiths, most different from his own. Within the cricket league there are students from India and Pakistan playing one another; Pakistani Muslims playing Pakistani Christians; Hindus, Muslims and Christians from India playing students from all over the world.

With help from other members of staff, Mick has begun to forge links with cricket clubs in the community with a view to fielding a Staffordshire University team to play matches with teams from outside the University.

Best Newcomer Award

Every year we are joined by talented people who have chosen Staffordshire University as the place they most want to work. A new role in a new organisation can be an extremely rewarding time and with this award we recognise an individual's outstanding contribution during the first twelve months of their employment with us.

Nominees

Paul Dobson

Lecturer, Business School

Paul has had considerable impact on the overall quality of his students' learning experiences through his innovative approach to curriculum and pedagogic development. His impact has also extended beyond the classroom and has enabled him to share good practice, particularly in terms of utilizing technology in innovative ways. He has also had an immense impact on raising the University's and Business School's external profile and reputation regionally, nationally and internationally.

Dr Tony Craig

Senior Lecturer, Faculty of Arts, Media and Design

From day one Tony has made significant contributions to a number of targets in the Faculty's Business Plan, most notably in the areas of recruitment, external income generation and research. His expertise are vital for further developments of the partnership with the MOD and, as a newcomer, his investment activities are great. Tony has earned the respect of students and staff in no time and adds value in many ways not only to the Politics/History team but also to the entire Faculty.

Craig Draper

Administration Award Support, Faculty of Computing, Engineering and Technology

From his first day in the Award Support Team, Craig has been an invaluable member. Besides getting a quick grasp of the skills and procedures needed for his role, Craig has quickly understood the need to provide good service and experience for students, with whom he has daily contact. Both students and staff have no hesitation in contacting him for information and advice and several changes that he has made have proved useful to the Faculty and improved the quality of service given.

Mark Downie

Lecturer, Law School

As a new member of the Law School, Mark has been an exceptional team player, contributing fully from the start to many events and activities that have taken place. Having not previously taught, Mark's presentational skills, when dealing with different audiences, have proved top class. He has assisted departments with legal matters, provided legal advice to Enterprise and Commercial Development, and enabled the Law School to generate income from a weekly secondment, saving the University money and increasing service levels.

Kieran Lally

Senior Information Assistant, Information Centre

Kieran joined the Information Centre following the completion of an apprenticeship scheme where he had worked in a number of Student Office departments. In a short time he has become a key member of the team supporting students. He listens to students and deals with their queries quickly, keeping them updated with progress as he goes. He has also gone the extra mile to support his colleagues in the Information Centre Team, in which he has become a highly valued member.

Dominic Collins

KTP Caseload Coordinator, Enterprise and Commercial Development

Dominic has developed a real understanding of the intricacies of Knowledge Transfer Partnerships (KTP), which is a complex staged process involving many partners. Through his friendly and helpful attitude, he has developed excellent working relationships with colleagues and external partners. Dominic has contributed directly to the success of KTPs and has taken a lead in the use of social media as a tool in promoting opportunities and successes.

Gurjit Nijjar

Recruitment Manager - Admissions, Enterprise and Commercial Development

From the moment Gurjit joined Admissions she was able to motivate team members and provide both an immediate plan of action and also a long-term vision. She has encouraged both her officers and admissions administrators to be involved in projects and enabled them to take full ownership. This has provided a change of culture and attitude to colleagues in Admissions but has also provided significant assistance and direction to colleagues in faculties.

Babis Petrou

External Cost and Management Accountant, Finance

Since joining the Finance Team Babis has become highly valued among his colleagues, showing real enthusiasm and determination to be able to do any task given to him. He has had significant involvement in creating a new External Project Form template and has created efficiencies with a new TRAC return, demonstrating his high level Microsoft Office skills, which he has shared with other team members and in turn improved their skills base.

Alan Buckingham

IT and Learning Support Officer, Information Services

Since Alan joined Information Services, he has been invaluable in sharing knowledge, ideas and work. He has been making a major contribution to all University IT users by representing the team on the Windows 7 PC Imaging project, sharing his technical expertise and experience in this area. His work has helped improve response time and service, to the benefit of Information Services, staff and students.

