



**UCL**

The page features several decorative elements: a large purple circle in the center containing the title; a smaller orange circle in the top left; a green circle in the top right; a large orange circle in the bottom right; a green circle in the bottom center; and a purple quarter-circle shape in the bottom left corner.

**UCL  
Professional  
Services  
Conference  
2019**

# 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.

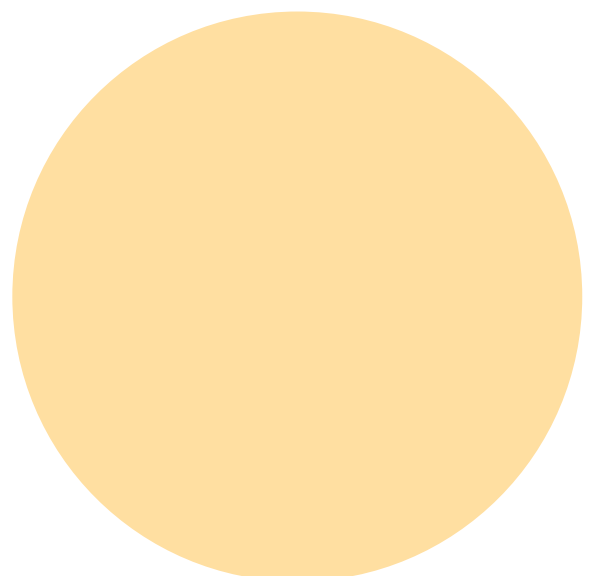
I hope by now you have heard about 'One PS', our commitment to aligning professional services, which I'm proudly sharing across UCL. You can read our draft vision and progress to date at [www.ucl.ac.uk/one-ps](http://www.ucl.ac.uk/one-ps).

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

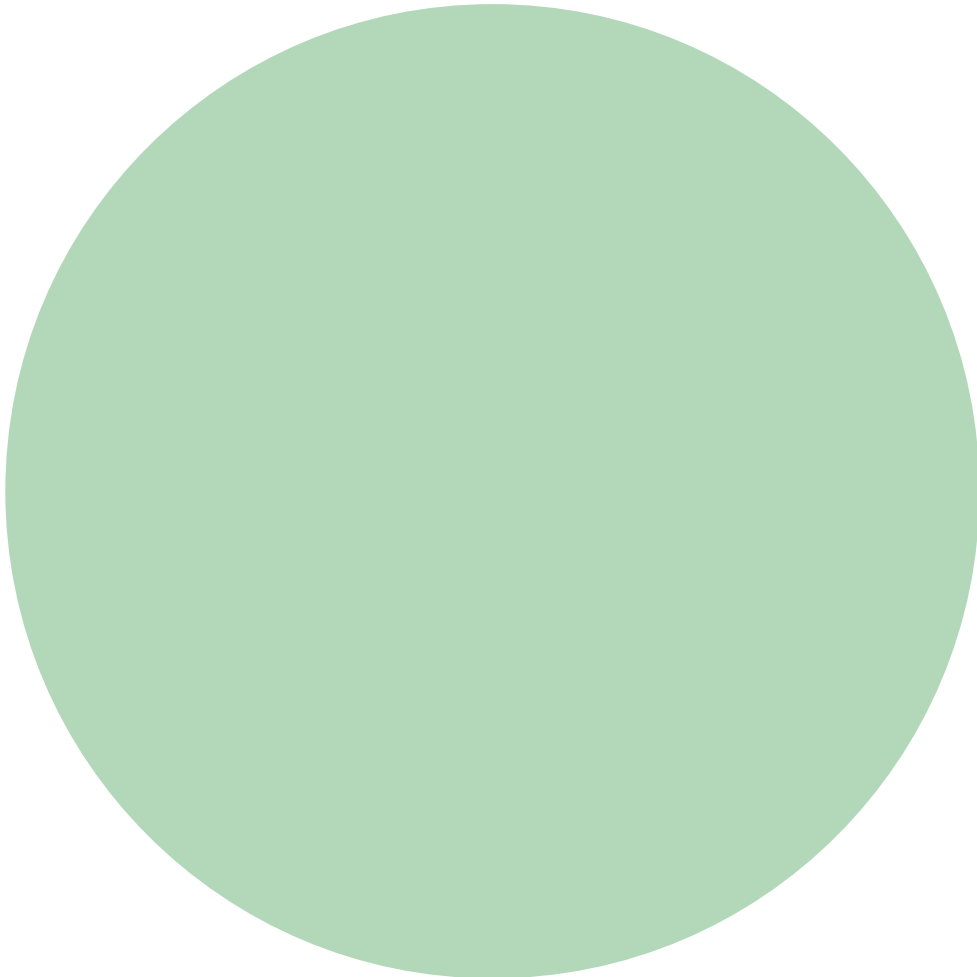
Wing-Chau Tung – Manager, Institute of Health Informatics

Laura Tomson – Senior Employment Policy Advisor

Orla O'Donnell – IEHC Finance Lead and Site Manager (Royal Free Campus)

## All nominees

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



# 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 Balciunas, 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

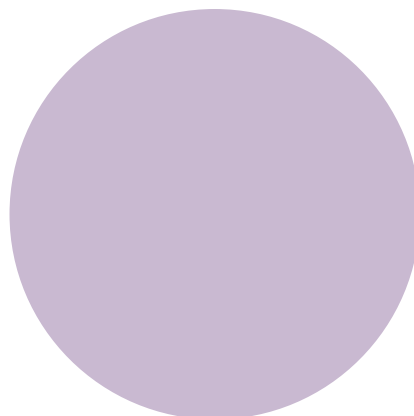
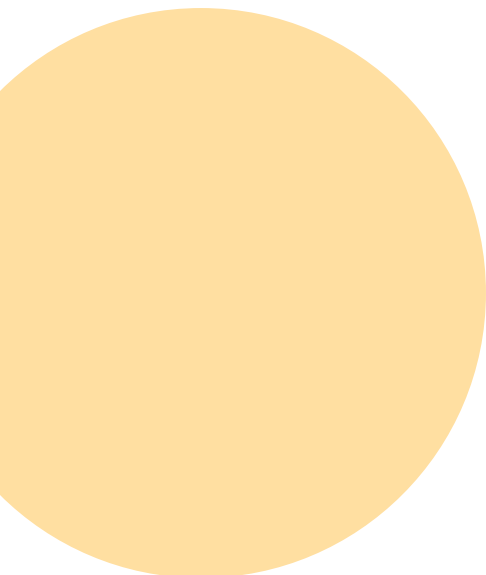
Porters – Juan Galeano and Team

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.

# UCL Ways of Working for professional services

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

<b>Commitment</b>	We are persistent in our shared commitment to our goals, our overall mission, and to taking care of ourselves, our students and each other.
<b>Outstanding Service</b>	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.
<b>Integrity</b>	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.

## WORKING TOGETHER

<b>Communication</b>	We communicate with intention and clarity, building strong relationships – listening and responding with fairness and compassion.
<b>Collaboration</b>	We work creatively in empowered cross-functional teams and partnerships where we build trust and recognise each other's contributions.
<b>Shared Learning</b>	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

<b>Vision</b>	We know why our work is important, and we respond to the 'bigger picture', drawing out opportunities through being ambitious, united and forward-thinking.
<b>Innovative Practice</b>	We review our practices and innovate where necessary to use our resources effectively, to achieve our long-term aims and support our objectives.
<b>Ownership</b>	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)