Agenda

9.00 Registration

10.00 Welcome

Alice Chilver and Ian Dancy

10.05 Session 1: Our future, as one PS

Chief Operating Officer – Fiona Ryland
Tom Rowson, Helen Fisher, Mike Cope,
Kate Faxen, Collette Lux, Simon Cane and Julie Smith

Session 2: Making UCL a great place to work

Wing-Chau Tung, Sarah Thomson and Richard Jackson

Session 3: Let’s do this, now!

12.00 Relaxed networking lunch and activities:

- Ice cream tricycles will be positioned in the concourse on level 4 (Woburn Square) outside the IOE serving ice creams and popcorn
- Therapy dogs will also be outside in the concourse on level 4 (Woburn Square)
- Group photos: You will have the opportunity to have group photos taken with colleagues in Jeffrey Hall on level 1

13.30 Session 4: Innovating and improving together

Ian Dancy

Session 5: Awards ceremony

To be presented by The Provost Prof Michael Arthur and Chief Operating Officer – Fiona Ryland

14.50 Close
Introduction

I’m delighted to welcome you all to this year’s Professional Services Conference. Thank you all for finding the time to get away from your desks, to hear about where we’re heading, and connect with colleagues from around UCL.

I hope by now you have heard about ‘One PS’, our commitment to aligning professional services, which I’m proudly sharing across UCL. You can read our draft vision and progress to date at www.ucl.ac.uk/one-ps.

I sincerely believe that the quality of our professional services can provide us with a competitive advantage in the future, in other words, we want you to be our competitive advantage. By coming together, we can make UCL the obvious choice for students, staff and the community, not just because of its academic strength but its sector leading services.

Today is also an opportunity to celebrate the work professional services staff do around UCL, from personal excellence to community spirit, we all know someone who goes out of their way to help or who’s exceptional efforts have made all the difference to the work we do. We shouldn’t wait for an annual award ceremony to tell colleagues “thank you for doing an amazing job”, but this is our chance to do that on a grand scale.

Enjoy your time here today, try to connect with colleagues you don’t already know and have an amazing day.

Fiona Ryland  
UCL Chief Operating Officer
## Personal excellence award

For demonstrating integrity, outstanding service and commitment to UCL.

### Shortlisted nominees

- Wing-Chau Tung – Manager, Institute of Health Informatics
- Laura Tomson – Senior Employment Policy Advisor
- Orla O’Donnell – IEHC Finance Lead and Site Manager (Royal Free Campus)

### All nominees

<table>
<thead>
<tr>
<th>Alison Dolling</th>
<th>Helen Pascoe</th>
<th>Lizzy Baddeley</th>
<th>Soheni Datta</th>
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<tbody>
<tr>
<td>Anna Szajda</td>
<td>Helene Crutzen</td>
<td>Louise Pollock</td>
<td>Soheni Francis</td>
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<td>Charlotte Frearson</td>
<td>Ian Waller</td>
<td>Manuela Rossini</td>
<td>Stavroulla Stavrou</td>
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<td>Claire Glen</td>
<td>Antonella Silvestro</td>
<td>Maria Rodriguez</td>
<td>Sukhi Bath</td>
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<td>Claire Hebblethwaite</td>
<td>Jennifer Hazelton</td>
<td>Michelle Mhlanga</td>
<td>Tony Langford</td>
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<td>Claudia Roland</td>
<td>Kate Fernandes</td>
<td>Nick Burt</td>
<td>Vicky Price</td>
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<td>Darren Stevens</td>
<td>Kevin Argent</td>
<td>Nicky Lappage</td>
<td>Vincent Harding</td>
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<td>Ellen Hammersley</td>
<td>Kristina Narvet</td>
<td>Rebecca Rawlings</td>
<td>Winnie Langner</td>
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<td>George Lekeas</td>
<td>Laura Skinner</td>
<td>Ruhana Begum</td>
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<td>Hannah Spikesley</td>
<td>Lisa Daniel</td>
<td>Scott Boyne</td>
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Working together award

For demonstrating excellent collaboration, communication and shared learning in the way that they work together as a team.