Adrian Lowe

Retail Hospitality Manager, Commercial Services

Adrian has completely transformed the experience of catering services on the College Road site of the University. In the Pavilion and The Courtyard Café where there is a continually changing choice of food. His work has also been felt when hosting events, which he approaches with enthusiasm, imagination, intelligence and, above all, a total commitment to customer service.

Professor Fiona Irvine

Head of Research and Scholarship, Faculty of Health

Fiona has really hit the ground running both in her role as a Professor and as a line manager, bringing staff together and facilitating them to flourish and play a much more active role within the Faculty. Her biggest contribution has been in her role as Head of Research, where she has driven significant change in terms of engagement of scholarship. Her huge impact has helped build solid working relationships and established rapport with the diverse academic community.

Overall Team Customer Service Award Winners 2010 – Conference Team



Outstanding Manager Award

The role that our managers play in leading and managing teams, creating energy, providing direction, problem solving and supporting their teams is critical to the success of Staffordshire University.

The Outstanding Manager Award provides colleagues with the opportunity to applaud their manager for not only what they have contributed but how they do this.

Nominees

Peter Ingham

Academic Group Leader for Management, Marketing and Services, Business School

Peter has been nominated for this award in recognition of his work as Academic Group Leader for Management, Marketing and Services, adding value to both the Business School and the University as a whole.

Mark Kent

Head of Careers Centre

Mark has been nominated for this award for his commitment to embedding employability in the University, particularly in relation to his innovative and proactive ways of helping students and informing them of what the centre can offer.

Tracy Windridge

Awards Administrative Manager, Faculty of Computing, Engineering and Technology

Tracy has been nominated for this award in recognition of her excellent management and leadership of the award support team in the Faculty of Computing, Engineering and Technology.

Lisa Miceli

Business Manager, Law School

Lisa has been nominated for this award in recognition of her leadership and management within the Law School, regularly going beyond the call of duty and taking the time to help others if they are in difficulty.

Keziah Dewing

Head of Accounts Payable/Receivable, Finance

Keziah has been nominated for this award in recognition of her high quality organisational and people management skills, which she has used to encourage and nurture staff, developing a more cohesive and productive team.

Graham Brown

Direct Marketing and Database Manager, Sales and Student Recruitment

Graham has been nominated for this award for his vision and leadership both within his immediate Recruitment Marketing Team, as well as across Sales and Student Recruitment and the University as a whole.

John Dryer

Business Manager, Enterprise and Commercial Development

John has been nominated for this award in recognition of his leadership of a newly formed team providing business support to ECD and beyond, to all academics engaged in external projects, HEIF and enterprise support.

Annie Walker

Faculty Administrative Manager, Faculty of Arts, Media and Design

Annie has been nominated for this award in recognition of her instrumental support for her team during turbulent times, always being available, approachable and flexible, whilst boosting efficiency.

Audra Jones

Technical Manager, Faculty of Sciences

Audra has been nominated for this award for her efforts in the contributing to the design and construction of the new Science and Technology Centre, ensuring staff are fully informed of developments and that important feedback is provided in a timely way to the architects and developers.

Linda Degg

Head of Campus and Operational Services, Estates

Linda has been nominated for this award in recognition of her positive and supportive team management, working as a vital and enthusiastic team player to help them to achieve their objectives.



Qualification Successes

Staffordshire University is a place of active learning for staff as well as students. In the move towards the enhanced professionalisation of many roles, the University continues to invest in its staff. Increasingly over the past few years, this has been towards the pursuit of accredited qualifications, either traditionally taught or by work-based learning. Through this process of development, the capacity of staff to face new demands is enhanced and their contribution to the organisation continues to grow. The University wishes to recognise and acknowledge the efforts of staff who have engaged in professional development, thanking them for their commitment and hard work in achieving success.

