Nomination guidance: 500-600 words max. We suggest 200 words in each box on the nomination form. Examples provided should have taken place in 2015. Please be as specific as possible, as the judging process depends on clear examples of the particular award criteria in practice. The judging panels are drawn from across the University – examples need to be understandable and jargon/acronym free.

Please give an overview of why they merit the award here

Lena and her team – Rohan, Alicia and Stuart – are always helpful but this year in particular they have worked really hard to do a great job, often in challenging circumstances. Their implementation of a new online system for student support has made an enormous difference to the efficiency with which the university is able to deal with student queries. They have found new ways to support the faculty, which is why I think they are deserving of the team award for enterprising creativity.

Please provide specific examples of times when they have demonstrated the guiding principles or have made a significant difference for the Brookes Star Award (as appropriate to the award category) here

In March 2015 they introduced an online system to help students solve key questions online before they arrive – this enables them to book appointments for particularly complex issues. This benefits students, particularly at deadline times when they need more support, but also ensures that departmental colleagues are able to find people available when they need administrative support. Another example is their support for the November 2015 open day. In addition to sharing responsibility across the team for volunteering at open day, they took the initiative to work with marketing colleagues to record a video about their work as a team and how they help students. They have uploaded this video to the department website so that prospective students can see some of the support that the faculty offers.

Further, they started ‘ideas and improvements Thursday’ in September 2015, reminding staff and students once a week that they were keen to hear their ideas for new opportunities or improvements at Brookes – in any area of the University.

Please provide any further information here

They are a pleasure to work with as they take pride in their work, show respect for one another and for our students, and are always keen to help and support colleagues. Their hard work to build connections with others – such as with marketing colleagues in the example above – is part of why they are such a great team.

* Any supporting documentation can also be emailed to: recognitionawards@brookes.ac.uk. Guidance and example nomination forms are available on www.brookes.ac.uk/staff-recognition.