

# BEAMS Professional Services Award Winners



Giving our students the best support, facilities and opportunities

**Winner: Eve Hatten**, Teaching Laboratory Apprentice Technician, Department of Medical Physics and Biomedical Engineering

*“Eve has been a revelation! She was appointed as a lab technician, but has volunteered to take on responsibilities far beyond that. She has been a first port-of-call for students, she has advised staff on the development of new lab-based activities, and independently developed teaching material to assist students in their learning. Moreover, she has provided an invaluable through-line of support which cuts across different activities and year groups and has enhanced the integration of different components of our new biomedical engineering degree.”*

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There were twenty-one individuals nominated for this category. Eve receives the award for:

- Going beyond the scope of her role when helping staff to develop and run practical activities and scenarios. In particular, taking a keen interest in pedagogy, looking for ways to improve sessions to ensure that additional support is offered when necessary. For example, entirely redesigning one scenario to improve the overall student experience.
- Proactively creating and improving an open lab space for students to work outside timetabled activities by devising new booking systems and improving their working environment.
- Taking the initiative to acquire significant knowledge on mechanical testing and the use of relevant equipment so that she could provide advice to research students.
- Taking the lead on supervising a summer studentship and ChangeMaker project, both of which led to the development of an online learning resource for UCL students.
- Undergoing additional training to support student health and wellbeing.



## Valuing our staff and delivering on equality and diversity

**Winner: Johanna Novales**, Executive Assistant to the Dean of Engineering, Faculty of Engineering Office

*“Johanna is a wonderful ambassador for the Faculty of Engineering Sciences and for UCL, always hugely energetic, raising awareness and supporting the development of equality and diversity agenda at the faculty and throughout. The Dean’s office requires real personal sensitivity in the handling of staff which she unfailingly displays on a daily basis. She is a cordial, connected and well-poised first point of contact for the broadest range of visitors from school pupils though to the most influential luminaries. Johanna builds rapport in no time at all with a surprising grace, speed and empathy. [...] She is also the go-to person for staff looking for quiet but upbeat advice and constructive help.”*

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There were nine individuals nominated for this category. Johanna receives this award for:

- Showing exceptional leadership in the area of equality and diversity having volunteered to drive forward the Faculty of Engineering’s equality and diversity action plan.
- Sustaining progress with the Faculty’s action plan by proactively identifying opportunities to arrange bespoke training for local staff on various equality and diversity matters and speaking eloquently and passionately about such matters at Faculty events.
- Providing much valued one-to-one support to staff dealing with difficult issues.



## Financing our ambitions

**Winner: Caitlin O’Grady**, Finance Administrator, Faculty of Engineering Office

*“Caitlin does her job tirelessly, effectively and always with a smile [...] she is constantly identifying new resources and developing financially sustainable sources of income. I have had the pleasure and privilege of working closely with Caitlin on several occasions, seeing her genius when she quickly identifies new sources of income and optimising the use of all our resources [...] Caitlin goes above and beyond the call of duty helping us spend appropriately. It is evident from working with her on a daily basis that she thoroughly enjoys the human interaction and takes pride and satisfaction from helping all of us solve financial challenges.”*

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There were eleven individuals nominated for this category. Caitlin receives this award for:

- Proactively improving various financial processes for the Faculty of Engineering, in particular one off payments, procurement and budget monitoring.
- Developing a bespoke financing system for the Faculty of Engineering’s outreach and engagement activities; successfully streamlining a range of procedures connected to a very complex budget.
- Innovatively identifying new ways to improve budget monitoring so that more funds could be secured and allocated to the very worthwhile UCL Engineering Tutors programme.