BA(Hons) Sports Development and Coaching

Arron Dunn Commercial Services

BA(Hons) Business Management

Ruth Chell Sales and Student Recruitment
Diane Light Law School

BA(Hons) Early Childhood Studies

Sue Hambleton Student Office

BSc(Hons) Applied Computing

Joanna Bailey Information Services

CCNA (Networks)

Liz Crump Information Services

CCNA (Wireless) Networks

Emily Hampson Information Services
Palbinder Rama Information Services

Certificate in Accounting AAT Level 2

James Bennett Finance

Certificate of Continuous Professional Development: Contemporary Leadership and Management in HE

Margaret Bennett Enterprise and Commercial Development

Certificate of Continuous Professional Development: Research Supervision

Jamie Barker Faculty of Health
Peter Coffee Faculty of Health
Neil Lamont Faculty of Sciences
Jill McDonald Faculty of Health
Nageen Mustafa Faculty of Health
Mohamed Sedky Faculty of Computing, Engineering and Technology
Dave Skingsley Faculty of Sciences
Kim Slack Business School
Clare Stanier Faculty of Computing, Engineering and Technology
Nigel Thomas Faculty of Health
Anna Tsaroucha Faculty of Health
Katy Vigurs Business School
Geoff Walton Faculty of Arts, Media and Design

Certificate of Continuous Professional Development: Working in HE

Judith Blackband Law School
Angela Glover Sales and Student Recruitment
Laura McDonald Faculty of Arts, Media and Design

Certificate of Credit: Contemporary Issues

Joanna Bailey Information Services

Certificate of Credit-Effective Teaching in HE

Susan Avery Faculty of Sciences
Elizabeth Deakin Faculty of Sciences
Philip Lee Faculty of Sciences
Jacqueline Mason Faculty of Health
Harry Porter Faculty of Arts, Media and Design
Stephen Potts Faculty of Computing, Engineering and Technology
Kenneth Raper Faculty of Sciences
Richard Stevens Faculty of Computing, Engineering and Technology
Debi Whitehouse Faculty of Computing, Engineering and technology



Certificate of Credit: Effective Personal Tutoring

Susan Jenkinson Law School
 Sarah Tudor Enterprise and Commercial Development

Certificate of Credit: Higher Education Today

Paula Andrews Faculty of Arts, Media and Design
 Maria-Louise Feenan Student Office
 Tracy Windridge Faculty of Computing, Engineering and Technology

Certificate of Credit: Project Planning and Management

Joanne Astley Sales and Student Recruitment
 Diane Atkin Sales and Student Recruitment
 Laura Coulthard Sales and Student Recruitment
 Alexandra Pownall Sales and Student Recruitment
 Anne Smith Sales and Student Recruitment

Chartered Institute of Management Accountants (CIMA) Operation Level

Hayley Dams Finance

Chartered Institute of Marketing (CIM) Professional Certificate in Marketing

Phyllis Prescott Sales and Student Recruitment

Chartered Institute of Personnel and Development (CIPD) Certificate in Human Resource Practice

Ann Edwards Personnel Services

CIEH Level 2 Food safety

| | |
|------------------|---------------------|
| Julia Aldridge | Commercial Services |
| Jayne Austin | Commercial Services |
| Hazel Bathew | Commercial Services |
| Jeremy Barber | Commercial Services |
| Pamela Bennett | Commercial Services |
| Chayne Brown | Commercial Services |
| James Cairns | Commercial Services |
| Holly Clarke | Commercial Services |
| Stewart Coghlan | Commercial Services |
| Allyson Connor | Commercial Services |
| Carol Crutchley | Commercial Services |
| Jane Dallison | Commercial Services |
| Kirsty Dean | Commercial Services |
| Michelle Dean | Commercial Services |
| David Divine | Commercial Services |
| Sharon Evans | Commercial Services |
| Susan Evans | Commercial Services |
| Susan Faint | Commercial Services |
| Valerie Handley | Commercial Services |
| Gillian Hollins | Commercial Services |
| Robert Lakin | Commercial Services |
| Yvonne Lycett | Commercial Services |
| Chi Man Dinh | Commercial Services |
| Dianne Morris | Commercial Services |
| Carole Oakes | Commercial Services |
| Emma Pickstone | Commercial Services |
| Margaret Sim | Commercial Services |
| Nazan Smith | Commercial Services |
| Dawn Stonier | Commercial Services |
| Philip Smith | Commercial Services |
| Jamie Tildesley | Commercial Services |
| Liz Thorley | Commercial Services |
| Susan Watts | Commercial Services |
| Clare Witheridge | Commercial Services |
| Barbara Woolrich | Commercial Services |

