

SETU Recognition of Service Excellence Award: A Pilot Scheme

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2024 Award Guidance

Overview:

This new pilot staff recognition award scheme is hoped to be run on an annual basis.

SETU Recognition of Service Excellence Award

- Awards will be made based on contributions made by staff to the unit, department, school/faculty, and university.
- It will consider activities undertaken by PMSS staff member/s who demonstrate excellence, innovation and inclusivity as an individual/team.
- The scheme is open to all PMSS staff employed in SETU.
- This new scheme falls under the umbrella of SETU excellence awards.

One-step online nomination form, which includes a **Short Statement from the main proposer** (1000 words) and a **Peer Testimonial** by another staff member (500 words). See further details and how to nominate in this guidance document and on our SETU webpage [here](#)

Please note the nomination form was changed on 10.04.24 to reflect feedback from the community to simplify the process.

Purpose of the Scheme

- The Excellence Awards in Staff Recognition reflect SETU's commitment to excellence and recognise staff who;
- **demonstrate inclusivity**, impact, **innovation and excellence** in their work at SETU.
- **illustrate contributions and commitment** to the university, its goals and core values.
- foster **collaboration, communication, and cooperation** among colleagues, university constituents and external partners.

This scheme aligns with **four** of our six SETU core values: promotes excellence (1), rewards working collaboratively (2), embraces inclusivity (3), and rewards those who treat others with respect and behave with integrity (4).

This award scheme is a **competitive process** with up to five awards made in any year. The following awards are proposed for this year's 2024 pilot of the scheme:

- **Four** Individual-based awards
- **One** Team based award (e.g. disciplinary or functional area team)

This award scheme is designed to complement and not duplicate other award schemes such as teaching excellence, and research excellence award programmes. Care should be taken when nominating colleagues to select the appropriate scheme based on their predominant area of work or service.

Alignment with university priorities and plans

- This awards scheme aims to recognise staff who demonstrate a commitment to excellence in service, innovation and inclusivity which has a high level of impact on the success and day-to-day operations of the University.
- The selection criteria are aligned with the institutional priorities as articulated in our Strategic plan [SETU Strategic Plan, Connecting for Impact 2023-2028](#)
- Specifically Strategic Objective No. 10
- Action 10.7



Eligibility

Eligibility Criteria: Who can be considered for an award?

- The award scheme is open to all professional, managerial and support staff (PMSS) **employed by SETU** across the campus community.
- Nominees (SETU staff) must be working and have completed their period of probation.
- Self-nomination is not permitted.
- Nominee consent is required.
- Individual and Team based nominations are welcome.
- **Individual and Team Nominees** must be supported by **two** members of staff (current staff).

If you are unsure if the person(s) you wish to nominate are eligible please email staffawards@setu.ie

NOTE: The scheme is not open to academic staff to be nominated, any staff member from any level can nominate another member of staff.



Selection Criteria

Selection Criteria

The nominee should provide essential services to the university while demonstrating excellence in performance, personal interaction, initiative and creativity, innovation, inclusivity, and outstanding achievement. Nominees (individual/team-based) for the **Staff Recognition in Service Award** must demonstrate qualities with reference to the criteria below. Nominations are marked out of an overall score of 100.

1. Consistently make a positive impact through **excellent contribution and commitment** to the University's core purpose and values;
2. Have showcased/demonstrated some level of **inclusivity** within their area of work/s (individually or as part of a team) where applicable.
3. Have a significant and demonstrable impact on the university through **outstanding service to the university, and/or ingenuity/innovation** in their area/unit or field of work;
4. Have demonstrated an exceptional ability to foster **collaboration, communication, and cooperation** among colleagues, university constituents and/or external partners where relevant.

Each nomination must provide evidence of outcomes and impacts.

What information can be used in support of a nomination (individual/team), based on the selection criteria?

1. Consistently make a positive impact through excellent contribution and commitment to the University's core purpose and values;

For example, consistently and substantially demonstrates ability and willingness to work positively and effectively with others individually or as part of a team; examples that demonstrate the ability and willingness to manage changes in work priorities, procedures, and in the organisation.

2. Have showcased/demonstrated some level of inclusivity within their area of work/s (individually or part of a team) where applicable;

For example, consistently and substantially demonstrates an inclusive approach to the job, thereby improving access and participation, ensuring recognition, respect, career opportunities and a sense of camaraderie among those they work with and serve.

3. Have a significant and demonstrable impact on the university through outstanding service, and/or ingenuity/innovation in their area/unit or field of work;

For example, consistently and substantially exhibiting behaviour that enhances the workplace. The nominees' performance has set superior standards of excellence and efficiency regarding the mission of the departmental unit and the university and has resulted in important and significant contributions to the nominee's department and university. The nominees' performance has set superior standards of excellence and efficiency in relation to the mission of the departmental unit and the university and has resulted in important and significant contributions to the nominee's department and university.