## Delivering excellent systems and processes in support of UCL's vision

**Winner: David Howells**, Senior Teaching & Learning Administrator, Department of Computer Science

*“David shows willingness to be pro-active, to take on additional workloads and responsibilities, to learn new platforms and processes [all of which has] helped the Computer Science Department provide improved levels of customer service to its students.”*

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There were twenty-two individuals nominated for this category. David receives this award for:

- Taking on significant extra workload to pilot Unitu, an online student forum designed to improve student feedback opportunities and close the feedback loop.
- Establishing a reliable and centrally held source of core administrative data relating to programmes and modules and examinations.
- Exceeding the scope of a student handbook project so that the Department's student information could be consolidated in one place.
- Designing the innovative 'CS Exams Hub', a professional set of webpages relating to the exams process, exam paper preparation, exam paper submission, and Boards of Examiners meetings, thus replacing webpages that were replicated in three locations, all giving different information and out of date procedures.



## Maintaining a sustainable estate to meet our aspirations

**Winner: Michael Franklyn**, Administrative Assistant, Bartlett School of Construction and Project Management

*“Michael’s attitude and hard work made an outstanding contribution to the success of Green Onions, which would not have been achieved without him. As well as contributing ideas and knowledge to the team, he consistently supported the many tasks that were required, always undertaking this work willingly even though it came on top of his day-to-day duties. [...] Michael is a problem-solver, drives solutions and is willing and able to see his tasks through to completion whilst keeping everyone on-board and handling professionally his tasks under what are frequently times of intense work. [...] This attitude has been key in helping the entire school and all colleagues become far more receptive to his work in the Green Onions team and the messages that the team puts forward in the School.”*

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There were seven individuals nominated for this category. Michael receives this award for:

- His extensive work in establishing and promoting the School of Construction & Project Management Green Team ‘Green Onions’ culminating in the team receiving a Gold ‘Green Impact’ scheme award.
- Taking on additional responsibilities to improve the School’s action on environmental issues. For example, improving recycling signage, liaising with Estates and suppliers to improve the School’s reuse and recycling rate and ensuring that tap water is always supplied at catered events.



## Communicating and engaging effectively with the world

**Winner: Elpida Makrygianni**, Engineering Education Developer & Coordinator, Faculty of Engineering Office

*“Elpida's enthusiasm for her work is infectious. She has reached almost every corner of the faculty and engaged staff and students in delivering exciting and innovative programmes. She has the ability to engage with people in a way that is rarely seen. Externally, I cannot remember meeting anyone working in this area, who, when I mentioned I'm in Engineering at UCL does not say, ‘Oh, you must know Elpida? She's fantastic isn't she?’”*

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There were ten individuals nominated for this category. Elpida receives this award for:

- Transforming ad hoc outreach activities into a large-scale, vibrant, high impact and coherent set of faculty activities.
- Developing a model of partnering with key organisations so that UCL staff can bring what they do best to the activities rather than doing it all themselves.
- Pioneering inclusivity in the programmes by insisting that activities must have 50:50 gender participation, something that was considered difficult in engineering activities. Her steadfast commitment to this ideal has proved that this is not only possible and beneficial but sustainable.



## Outstanding contribution

**Winner: Lee Wilkinson**, Security Guard, Engineering Building

*“Lee is a stalwart. This is an often-used term but he really deserves it. As the Provost attested, Lee is there at all hours. Moreover, Lee is always helpful, nothing is too much of a problem and he is quietly efficient, pleasant and effective. He works effortlessly with students, staff and visitors with a level of professionalism seldom seen elsewhere and certainly never matched. His is a consistently brilliant level of service from which we all benefit. He is an unsung hero.”*

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The judging panel were very impressed by the number of people in the UCL community keen to recognise Lee’s excellence and initiative; going beyond the call of duty to serve the aims of UCL 2034 in the broadest sense. They therefore recommended him for a special, outstanding contribution award, in recognition of his ongoing and extremely valued service to UCL.