Civil/Commercial Mediator (ADR)

| | |
|------------|------------|
| Kris Lines | Law School |
|------------|------------|

Coaching for Success (ILM Endorsed)

| | |
|-----------------|-----------------------------------|
| Geoff Bridgwood | Estates |
| Helen Dent | Faculty of Sciences |
| Fintan Dineen | Faculty of Arts, Media and Design |
| Sally Smith | Student Office |
| Jim Zacune | Faculty of Sciences |

Diploma in Teaching in the Lifelong Learning Sector (DitLLs)

| | |
|-----------------|-------------------------------|
| Nicky Griffiths | Sales and Student Recruitment |
|-----------------|-------------------------------|

ECDL Essentials-Level 1

| | |
|--------------|----------------|
| Sam Ashforth | Student Office |
|--------------|----------------|

ECDL Extra

| | |
|-----------------|-----------------------------------|
| Sharon Dawson | Design Studio and Print Room |
| Annette Dodds | Faculty of Arts, Media and Design |
| Linda Fradley | Information Services |
| Bernadette Gill | Information Services |
| Alison Rowley | Information Services |

EdD

| | |
|-----------------|-------------------------|
| Lesley Rollason | Executive Business Unit |
|-----------------|-------------------------|

Effective Practice in First Line Management (ILM Endorsed)

| | |
|-------------------|--|
| Kelly Bradley | Faculty of Computing, Engineering and Technology |
| Ruth Fretz | Faculty of Health |
| Tim Fuller | Sales and Student Recruitment |
| Vicky Gouldbourn | Estates |
| Mark Hewitt | Information Services |
| Alison Kent | Faculty of Computing, Engineering and Technology |
| Hannah Murley | Finance |
| Eleanor Newman | Executive Business Unit |
| Susan O'Reilly | Information Services |
| Alexandra Pownall | Sales and Student Recruitment |
| Amelia Rout | Sales and Student Recruitment |
| Anne Smith | Sales and Student Recruitment |

Facilitating Learning Award

| | |
|-------------|--------------------|
| Alison Hunt | Personnel Services |
|-------------|--------------------|

Fellowship of the Institute of Clerk of Works and Construction Inspectorate of Great Britain Incorporated

| | |
|------------|---------|
| John Hanna | Estates |
|------------|---------|

Foundation Degree in Professional Support for Education

| | |
|------------------|-------------------------------|
| Jenny Bossons | Information Services |
| Nichola Edwards | Sales and Student Recruitment |
| Sharon Hemmings | Sales and Student Recruitment |
| Pat Holdcroft | Business School |
| Steven Johnstone | Commercial Services |
| Elaine Knox | Business School |
| Lesley Mountford | Business School |
| Karen Owens | Sales and Student Recruitment |
| Helen Wells | Information Services |

GCSE Maths

| | |
|------------------|----------------|
| Vicky Cartwright | Student Office |
| Sue Hambleton | Student Office |

HNC Business

| | |
|----------------|-----------------|
| Emma Baker | Estates |
| Kim Moody | Estates |
| Marion Morris | Business School |
| Tracey Proctor | Student Office |

Level 2 Certificate in Fitness Instruction

| | |
|---------------|-------------------|
| Jacky Forsyth | Faculty of Health |
|---------------|-------------------|

LLM (IP Law)

Alaric Boote Faculty of Computing, Engineering and Technology

MA in Counselling

Doreen Fleet Faculty of Sciences

MA in Higher and Professional Education

Sue Kneill-Boxley Learning Development and Innovation

MA in Strategic Human Resource Management

Janet Fletcher Business School

MA in Theology and Pastoral Studies

Adrian Low Faculty of Computing, Engineering and Technology

MA in Library and Information Management

Michael Latham Information Services

MA in Business Administration

Lynn Coburn Finance
Vicky Mellor Faculty of Computing, Engineering and Technology