4. Have demonstrated an exceptional ability to foster collaboration, communication, and cooperation among colleagues, university constituents and/or external partners where relevant;

For example, actions that by way of their day-to-day activities affected special accomplishments that have demonstrated positive benefits or support for the university and its members (including external members) as well as significant contributions to the goals and objectives of their work units; performance that has resulted in distinction, campus-wide, systemwide, state-wide, nationally, or internationally.



Award Details

How many awards will be made?

- We are estimating that **five** recognition awards (four individual and one team) will be made to the winning university staff member/s in recognition of their service to the University.
- Nominees will be notified when the selection process has been completed and the outcome has been approved by the President.
- It is anticipated that award recipients will be publicly recognised at an award ceremony in 2024 dates to be confirmed.
- The University will wish to publicise the awards and award holders through various media and, therefore, award holders may be invited to appear in such publicity materials.
- Permanent recognition on an award plaque.



Nomination Process

How does the award nomination process work?

Nominations are initiated by a SETU employee/s completing an **online nomination form** before the deadline.

- Two SETU staff nominee proposers are required for each PMSS staff nomination.
- You must select **one** type of nominee award (i.e. individual/team).
- The nominee (s) **must agree** to be nominated.
- Incomplete or late submissions will not be accepted.
- *Proposers may like to use the **word template** provided to **draft** their initial response before entering the details online.*

The completed nomination form should be submitted **online** before **5 pm on Friday 26th of April 2024**.

Deadline was extended on 10.04.24 by 2 weeks.

Nomination Process/Steps

- A complete **nomination packet** for the **SETU Recognition of Service Excellence Award** consists of the following two (2) items:
- 1. The nomination form requires a **short statement** from the main proposer (**1000 words max**) regarding the reasons for the nomination and **examples** of how the nominee (meets some or all the criteria set out in this scheme).
- 2. **Peer Testimonial** from one other SETU employee supporting the nominee. (**500 words max per statement**).
- In addressing the award **criteria**, please provide in your testimonial a reflective and **evidence-based** account of the practice shown by the nominee (s), based on carefully selected examples where possible.

Stage 1 – Open call for online nominations



Stage 2 – Review panel, score and shortlist nominees



Stage 3 – Decision meeting & announcement of recipients

Online Nomination Form_ Click here to begin a [nomination](https://forms.office.com/e/9Nak6K3d1R)

<https://forms.office.com/e/9Nak6K3d1R>



Review Process

Selection review panel composition

- 1 Non-voting chair – The President
- 2 members nominated by the President.
- 1 HR manager
- 1 academic nominee
- 1 professional administrative / support staff nominee
- 1 external member

Administrative support to the Selection Review Panel shall be provided by the Office of the President.



Selection review process:

- **Eligibility Screening:** All nominations will be reviewed by the President's office admin team before being allocated to the selection review panel. Each nomination will be checked to ensure it meets the scheme criteria and are **eligible** to proceed. Those not eligible will be notified.
- **Scoring:** Selected nominations will then be reviewed by all selection review panel members. The core criteria listed **will be addressed** by each panel member.
- **Results:** Once scored all panel members will return their **evaluation reports** to the President's office admin team for processing.
- The top-ranked nominations will be awarded based on the agreed number of available each year.
- **A decision meeting** chaired by the President will be held to decide on the outcome and number of awards.
- The selection review panel reserve the right to reduce or increase the number of awards offered under the scheme based on the volume and quality of applications.
- ❖ Each Panel Member has the right to make autonomous decisions based on the information provided and their discussions, reserving also the right to seek further clarification if required for nominations.



Timeline & Support

Indicative Timeline

| Stage | Details | Date |
|-------------|---|----------|
| Stage 1 | Call for nominations open: nominees must consent, no self-nominations | 22.03.24 |
| Stage 1 D/L | Call nomination Extended | 26.04.24 |
| Stage 1 | Eligibility checks completed | 10.05.24 |
| Stage 2 | Selection review panel shortlisting process completed | 31.05.24 |
| Stage 2 | Executive decision meeting completed | 20.06.24 |
| Stage 3 | Announcement and ceremony, estimated September 2024 | TBC |

Support

- Support with the preparation of nominations will be provided by the Office of the President.
- Administrative support to the Selection Review Panel and the community shall be provided by the Office of the President.
- Dedicated Email: staffawards@setu.ie

For further information please contact
Jo Holohan: Josephine.Holohan@setu.ie



Nomination Form

All nominations to be completed online via this link [here](#)

Staff at all levels can make a nomination.

Nominate someone today....



Office of the President

Contact

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