

SERVICE EXCELLENCE AND INNOVATION AWARDS GUIDELINES AND FREQUENTLY ASKED QUESTIONS (2025)

Nomination Process

Any staff member can make a nomination for another staff member who falls within one of the following staff categories.

- Administrative,
- Professional,
- Technical or
- Support staff.

Award Categories:

- Outstanding Contribution (Individual award)
- Outstanding Contribution (Team award)
- Living the [MU Values](#) (Individual award)
- Living the [MU Values](#) (Team award)
- Leadership in supporting the University's Strategic Plan (Individual award)
- Leadership in supporting the University's Strategic Plan (Team award)
- Service Excellence and/or Innovation (Individual award)
- Service Excellence and/or Innovation (Team award)

Normally, there will be 1 individual and 1 team recipient in each category if they meet the threshold.

A Selection Committee will be responsible for the evaluation of valid nominations and the selection of successful recipients. The selection of successful recipients will go to the President for recommendation.

Nomination Terms & Conditions

- Only electronic nominations through MS Forms will be accepted. Má theastaíonn an leagan Gaeilge den fhoirm uait, cuir ríomhphost le do thoil chuig employeeawards@mu.ie. If you require an Irish version of the form, please email employeeawards@mu.ie.
- Each nomination must be submitted by an individual person (a group nomination cannot be made).

- Nominees must come from one of the following staff categories: Administrative, Technical, Professional and Support Services.
- Nominees for a team award may come from cross disciplinary teams (project teams) if they are within the confines of the above staff categories.
- Individual nominees may also be part of a nominated team.
- A nominee must be a staff member at the time the recipients are being confirmed.
- Staff may not self-nominate.
- Nominators can come from any staff category.
- Nominators can make a *maximum* of two nominations, which can be one for an individual and one for a Team or two Individual nominations or two Team nominations in total. If a Nominator makes more than two nominations only the first two received will be counted.
- Nominators are required to provide an individually written statement for each nomination. The written statement should cover relevant competencies and provide relevant examples from the last 12 months. It should demonstrate how the staff member or team have gone above and beyond to be nominated for that category. The examples provided should be specific to the award the individual or team are being nominated for. It should not be a generic statement on the staff members role.
- A word count **restriction of five hundred words** applies to the written statement of support.
- The same written statement of support cannot be used by more than one nominator. If the same statement is used it will automatically be excluded and only the original statement will be counted as a nomination.
- When nominating a team, the nominator should include the correct name of the Team and list the names of all team members.
- The nominator should ensure that the form is completed in full.
- To progress to the Selection Committee Stage, individuals/teams must receive a minimum of three valid nominations for the same category.
- The individual nominated or the Team Lead for a team nomination, will be required to consent to their nomination once the quota of three nominations has been met or exceeded, before they are shortlisted.
- It should be noted that the nominator will not have an opportunity to submit further information or make the case for their nominee(s) other than what is included in the form.
- Late applications will not be accepted. The closing time/date for the submission of nominations is **Thursday, 13th March 2025 @ 17:00**.

Selection Committee

The 2025 selection committee is as follows:

- Chair: **Professor Alison Hood**, Dean of the Faculty of Arts and Humanities
- Vice-Chair: **Suzanne Ryan**, Head of People Development, Human Resources
- **Professor Ronan Farrell**, Vice-President Academic & Registrar
- **Professor Audra Mockaitis**, Associate Dean Research, Faculty of Social Sciences
- **Cathal McCauley**, University Librarian, MU Library
- **Michael Rafter**, Director of Estates, Campus Svices
- **Dearbhla O'Reilly**, Head of IT Operations, IT Services
- **Sam Blanckensee**, Equality Officer, EDI
- **Dr. Liam MacAmhlaigh**, Froebel Department of Primary and Childhood Education. Interunion Group representative

Role of the Selection Committee

- The Chair will convene the Selection Committee for 2025.
- The Selection Committee will evaluate nominations where a minimum of three valid nominations for the same category were received and the individual and/or team have agreed to the nomination.
- The Selection Committee will determine the successful individuals/teams in each category for recommendation to the President.
- Selection Committee members who accept a nomination for an award (individual or team) will be required to recuse themselves from discussion and assessment of their nomination.
- In addition, if a member of the Selection Committee nominates an individual/team, and thereby provides a written statement of support, they will be required to recuse themselves from the Selection Committee for the related and ensuing assessment discussion.
- Similarly, in circumstances where an individual/team from the area of responsibility of a Selection Committee member is nominated, that member will be required to recuse themselves from the Selection Committee for the related and ensuing assessment discussion.

Frequently Asked Questions

1. Can a team or group of people make a joint nomination?

No. Each nomination is to be submitted by an individual person.