MPhil PhD Health Studies

Bernard Moss Emeritus Professor

MSc Advanced Technology

David Winter Information Services

MSc Computer Science

Peter Moss Information Services

MSc in Computing

Tina Richardson Sales and Student Recruitment

MSc Health and Social Care by Negotiated Learning

Mark Lovatt Faculty of Health

MSc in Strategic Personnel and Development

Catherine Gorham Personnel Services

NVQ Level 3: Advice and Guidance

Julia Crooks Student Office
Sally Smith Student Office

Post Graduate Certificate in Business Coaching

Lynne Walley Business School

Post Graduate Certificate in Health Psychology

Lisa Benson Student Office

Post Graduate Certificate in Performance Coaching and Mentoring

Posthumous Award accepted on behalf of Lisa Jones Faculty of Arts, Media and Design

PhD Chemical and Environmental Engineering

Peter Wardle Faculty of Computing, Engineering and Technology

PhD Education

Michelle Lowe Business School
Katy Vigurs Business School

Post Graduate Certificate in Education: Teaching in the Lifelong Learning Sector

Rachel Good Faculty of Health

Post Graduate Certificate in Higher Education Leadership and Practice

Michelle Burgess Information Services
Catherine Cook Sales and Student Recruitment
Steve Ganner Information Services
Nicola Johnson Sales and Student Recruitment
Nicola Laurie Student Office
Peter Rout Sales and Student Recruitment
Helen Thurstan Sales and Student Recruitment
Tracy Walker Student Office

continued overleaf

Post Graduate Certificate in Higher and Professional Education

| | |
|---------------------|--|
| Jane Ball | Information Services |
| Teagan Ball | Faculty of Arts, Media and Design |
| Ian Bayley | Faculty of Arts, Media and Design |
| Stuart Butler | Faculty of Computing, Engineering and Technology |
| Paul Dobson | Business School |
| David Edwards | Faculty of Computing, Engineering and Technology |
| Jackie Gregory | Faculty of Arts, Media and Design |
| Alke Groppe-Wegener | Faculty of Arts, Media and Design |
| Adrian Gurney | Faculty of Computing, Engineering and Technology |
| Ross Hawkes | Faculty of Arts, Media and Design |
| Daryl Marsh | Faculty of Arts, Media and Design |
| Sioban Richards | Faculty of Health |
| Kairen Roche | Faculty of Health |
| Caroline Scovell | Faculty of Health |
| Dawn Suffolk | Faculty of Health |
| Dave Tapp | Law School |
| Penny Vincent | Faculty of Arts, Media and Design |
| David Wheeler | Faculty of Arts, Media and Design |
| Pippa Wilding | Law School |
| Michael Woods | Faculty of Computing, Engineering and Technology |
| Sarah Woolley | Faculty of Health |

Post Graduate Certificate in Research Methods

| | |
|--------------|-------------------------------|
| Donna Copley | Sales and Student Recruitment |
|--------------|-------------------------------|

Post Graduate Diploma in Higher and Professional Education

| | |
|----------------------|-----------------------------------|
| Lee Pardy-McLaughlin | Faculty of Health |
| Soo Plant | Information Services |
| Mitch Pryce | Faculty of Arts, Media and Design |
| Elizabeth Tomkinson | Information Services |

Post Graduate Diploma in Human Resource Development

| | |
|-------------|---------------------------------------|
| Sarah Tudor | Enterprise and Commercial Development |
|-------------|---------------------------------------|

Prince 2 Foundation

| | |
|------------------|---------------------------------------|
| Margaret Bennett | Enterprise and Commercial Development |
|------------------|---------------------------------------|

Prince 2 Practitioner

| | |
|-----------------|---------------------------------------|
| Anne Longbottom | Enterprise and Commercial Development |
| Sarah Tudor | Enterprise and Commercial Development |



Customer Service Awards

The Customer Service Awards Scheme has been introduced to recognise and celebrate the excellent customer service that is provided to our customers – be they students, employers, staff from other organisations or workplace colleagues. Customer service is at the heart of all our decisions and behaviours and it is on this that our reputation is built and enhanced. These awards celebrate individuals and teams who have raised their game in the delivery of our customer service to levels beyond those normally expected.

Each Faculty/School and Service selected the following winners from applications submitted:

Individual Awards

Faculty of Arts Media and Design

Peter Smith

Peter has been awarded the individual customer service award for being a shining example of how much difference a member of staff can make with regard to their support for students, staff and external customers.

