BEAMS Professional Services Awards 2024 – Guidance for Nominators
These awards recognise the attitude and commitment that professional services staff in BEAMS bring to
their work, and how they are contributing to the UCL 2034 enablers.
Nominations must be submitted by 5pm on Wednesday 15
th
 May 2024.
Award categories
There are eight categories based on the key enablers for UCL 2034: a 20-year strategy for UCL.
All staff at UCL are contributing to these enablers in some way and we want to celebrate the vital work
that professional services staff do to realise UCL’s vision and mission.
a) Giving our students the best support, facilities and opportunities
b) Valuing our staff and improving overall staff experience
c) Delivering on equality, diversity and inclusion initiatives
d) Financing our ambitions
e) Delivering excellent systems and processes in support of UCL’s vision
f) Maintaining a sustainable estate to meet our aspirations
g) Communicating and engaging effectively with the world
h) Outstanding team contribution to achieving UCL’s mission.
At the end of these guidance notes are further details of how these enablers might be demonstrated. We
strongly suggest you read these before completing the nomination form but please note that these are
examples not an exhaustive list.
Who is eligible?
Any professional services staff member (administrative and technical) based in BEAMS (The Bartlett,
Faculty of Engineering Sciences, Faculty of Maths and Physical Sciences). The panel encourages
nominations for all grades.
Who can make a nomination?
Nominations can be made by any UCL staff member based within BEAMS, including Business Partners.
The panel encourages nominations by all grades. Nominators can choose to remain anonymous to the
nominee if they wish.
Choosing an award category
We recognise that some individuals will be worthy of nomination in more than one category. If you feel
that an individual should be nominated in more than one category then please complete a separate
form for each nomination, so the work relevant to that category may be better highlighted. Work that
crosses boundaries should be nominated in whichever category suits the work best, but with the panel’s
attention drawn to the fact that this is potentially a ‘crossover’ nomination.
The panel will use their judgement to make awards to the most relevant category, rather than looking to
exclude individuals for falling between categories.

By completing this section of the form, you are confirming that you have briefly discussed the
nomination with the counter signatory. This is a requirement of the nomination process.
Examples of how individuals might demonstrate their contribution to the award category
Please note these are examples not an exhaustive list
Giving our students the best support, facilities and opportunities
 Delivering and developing first-class service standards to students.
 Understanding student needs and working with students to develop the services and support
they need.
 Encouraging feedback on student services and being prepared to act upon it.
 Being visible and responsive to students and responding to them as efficiently as possible.
 Being prepared to challenge the status quo in pursuit of the best outcome for students.
 Searching for new ideas, looking at creative ways to improve and do things better for our
students.
 Being pro-active in networking with other departments and sharing best practice.
 Making an outstanding contribution to a specific project which has had a positive impact on
student support, facilities and opportunities.
Example job roles of previous nominees include: Senior Teaching and Learning Administrator, Lab
Manager, Student Adviser, IT Officer.
Valuing our staff and improving the overall staff experience
 Managers that consistently value their staff and encourage a notably honest and open culture.
 Individuals who consistently value their peers and team members.
 Those that are committed to developing talent within the team. Searching for new ideas,
looking at creative ways to encourage personal development.
 Managers who ensure staff are given the independence and support to grow in their roles.
 Individuals that have come up with innovative ways to engage with all stakeholders, colleagues,
and customers.
 Individuals that go above and beyond to recognise achievement and give praise when deserved.
 Individuals proposing initiatives to address lower levels of satisfaction expressed via staff
feedback e.g. UCL’s staff survey, local staff feedback initiatives, exit interviews etc.
 Individuals actively share best practice.
 Individuals who foster an environment of effective teamwork and collaboration, build trust and
recognise others contributions.
 Individuals who recognise the importance of practicing self-care, showing kindness and
managing compassionately and demonstrate a commitment to ensuring staff wellbeing is
positive and healthy.
Example job roles of previous nominees include: Communications and Marketing Manager, Personal
Assistant, Staffing Officer, Research and Finance Administrator.
Delivering on equality, diversity and inclusion initiatives
 Individuals who show a commitment to addressing the equality, diversity and inclusion agenda.