Shortlisted nominees

UCL Donor Wall Team – Sam Wilkinson, Jess Burrell, Kat Hageman
Transforming Construction Network Plus team – Lisa Hanselmann and Dorine Plante
TEF Subject level Pilot Team – Simon To, Sukhi Bath, Rebecca Allen, Jenny Marie, Alex Standen, Jenny Griffiths, Stephen Gurman, Raj Sidhu and Katy Coyte

All nominees

Ava Eldred
Charlotte Newman

Department of Science, Technology, Engineering and Public Policy – Eleri Jones, Ruth Dollard and Sam King

Department of Science, Technology, Engineering and Public Policy – Joe Fitzsimons and Alan Seatwo

Estates Development Team – David Stevens, Davina Scoble, Chris Shore and the Team

GOSH DBC Admin Team – Anne Anton, Susan Lloyd, Louise Loughlin

Greek and Latin – Robbie Macaulay, Alex Balcunias, Stephanie Dutton

HR Services team

Institute of the Americas

Integrated Engineering Programme Team

IOE Recruitment & Payments Team – Nadia Ali, Grace Jackson-Cole, Sagal Elmi, Shanna Tran, Alex Pugno & Jackie Gadd

Library Services – Sharon James, Jon Siah, Esther Gladwell, Sam Temblett, Jennifer Brown, Faith Udeze, Miranda Ostler, Laurie McNamee, Silviya Kayryakova

Ope Koshemani & Teresa Williams

OVPR – Dr Olivia Stevenson

OVPR – Matt Davis, Jennifer Hazelton, Louise Chisholm, Khaled Taalab, Valerie Karaluka, Becca Burns, Eugenio Zapata-Solvas

Patricia Behal

Porters – Juan Galeano and Team

Programme Admin Team – Elena Paci, Jade Turner, Lauren Hunter, Vania de Toledo & Chris Thalasselis

Student Research Services – Abi Robertson, Adam Vidler, Rachel Euba & Saam Das

Teaching and Learning Team – Sarah Thomson & Christina Kalantzi

UCL East Estates Team – Nawed Khan, Keith Butler, Kevin Argent & Kieron McGrath
Outstanding individual contribution to achieving our mission

For an individual demonstrating that they are striving towards UCL’s future. They demonstrate vision, a sense of ownership and innovation in their work.

Shortlisted nominees

Virginia Vaughan – Department of Political Science
Nicola Phillips – Department of Chemistry
Nadine Mogford – Division of Bioscience

All nominees

Alex Addo  Christina Kalantzi  Kate Keen  Shoukia Bhatti
Beatrice Brown-Peries  Gaynor Jones  Louise Chisholm  Therese Johns
Catherine Davies  Jason Allen  Sarah Dowling  Tony Langford

Outstanding team contribution to achieving our mission

For team demonstrating that they are striving towards UCL’s future as a team. They demonstrate vision, a sense of ownership and innovation in their work.

Shortlisted nominees

UCL Sustainability Team – Hannah Biggs, Martin Farley, Alex Jones, Ciaran Jebb, Ben Stubbs, Emma Shirbon, Richard Jackson and Joanna Marshall-Cook
Library Services – Gillian Mackenzie, Vicky Robertson, Noreen Beecher and Breege Whiten
Student Support and Wellbeing – Wes Durdle and Adam Vidler