Business School

Sue Clews

Sue has been awarded the individual customer service award for being instrumental in setting service standards, consistently demonstrating exceptional front-line customer service at all times for international and external customers.

Commercial Services

Eileen Phillips

Eileen has been awarded the individual customer service award for providing outstanding hospitality for a variety of events, maintaining a high level of customer service, and often going above and beyond expectations to ensure the highest quality.

Faculty of Computing, Engineering and Technology

Kelly Bradley

Kelly has been awarded the individual customer service award for her skills in dealing with external and internal customers and for her flexible and professional approach to joining various project teams involved in a range of work areas.

Enterprise and Commercial Development

Libby Griffin

Libby has been awarded the individual customer service award for always going the extra mile for internal colleagues, her tireless commitment to delivering work of the highest calibre, and for developing and maintaining external partnerships with enthusiasm and passion.

Estates

Dave Proctor

Dave has been awarded the individual customer service award for providing a first class service to all staff, going about his work in a friendly, efficient and caring manner, and for being a model of good practice in everything he does.

Executive Business Unit

Julia Morse

Julia has been awarded the individual customer service award for being an exceptionally efficient administrator and for always putting customers from the University's wide range of relationships and partnerships at the forefront of her priorities.

Finance

Babis Petrou

Babis has been awarded the individual customer service award for his significant contribution to the overall skills base of the team and for developing enhanced processes, tailoring his delivery to a varied audience.

Faculty of Health

Dave Mason

Dave has been awarded the individual customer service award for his huge contribution to the aspiration of excellence, leading a highly regarded module for retraining qualified social workers, as well as being an excellent role model for students and colleagues in terms of promoting positive relationships and customer service.

Information Services

Fiona Russell

Fiona has been awarded the individual customer service award for always putting customers first, going the extra mile to support colleagues by giving them her undivided attention, and displaying these values every day.

Law School

Judith Blackband

Judith has been awarded the individual customer service award for her extremely professional approach when dealing with internal and external customers, often going above and beyond her role to help people.

Personnel Services

Alison Hunt

Alison has been awarded the individual customer service award for her focus on the needs of customers across a wide range of diverse staff and students, offering support, advice, guidance and training across the University.

Sales and Student Recruitment

Jodie Cataldo

Jodie has been awarded the individual customer service award for her hard work, determination and commitment to service and cross university projects as well as her ability to communicate with others both in the internal and external environment.

Faculty of Sciences

Mel Hall

Mel has been awarded the individual customer service award in recognition of the excellent support she provides students, complementing her role as an outstanding and dedicated academic.

Student Office

Janice Kalisz

Janice has been awarded the individual customer service award for performing beyond what is expected in her role, supporting other areas of the University, and her continued dedication to enhancing the experience of students.

From all of these Faculty/School and Service winners, an Overall Individual Customer Service Award winner will be selected and announced on the evening.

Team Awards

Faculty of Arts, Media and Design

Finance Team

| | |
|---------------|----------------|
| Graham Cannon | Lydia Marks |
| Anna Mawson | Diane Robinson |

The Finance team have been awarded the customer service team award for the support they provide staff, ensuring processes are easy and accessible to non-financiers, and for the knowledge and expertise they provide the faculty.

Business School

International Partnerships Team

| | |
|---------------|-----------------|
| Frances Adams | Elizabeth Binns |
| Esther Handy | Nicky Turnock |

The International Partnerships Team have been awarded the customer service team award for providing outstanding internal marketing and customer service support to partnership managers, award teams and partners.

Commercial Services

Sir Stanley Matthews Sports Centre Team

| | |
|----------------------|----------------|
| Lucinda Ashby-Rayson | Debbie Boone |
| Emma Dean-Findler | Dan Dobson |
| Dave Morris | Stephanie Peat |
| Mark Timms | Dave Walker |
| Andy Weston | Craig Wright |

The Sir Stanley Matthews Sports Centre team have been awarded the customer service team award for taking full advantage of the investment in new gym equipment, focussing on customer service and satisfaction and increasing sales and positive customer feedback.

