In no more than 50 words, sum up why your nomination merits an award:

The work Lena and her team have done this year has been instrumental at a particularly challenging time. 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.

In no more than 450 words, please provide specific examples of times when they have demonstrated the guiding principles and/or the criteria (as appropriate to the award category):

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. They have displayed remarkable confidence through their implementation of a new online system for student support, which has in turn 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 that demonstrate their enterprising creativity.

In March this year they introduced an online system to help students get answers to key questions online before they arrive in arrival’s week, which saves staff a lot of time that can be spent with students with more complex issues. This benefits students, particularly at deadline times when they need more support. Their excellent collaboration with colleagues before introducing this system showcased their connectedness to all of our teams at the time of training, and we remain grateful for seeing the new system through the introductory stages.

Another example is their support for the November 2017 open day, which shows their generosity of spirit. Sharing responsibility across the team for volunteering at the 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.

Also, they started ‘ideas and improvements Thursday’ in September 2016, 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, which has been a real success for the team.

Please provide any further information here:

Further, they started ‘ideas and improvements Thursday’ in September 2016, 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.

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.