

Chancellor's Award for Individual Excellence

The *Chancellor's Award for Individual Excellence* recognises a professional staff member's outstanding achievement that is above the generally expected duties and demonstrates initiative in their chosen field. Individual excellence is aligned with the University's strategic priorities of *learning, discovery* and *engagement*. The *Chancellor's Award for Individual Excellence* is based on a staff member's sustained high level of performance resulting in a significant achievement.

SELECTION CRITERIA

The University of Queensland has three strategic objectives, which are to foster a **learning** environment, to develop a **discovery** environment, and to participate in **engagement** with state, national and international communities. The *Chancellor's Award for Individual Excellence* is based on three criteria of excellence that reflect these strategic objectives. These are **quality service**, **process involvement/innovation** and **knowledge transfer/community connection**.

Quality service relates to the provision of quality service to students, staff and/or external parties. Examples of behaviour that may apply to this award criterion include resolving client issues or situations, inspiring others and serving as a role model for customer service and effective stakeholder management.

Selection Criteria for Quality Service:

1. Demonstrated excellence and improvement in areas that contribute to creating a high quality student and/or staff experience at UQ.
2. Demonstrated record of delivering sustained service outcomes over time.
3. Evidence of outstanding quality service.

Process Involvement/Innovation involves the innovation of effective workplace practices and initiatives, including the development of new systems that improve UQ's effectiveness and efficiency. Examples of behaviour that may apply to this award include taking a proactive and innovative approach toward finding solutions to business challenges or breaking down boundaries to improve workplace practices.

Selection Criteria for Process Involvement/Innovation:

1. Demonstrated innovation resulting in process efficiencies and/or cost containment.
2. Demonstrated advancement in business and workplace challenges through the innovative utilisation of technology.
3. Demonstrated innovative contribution to the seamless operations in university administration.
4. Demonstrated innovative approach to assisting the university address the strategic objectives outlined in the Portfolio Plans.

Knowledge Transfer/Community Connection Examples of behaviour that may apply to this award criterion include engagement in knowledge transfer in line with the University's strategic direction, initiating and maintaining sustainable, collaborative partnerships with external parties, or utilising external knowledge to inform and build UQ's capabilities.

Selection Criteria for Knowledge Transfer/Community Connection:

1. Demonstrated communications to forge on-going relationships with external organisations to promote the intellectual resources and organisational capabilities of UQ.
2. Expand reciprocal linkages and partnerships with UQ alumni, business, industry, professional and community organisations, government bodies and/or education institutions to promote engagement with UQ services.
3. Demonstrated obtainment and incorporation of knowledge (from developed professional relationships) to inform and advance UQ's professional practice in line with strategic objectives.
4. Volunteering work-related skills and expertise to the wider community beyond the normal requirements of staff members' role.

NOMINATION PROCEDURE

Nominations must be received from a Sponsor who can be a Supervisor or other member of staff. Self-nominations will not be considered. Sponsors are asked to submit a short explanation of how the Nominee meets the Award criteria.

Please outline a situation in which you believe the Nominee has exceeded expectations. The situation should comprehensively address at least one of the three categories listed above; quality service, knowledge transfer/community connection and process involvement/innovation. Furthermore, a brief description of the Nominees overall performance in the subsequent area/s should also be provided.

ELIGIBILITY

Professional staff, who have been employed by the University for at least three years, are eligible to receive the Chancellor's Award for Individual Excellence.

AWARD

The winner of the Chancellor's Award for Individual Excellence will receive \$1,000 to be used towards professional development activities. Finalists will receive a certificate highlighting their achievement, and will be invited to a cocktail function.

SELECTION COMMITTEE

The selection committee will consist of the following representatives:

- Chancellor, Executive Director (Operations), Executive Dean/ Institute Director, Director HR

APPLICATION SUBMISSION

Please submit your completed application to:

Contact: Selda Evci
Address: HR Division, Level 3, Seddon Building 82B
E-mail: s.evci@uq.edu.au

Applications for the 2010 Award must be received by 5 November 2010.