Faculty of Computing, Engineering and Technology

Quality and Resources Team

| | |
|--------------|------------------|
| Marie Beddow | Kelly Bellomusto |
| Claire Booth | Karen Payne |
| Penny Reid | |

The Quality and Resource Team have been awarded the customer service team award for continually providing a high level of customer service as well as their flexibility in taking on new and additional responsibilities.

Enterprise and Commercial Development

External Projects Team

Naomi Arblaster Jose Beech
Emma Davies Holly Hoar
Christopher Kenning

The External Projects Team have been awarded the customer service team award for putting the customer first in all dealings and communications and for launching a new Contract and Compliance service in response to requests.

Estates

Awards Ceremonies Domestic Team

Pamela Barlow Paul Hearson
Sue Johnson Shirley Turzanski
Chris Wright

The Awards Domestic Team have been awarded the customer service team award for their input in making the graduation ceremonies a great success, for their contribution beyond the call of normal duties and their continually positive attitude under sometimes difficult circumstances.

Executive Business Unit

Design Studio and Print Room

Jean Abbott Jeanette Chadwick
Sharon Dawson Gary Dickson
Richard Lovatt Trevor Parr
Brent Sigley

The Design Studio and Print Room have been awarded the customer service team award for exceeding customer expectations, upholding the University's reputation with their high quality work, and treating all customers fairly.

Finance

External Accounting and Cost Accounting Team

James Bennett David Cooper
Ian Kirkland Terri Hodson
Babis Petrou

The External Accounting and Cost Accounting Team have been awarded the customer service team award for their hard work, high commitment level and ability to work as an extremely cohesive and supportive unit.

Faculty of Health

Community Based Care Team

Liz Boslem Donna Doherty
Ruth Fretz Sharon Graham
Sherron Jukes Mark Lovatt
Kairen Roche Sally Scattergood
Sarah Woolley Andrea Wright

The Community Based Care Team have been awarded the customer service team award for forging and maintaining good relationships with many external employers, their ability to adapt in the changing NHS context and for their high level of service internally.

Information Services

Networks and Telecoms

Matthew Bailey Liz Crump
Alison Curtis Emily Hampson
Dave Hughes Palbinder Rama
Mick Steele Andrew Sherwood
David Winter

The Networks and Telecoms team have been awarded the customer service team award for maintaining excellent customer service through the formation of a cohesive and supportive team, resulting in positive comments and feedback.

Law School

Law Foundation Year Team

Jo Beswick Steve Cookson
Nicola Cole Susan Cunningham-Hill
Mark Downie Karen Elder
Helen Fox Michelle Hammond
Jon McGahan Frances Seabridge
Jules Smith Janet Spence
Joanne Whitehouse Dave Tapp
Pippa Wilding

The Law Foundation Year Team have been awarded the customer service team award for demonstrating best practice in terms of adapting its provision to meet customer need and at the same time anticipating how this might impact on performance in the future.

Personnel Services

E Recruitment Team

Helen Boote Iain Bracken
Ann Edwards Kerry Ellis
Suzanne Leech Lynne Mellor
Yvonne Rhodes Karen Snaith

The E Recruitment Team, Personnel Services, has been awarded the customer service team award for successfully implementing the new online e-recruitment system, ensuring both applicants and managers have a more customer focussed experience.

Sales and Student Recruitment

Customer Contact Centre

| | |
|----------------|----------------|
| Catherine Cook | Hilary Dicken |
| Paul Donnelly | Rachel Jones |
| Becky Patten | Deborah Turner |
| Karen Wootton | |

The Customer Contact Centre have been awarded the customer service team award for setting a great example through the service they provide, showing what is achievable with a positive and cohesive team attitude in difficult periods.

Faculty of Sciences

Faculty Office Staff

| | |
|-------------------------------|-----------------|
| Cynthia Adam | Lorraine Berks |
| Achen Bowers | Jo-Ann Brindley |
| Jackie Campbell | Amanda Dinnivan |
| Lindsay Dodd | Jean Simpson |
| Karen Simpson | Sue Steele |
| Anne-Marie Thorley Walchester | |

The Faculty Office Staff have been awarded the customer service team award due to their exceedingly high levels of customer service and helpfulness of staff leading to a big increase in student satisfaction.