# BEAMS Professional Services Awards Nominees



Giving our students the best support, facilities and opportunities

Martina	Bertazon	Mechanical Engineering
Jadranka	Butorac	Chemistry
Amy	Clemens	Security & Crime Science
Joe	Dally Fitzsimons	Science, Technology, Engineering & Public Policy
Philippa	Elwell	Space & Climate Physics
Mark	Fairweather	Civil, Environmental & Geomatic Engineering
Eve	Hatten	Medical Physics & Biomedical Engineering
David	Howells	Computer Science
Karen	Leport	Chemistry
Jamie	Maher	Mechanical Engineering
Wendy	Richards	Computer Science
Jorg	Sassmannshausen	Chemistry
Claire	Saunders	Chemical Engineering
Alan	Seatwo	Science, Technology, Engineering & Public Policy
Hannah	Sender	Institute for Global Prosperity
Jana	Small	Biochemical Engineering
Kate	Sym	Biochemical Engineering
Richard	Thorogate	London Centre for Nanotechnology
Martyn	Tower	Chemistry
Sarah	Turnbull	Computer Science
Lee	Wilkinson	Security Office



Valuing our staff and delivering on equality and diversity

Kati	Carter	Security & Crime Science
Diane	Davis	Faculty of Engineering Office
Nisha	Gosai	Computer Science
Johanna	Novalés	Faculty of Engineering Office
Elizabeth	Read	Chemistry
Kate	Sym	Biochemical Engineering
Katerina	Taka	Bartlett School of Construction & Project Management
Paula	Thomas	Biochemical Engineering
Lee	Wilkinson	Security Office



## Financing our ambitions

Derrick	Abraham	Biochemical Engineering
Catherine	Cheung	Mathematical & Physical Sciences Faculty Office
Olivier	Delacroix	Computer Science
Laura	Fenner	Vice-Provost's Office for Research (BEAMS)
Sinead	Kennedy	Vice-Provost's Office for Research (BEAMS)
Claire	Nalty	Physics & Astronomy
Ara	Nazari	Mechanical Engineering
Caitlin	O'Grady	Faculty of Engineering Office
Hab	Salik	Medical Physics & Biomedical Engineering
Hannah	Sender	Institute for Global Prosperity
Susan	Walsh	Science & Technology Studies



## Delivering excellent systems and processes in support of UCL's vision

Louisa	Ball	Mechanical Engineering
Jadranka	Butorac	Chemistry
Lori Coletti	Campbell	Science & Technology Studies
Kati	Carter	Security & Crime Science
Olivier	Delacroix	Computer Science
Dominique	Drai	Medical Physics & Biomedical Engineering
Mark	Fairweather	Civil Environmental & Geomatic Engineering
Alexandra	Grimova	Mechanical Engineering
Lee	Heagney	Electronic & Electrical Engineering
David	Howells	Computer Science
Deepti	Jayawardena-Wilkinson	Statistical Science
Sophie	Lo	Chemical Engineering
Stoll	Michael	Bartlett School of Architecture
Claire	Nalty	Physics & Astronomy
Christopher	Neil	Faculty of Engineering Office
Luis	Rego	Bartlett School of Architecture
Erika	Rosivatz	London Centre for Nanotechnology
Julie Ann	Smith	Physics & Astronomy
Kate	Sym	Biochemical Engineering
Nicky	Townsend	Mathematics
Julia	Wehrle	Space & Climate Physics
Brooke	Williamson	UCL Australia



## Maintaining a sustainable estate to meet our aspirations

John  
Michael

Bowles  
Franklyn

Department of Earth Science  
Bartlett School of Construction & Project  
Management

Andy  
Kevin  
Gareth  
Hannah  
Dhushy

Heath  
Jones  
Mannall  
Sender  
Stanislaus

Bartlett School of Planning  
Bartlett Faculty Office  
Biochemical Engineering  
Institute for Global Prosperity  
Biochemical Engineering



## Communicating and engaging effectively with the world

Martina  
Nicola  
Kirstie  
Manpreet  
Katherine  
Katie  
Elpida  
Elizabeth  
Hannah  
Lee

Bertazzon  
Best  
Buckridge  
Dhesi  
Fletcher  
Konyn  
Makrygianni  
Milner  
Sender  
Wilkinson

Mechanical Engineering  
Chemistry  
Security & Crime Science  
Bartlett Faculty Office  
Faculty Office of Engineering  
Medical Physics & Biomedical Engineering  
Faculty Office of Engineering  
Bartlett School of Environment Energy & Resources  
Institute for Global Prosperity  
Security Office