All nominees

Academic Model Project (Secondees) – David Blundred, Jadranka Butorac, Alex Craven, Emer Girling, Noreen Kassem, Robbie Macaulay
Academic Model Project Team – Lynn Burke, Emma Richardson, Paula Speller, Helen Matthews, Kirsten Hamilton, Ashley Harnett, Jim O’Meara, Dan Dobson, Charles Boonchareon, Nick Balhatchet, Aneal Chaudhari, Peter Conlan, Ozlem Dziadulewicz, Thomas Lewis, David Shama, James Gorridge, Leonie Johnson, Sue Walker & Lizzie Vinton
Childhood infection and pollution consortium workshop – Hitakshi Tailor & Kelly Seenundun
Distance Learning in Clinical Neurology – Anna Foakes, Sophie MacLeod, Tim Young, Amit Batla
Estates Development – Minor Works Team
European Research and Innovation Office
Helen Peters, Kate Francis, Rebecca Sconza, Laurette Bukasa
ION-DRI New Building – Kully Sunner & Lee Stanyer
Learning and Development Team - Organisational Development
MRC Laboratory for Molecular Cell Biology – Claire Hebblethwaite, Paul Topham, Priya Madhou, Julie Fritz
Student Centre Service Model Steering Group – Charlotte Bradley, Peter Dennison, Denise Long, Lesley May, Louise Millsom, Lloyd Naylor, Frank Penter, Fiona Strawbridge, David Young, Mikko Wikstrom, Amad Uddin, Mahmud Rahman, Aimee Kleinman, Jack Mason, Kate Pearce & Gemma Bacon
UCL Department of Science, Technology, Engineering and Public Policy Team – Chris Tyler, Jenny Bird, Florence Greatrix and Penny Carmichael
UCL School of Pharmacy Student and Academic Support Office
UCL School of Slavonic and East European Studies Team – Lisa Walters, Elinor Pegler & Claudia Roland
Community spirit award
For doing amazing things beyond the boundaries of specific roles or/and beyond the boundaries of UCL and having a personal impact on the broader community.

Shortlisted nominees
Liz Moore – UCL Estates
Catherine Thomson – Arts and Humanities and Social and Historical Sciences
Samantha Jane Baker – Organisational Development

All nominees
Amber Simpson  Helen Sawyer  Robbie Macaulay
Geoff Dunk  Madiha Sajid

Outstanding contribution to staff experience award
For bringing joy on a day to day basis to my experience as a UCL member of staff.

Shortlisted nominees
Maria Coker – UCL Security
Madiha Sajid – Institute of Epidemiology & Health Care (PACT Network)
Maksims Ivkins – UCL Security

All nominees
Ben Chatterley  Lauren Sperring  Salem Omar Al-Bashieb
Cristina Gardini  Maria Speight  Sarah Thomson
Daniella Harper  Melanie Ingle  Scott Boyne
Diane Davis  Patricia Hallam  Soheni Francis
Heather Badru  Paul Topham

Leadership award for outstanding contribution
This award is chosen by the COO from the nominations received across all categories to honour and recognise an outstanding member of staff that the UCL community would like to celebrate.

Winner to be announced at the award ceremony.
Four of the awards at the professional services conference are based around the UCL Ways of Working. These support colleagues to be successful and happy at UCL through sharing expectations around how we work.

### PERSONAL EXCELLENCE

<table>
<thead>
<tr>
<th>Commitment</th>
<th>We are persistent in our shared commitment to our goals, our overall mission, and to taking care of ourselves, our students and each other.</th>
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<tbody>
<tr>
<td>Outstanding Service</td>
<td>We take pride in delivering a positive and proactive service to our colleagues and communities, striving for high quality outcomes and smarter ways of working.</td>
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<tr>
<td>Integrity</td>
<td>We insist on honesty, inclusion and respect for each other inline with UCL’s core values, recognising excellence in different forms. We take full accountability for our actions and leading by positive example.</td>
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### WORKING TOGETHER

| Communication | We communicate with intention and clarity, building strong relationships – listening and responding with fairness and compassion. |
| Collaboration | We work creatively in empowered cross-functional teams and partnerships where we build trust and recognise each other’s contributions. |
| Shared Learning | We create learning-focused working environments, where we ask challenging questions, encourage respectful inquiry, seek continuous improvement and development, and value constructive feedback. |

### ACHIEVING OUR MISSION

| Vision | We know why our work is important, and we respond to the ‘bigger picture’, drawing out opportunities through being ambitious, united and forward-thinking. |
| Innovative Practice | We review our practices and innovate where necessary to use our resources effectively, to achieve our long-term aims and support our objectives. |
| Ownership | We understand our responsibilities for delivering timely and effective outcomes, which we achieve through decisive, clear strategies, and well-communicated, consultative plans. |

See the UCL Ways of Working for professional services website for guidance around using the framework in appraisal and recruitment activities: [www.ucl.ac.uk/ways-of-working](http://www.ucl.ac.uk/ways-of-working)