Student Office

Student Enabling Centre

| | |
|-----------------|------------------|
| Jean Amison | Ali Bottrill |
| Heather Brown | Louise Brown |
| Michelle Buckle | Anne Burrows |
| Ann Clowes | Irene Colclough |
| Trish Di Cesare | Neil Ferneyhough |
| Sheila Hayward | Elsa Heffernan |
| Sharon Jardine | Rose Jeffries |
| Anita Jones | Jaspal Kalsi |
| June Leake | Michael McMillan |
| Jenny Stephens | Verity Willcocks |

The Student Enabling Centre have been awarded the customer service team award for maintaining an exceptional work ethic, achieving consistently high student satisfaction rates year on year, and for their commitment to equality of opportunity.

From all of these Faculty/School and Service winners, the Overall Team Customer Service Award winner will be selected and announced on the evening.

Cross University Team Customer Service Award Winners 2010 – Short Courses Team



Cross University Team Customer Service Award

Nominees

Art and Design Degree Show Planning and Delivery Team 2011

| | |
|------------------|----------------|
| Jean Abbott | Paula Andrews |
| Dr Helen Chapman | Heidi Crabbe |
| Tim Deville | Fintan Dineen |
| Skip Edwards | Mark Garner |
| Shaun Kelley | Mark Kent |
| Jenny Mash | Sarah Peart |
| Barbara Ridley | Maria Scrivens |
| Julie Smith | |

This year saw the delivery of one of the most successful University Degree shows ever. The work of over 300 graduating students was exhibited over a week to universal acclaim from a wide range of stakeholders and customers including employers, industry leaders, parents, and regional schools and colleges. In addition to staging the show, a number of linked activities took place throughout the week, ranging from schools workshops to a networking breakfast for students and employers.

The event enhances the reputation of the University, links into many communities, puts the University at the heart of creative development in the region and would not be possible without contributions from a diverse range of staff. The huge team effort is reflected and evident in the tremendously positive feedback received from people and organisations internal and external to the University.

Foundation Degree in Offender Management

| | |
|-----------------------|------------------|
| Rowena Beighton-Dykes | Damian Doherty |
| Ro Evans | Michelle Hammond |
| Ian King | Gillian Moss |
| Emma Reid | Maria Scrivens |
| Sarah Tudor | Tammy Willett |

The Foundation Degree in Offender Management is the result of many months of hard work and determination. The FD represents the future, a jointly developed award with our FE partners and spearheaded by a large local employer. The team maintained focus on the employer's requirements, whilst blending the needs of business with the benefits of a higher education, to produce this truly leading industry award.

The team worked tirelessly in challenging circumstances, with tenacity, innovation and quick turnaround times, to develop high quality programmes that will deliver sustainable income over the next three years. The passion shown by the team, to make a difference and drive change, has also attracted national media coverage for the award. This can now be used to run a national campaign, attracting other prison and offender management institutes, helping to secure additional business.

Integrated Communications

| | |
|------------------|-----------------|
| Paul Bossons | Nicola Brophy |
| Graham Brown | Shelley Carter |
| Dr Helen Chapman | Ruth Chell |
| Catherine Cook | Deborah Cooke |
| Tim Deville | Chris Goostry |
| Zoe Hargrave | Ian King |
| Sue Lawton | Richard Lovatt |
| Robin Oldham | Trevor Parr |
| Phyllis Prescott | Brent Sigley |
| Sam Scott | Linda Thompson |
| Helen Thurstan | Dr John Wheeler |
| Paul Williams | |

Integrated communications was a new approach that brought together the University's offline and online communications (including printed literature, website and digital communications, presence at events such as UCAS fairs and Open Days, recruitment advertising and relationship marketing activity) to support the recruitment of undergraduate students.

This reduced reliance on an expensive prospectus by enabling students to select the most relevant information needed, receiving up to three subject area guides. As well as the production of these guides, the team designed and developed stands for recruitment fairs, created communication platforms for parents and teachers and produced a new undergraduate guide.

The project was delivered on time, within budget and has led to many business benefits, including better use of people, time and financial resources.

The winner of the Cross University Team Customer Service Award will be announced on the evening.



STAFFORDSHIRE
UNIVERSITY