2. Can the same written supporting statement be used by more than one nominator?

No. The same written supporting statement cannot be used by more than one nominator. If the same statement is used it will automatically be discounted and only the original statement (the first statement received) will be counted as a nomination.

3. If a colleague has received an award in a previous year, are they eligible to be nominated again?

Yes. If a colleague has received an award in a previous year, they are eligible to be nominated again, individually or as part of a nominated team.

4. Are colleagues at management level eligible for nomination?

Yes, colleagues at management level are eligible for nomination.

5. Are there separate awards for individuals and teams in each category?

Yes. There will be separate awards for individuals and teams in each category – one individual and one team in each category.

Normally, there will be 1 individual and 1 team recipient in each category if they meet the threshold.

6. What should I include in my written statement?

The written statement should cover relevant competencies and provide relevant examples from the last 12 months. It should demonstrate how the staff member or team have gone above and beyond to be

nominated for that category. Please note that a word count restriction of 500 words applies to the written statement of support.

It should not be a generic statement on the staff members role.

Please refer to the Guidelines, which outlines the terms and conditions to be met.

7. What staff can be nominated as part of the Service Excellence and Innovation Awards?

Any staff member who falls within one of the following staff categories.

- Administrative,
- Professional,
- Technical or
- Support staff.

8. Can a team with mixed staff categories that are outside of the categories above (e.g. Academics) be nominated?

No. For the purposes of these awards, it is only teams under the Administrative, Technical, Professional and Support categories that can be considered.

9. Can a team with members outside of a unit be nominated?

Yes. If they are a team within a Unit or cross-departmental/university project teams with members of the eligible staff categories (Administrative, Technical, Professional and Support) nominated.

10. What award categories can I nominate in?

- Outstanding Contribution (Individual award)
- Outstanding Contribution (Team award)
- Living the [MU Values](#) (Individual award)
- Living the [MU Values](#) (Team award)
- Leadership in supporting the University's Strategic Plan (Individual award)
- Leadership in supporting the University's Strategic Plan (Team award)
- Service Excellence and/or Innovation (Individual award)
- Service Excellence and/or Innovation (Team award)

The category should be selected based on the evidence you can provide that the individual or team has demonstrated.

Nominators can make a *maximum* of two nominations, which can be one for an individual and one for a Team or 2 Individual nominations or 2 Team nominations in total.

11. Can I nominate someone as part of a team award and an individual award?

Yes. Individual nominees may also be part of a nominated team.

12. What are the MU Values?

The [MU Values](#) are outlined in the Strategic Plan 2023 - 2028.

Integrity

We act with integrity in the best interests of our University.

Collegiality

We are a collegial community with a shared purpose which we pursue with empathy, respect and an ethos of care.

Responsibility

We are a community where we are empowered to take agency and responsibility for our individual and collective actions within an open and transparent environment.

Freedom of Expression

We enquire and express ideas freely, with civility and responsibility.

Ambition

We have an ambitious, flexible and innovative mindset when seeking opportunities and responding to challenges.

13. Can an award nominee access details of their nominators and the supporting statements?

No. We cannot share nominator details or copies of the supporting statements with a nominated person or team. We can only confirm that they received a minimum of 3 nominations.

14. Can a nominator share their supporting statement with their nominee?

The nominator can decide to voluntarily share their supporting statement with their nominee.

15. Can any staff member make a nomination for an award?

Yes. Any staff member from any staff category can make a nomination.

16. Can students make nominations for these awards?

No, Students cannot make nominations for these awards.

17. How many nominations does a staff member need to be considered for an award by the Selection Committee?

A minimum of three valid nominations for the same category need to be received before the nomination progresses to the Selection Committee stage.

18. How do I retain a copy of the form submitted.

We recommend you save a copy of each nomination you provide, after you have fully completed the form. This can be done by ticking *Send me an email receipt of my responses* at the end of the form before you click submit.

19. Will all nominees be notified they have been nominated?

No. Only those who receive 3 valid nominations for the same award category will be contacted to ask if they wish to accept the nominations and progress to Selection Committee stage, once the quota of three nominations has been met or exceeded.

In the case of a team the team lead will be notified on behalf of the team.

20. When will recipients be notified?

The recipients will be notified by email between April and May 2025. The recipients will be invited to an event to receive their award piece. When a date for this event is confirmed the recipients will be informed.

21. What do the recipients receive?

For an individual the recipient will receive an award piece and a voucher each.

For Team awards, the team will receive a shared presentation piece, a voucher each and a pen each.

Nomination form: [Nomination Form 2025](#)

Queries can be sent to employeeawards@mu.ie

Webpage: <https://www.maynoothuniversity.ie/human-resources/employee-recognition-awards>