First Round of Spotlight Awards for 2016

We are pleased to say that for the 1st round of Spotlight in 2016 we were overwhelmed with the standard of the applications and some of the decisions were very difficult. We had a large number of nominations across the four categories.

These are the people who are role models for us all and who are doing the kind of things we all want to aspire to.

Innovative & Creative - go the extra mile

For the person, or team, who has come up with the most innovative idea in Commercial Services or who has ensured that we are always seeking new improvements and ideas.

**Joe Peaker** – Joe has gone above and beyond his role to revamp the Get Out, Get Active indoor rowing programme over the Christmas period. He had the idea to create an indoor rowing class like spin sessions. Instead of looking at skills, he wanted a class based around the music and having fun. So Joe introduced Rowfit, he delivered a training session with the new concept to the volunteer workforce delivering the classes, created and laminated session templates and created CD’s with a choice of music for the classes. He completely changed the sessions and gave the volunteer workforce everything they would need to deliver them. He then created a series of engaging social media posts to push the new sessions. All his hard work and commitment has paid off as this year the Rowfit has been a great success.

**WINNER!**

**Dawn Abel** - After having difficulties in cleaning services recruiting a new supervisor to look after a very high profile area of campus, Dawn stepped in to help for what was hoped to be a short time of approximately 2 months. Despite this period expanding to a much longer 7 months Dawn was still happy to continue, despite the inconveniences that waking up at 5:30am and not returning home until 8:30pm presented. Dawn went much further than what was expected of her by reorganising staff areas and taking a lead role in dealing with conferencing and staff overtime. Although a new supervisor has now been appointed Dawn has offered to assist again by continuing this role for a further 2 weeks. She has gone well and truly above and beyond what is expected for a significant period of time and has always been cheerful and positive.

**Highly Commended**

Colleagues also nominated in this category:
- Christine Hiley
- Holdsworth Building cleaning team
For that great person, or team, who always brings fun to others at work and who demonstrates a positive attitude in all that they do.

**Kevin Banks** – Kevin is a great and reliable colleague to work with, approaching everything with a smile and always getting the job done. One instance of this was when he helped Catering and Print and Copy Bureau to sort out their disused equipment. It is his hard work that has allowed differences to be made such as the clearing of the University House basement which in turn allowed the transfer out of Roger Stevens into PCB to run smoothly.

David Muirhead – David has been with us from the agency for the last 6 months helping to cover our late tea service. He is a fantastic member of the team, never without a smile on his face, he couldn’t be more helpful, flexible and enthusiastic. He has such a positive attitude and he comes to work every day wanting to do the best he can, he is a rare find and it’s a pleasure having him as part of the kitchen brigade. Nothing is too much trouble for him. David deserves to be recognised by the department as his attitude and application to his work is an example to each and every one of us.

**Trust & Respect - know your stuff**

For that great person, or team, who you can always trust and rely on and who also show respect to everyone they deal with.

**Maddie Combes** – Maddie is a student at Leeds. She’s working with the design and marketing team on a one-year internship and she has fit in to the role, and all its demands and pressures, like a complete natural. She has shown great creative ability, calmness under pressure, and sheer aptitude to get the job done successfully and on time. Since the summer, she has kept The Edge, Great Food at Leeds, our Refresh card campaigns, and Leeds Sport in the spotlight with highly impactful visual communication design.

Recently, she has displayed the confidence and creativity to solely take on the campaign for the upcoming Healthy Week initiative. She developed not one, but three really strong concepts, which left the Healthy Week team with a difficult choice in deciding which route to take. Her left over ideas will more than likely be utilised in coming years.

We want to recognise and remember her excellent contribution now that she’s re-joined her final year in BA Graphic and Communications Design.

**Andy Brown** – The University is currently preparing its submission for PCI-DSS compliance. Central Finance had taken paperwork to Weetwood to be signed off to allow the relevant staff to use Chip & Pin handsets at the site. The paperwork needed to have been returned to allow Jane Madeley to sign off the submission but unfortunately it hadn’t been sent back. An email marked urgent was sent asking for help and Andy who wasn’t on duty read the email and started ringing around to make sure that the documentation could be sent in - he really did go the extra mile.

**Colleagues also nominated in this category:**

- Joanna Wiszmunska
- Christine Hiley
- The Edge lifeguard team
- Katrina Dickins & Ryan Johnson
**Helpful & Supportive - show you care**

For the person, or team, who supports our customers by delivering an excellent service experience.

Sarah Roe – Sarah is a real credit to both the Deli(very) team, and to herself. Her constant dedication, positive attitude, support and willingness to go the extra mile is a key factor enabling us to deliver an excellent service to all our customers.

As well as maintaining very high standards, with an incredible eye for detail when helping to build the many deliveries across the university, she often goes the above and beyond, stepping up whenever support is needed with other aspects of the delivery business. This includes driving the delivery vans and taking charge of large VIP service events. Sarah takes charge of a busy business, coordinating all aspects of it, ensuring its smooth running on a daily basis.

The Cleaning Team from Parkinson, Baines, Brotherton and Great Hall – This nomination is submitted by a colleague and reads: “On the Sunday before Christmas 2015, I suffered terrible chest pains and a tingling sensation down my left arm (...) with a lot of gentle persuasion, I was encouraged by the Team to see my GP. A few weeks later I was admitted into hospital for open heart surgery and a bypass operation. If it hadn’t had been for them bullying me into going to see my GP, there is a strong possibility that I wouldn’t be here today. Not only did my colleagues club together to purchase me a new mobile phone so that they could keep in touch with me, but a number of the Team came to visit me in hospital. These actions and the concern they have shown since I have returned to work definitely deserve a nomination for the ‘showing that you care’ award.”

Dan Hemmingway and Duncan Hatton – Due to the large increase of activity on campus in the evenings, a new role has been created for two Facilities Assistants to work a later shift.

Dan and Duncan have changed their working hours in order to provide this new service and have made considerable efforts to shape the new role and ensure it has been successful. Support to Central Teaching Space has improved considerably ensuring lecture theatres and classrooms are always clean and tidy. They have also worked incredibly flexibly across the campus responding to customer requirements. They have also made some really useful suggestions, shaping the role in response to customer needs and finding pragmatic solutions to problems which have come their way. Dan and Duncan also work very closely together, providing cover for each other and their colleagues when required with little fuss and a great attitude at all times.

Imran Mahmud – We had a complaint from a customer who said he had cancelled his gym membership in February 2013 and we were still deducting his membership fees from his payroll in March 2016! He had already contacted a colleague 2 months previously and nothing had been done to resolve the matter.

Imran offered to take over the process of dealing with the customer, maintaining a helpful and polite attitude that meant he was a pleasure to deal with.

On a number of occasions Imran has been known to wait behind after his normal shift has ended, or come in early to meet customers face-to-face to sort out their problems and claim bounced or failed direct debits.

Colleagues also nominated in this category:
- Diane Fitzgerald
- Carl Best
- Sports Operational Team
- Graham Slade
- Nicola Marchant
- Phil Yorke