Those who are particularly inclusive in their approach and open to celebrating professional and
personal difference.
 Managers who make inclusivity, diversity and (inter) cultural awareness core to actions and
decision-making.
 Individuals who have taken positive action to improve equality and dignity at work
Example job roles of previous nominees include: EDI Manager, Widening Participation Manager,
Technician, Departmental Manager.
Financing our ambitions
 Individuals that have been contributing to financial sustainability efforts.
 Searching for new ideas, looking at creative ways to save money, increase income and drive
efficiency.
 Individuals that have shown a consistent commitment to getting value for money for their
department.
 Individuals that have been involved in philanthropic activities.
 Individuals who have developed innovative ways of engaging prospective students and
increasing acceptances (or offer to acceptance conversion).
Example job roles of previous nominees include: Senior Finance Administrator, Strategic Partnership
Director, Research Finance Administrator, Technician.
Delivering excellent systems and processes in support of UCL’s vision
 Individuals that demonstrate an absolute commitment to first class customer service.
 Individuals involved in refining systems and processes to make them more efficient and user
friendly.
 Individuals that work hard to understand customers and work with them to develop the services
and support they need.
 Individuals that have shown a particular enthusiasm for getting involved in the design and testing
of new UCL systems and have become super users of these systems.
 Individuals who interface between staff/students and service providers to ensure user
requirements are understood.
 Individuals who elicit useful feedback from users and effect changes from it.
 Individuals who champion the use of effective systems and processes across their areas of work.
Example job roles of previous nominees include: Executive Assistant, Senior Research Administrator,
Finance Officer, Teaching and Learning Administrator.
Maintaining a sustainable estate
 Individuals that have been contributing to green projects at UCL.
 Searching for new ideas, looking at creative ways to use space at UCL.
 Valuable contributions to projects that maintain and improve the estate.
Example job roles of previous nominees include: Workshop Manager, Facilities Administrator, Office
Administrator, Departmental Technician.

Communicating and engaging effectively with the world
 Individuals who work collaboratively with colleagues and see themselves as members of the
wider UCL professional services community.
 Individuals particularly committed to openly sharing and seeking information and good practice.
 Individuals particularly committed to face-to-face communication where possible.
 Individuals who’s communication and engagement activities have had a positive impact on a
specific project. Notable activities related to communications and outreach.
Example job roles of previous nominees include: REF Manager, Communications and Events
Administrator, Public Engagement Manager, Outreach Officer.
Outstanding team contribution to achieving UCL’s mission.
 Teams who demonstrate a united, ambitious, forward-thinking approach to achieve long-term
aims.
 Teams who use resources effectively and innovatively and share best practice.
 Teams who are communicative and consultative with their plans, strategies, and decisions.
 Teams who are seek and give constructive feedback and reflect on own practice.
How will the judges choose the winners?
The panel will make their choice based solely on the information in the form. The panel will consider a
summary of the guidance above, as well as the following criteria:
 The extent to which individuals (or teams) excel or go beyond what is expected of their role
 Whether the individuals (or team) have initiated the work themselves.
 The impact of the activities described and how they enable UCL 2034
Who will the judges be?
The panel composition will be as follows:
1 x Senior technical role holder
1 x Director of Operations
1 x Faculty Tutor/Head of Education and Student Experience or equivalent
1 x Head of central Professional Services/Business Partner
1 x Grade 6 professional services staff member
1 x Student representative
What are the prizes?
The prize for each category is £500 gift card and a £50 gift card for runners up for the individual
categories and a £1000 gift card for the winners and £100 gift card for the runners up of the team
award. Awards will be presented at an in-person event in June 2024.