The University of Hong Kong
Professional Services Award 2018

Nominations are now invited from staff members. The closing date is **November 30, 2018 (Friday)**.

1. **Objective**
   The Professional Services Award (PSA) is an annual award programme at the University level to recognise and promote excellence in professional services. PSA is one of the important initiatives of the SMARTER@HKU Programme.

2. **Types of Awards**
   There are two awards for PSA to recognise outstanding contribution in professional services:
   - Individual Award - to recognise an individual colleague
   - Team Award - to recognise a team or a project

3. **Eligibility and Nomination**
   All colleagues are welcome to nominate eligible staff members (or when they are on teams) who made outstanding contribution in professional services during the period from September 1, 2017 to August 31, 2018 for the award. Eligible staff members refer to those who were under the University’s payroll system during the above specified period of time, and professional services refer to administrative and support services. There is no seniority restriction for nomination, meaning that colleagues may nominate their team members, peers, line managers, or colleagues or teams from other departments.

4. **Selection Criteria**
   PSA aims to recognise colleagues for demonstrating any of the following core values:
   - Work Smarter
   - Attain Efficiency
   - Partner with Teams
   - Create Value
   - Improve Continuously
   - Create a Happy Work Environment

   More details for the individual and team awards are as follows:

   (i) **Individual Award**
   **Work Smarter**
   Examples:
   - A colleague who implemented new ways of working to create a more productive work environment
   - A colleague who took initiative without specific direction or supervision to work smarter and attain higher efficiency
Attain Efficiency
Examples:
- A colleague who implemented a solution to streamline processes, attain higher efficiency, improve professional services or communication, reduce errors/delays/complaints and/or save time or money
- A colleague who used resources in a better or more efficient way to benefit the University
- A colleague who inspired other colleagues to take a new look at how they and/or their teams could work more efficiently

Partner with Teams
Examples:
- A colleague who worked in a collaborative way bringing together colleagues with outstanding results achieved
- A colleague who made it easy to collaborate and supported others in their collaboration
- A colleague who made a significant contribution towards a team

Create Value
Examples:
- A colleague who strived to achieve better results in the professional services he/she offered and to raise standards
- A colleague who met a challenge head on and improved the way he/she worked or improved the professional services he/she offered
- A colleague who solved a problem in an effective way
- A colleague who went out of his/her comfort zone when the pressure was on, and delivered the desired results effectively

Improve Continuously
Examples:
- A colleague who showed great enthusiasm and substantial actions to continuously improve the professional services that he/she offered
- A colleague who demonstrated confidence to challenge and be challenged
- A colleague who developed professionally and brushed up his/her skills for work

Create a Happy Work Environment
Examples:
- A colleague who brought positive energy to the team and strengthened teamwork
- A colleague who inspired others to grow in their roles and strive for working smarter

Note: Being involved in a SMARTER@HKU project is not a pre-requisite.

(ii) Team Award

Work Smarter
Example:
- A team or a project which implemented new ways of working to create a more productive work environment

Attain Efficiency
Examples:
- A team or a project which implemented a solution to streamline processes, attain higher efficiency, improve professional services or communication, reduce errors/delays/complaints and/or save time or money
• A team or a project which developed new ways to use resources in a better or more efficient way to benefit the University

**Partner with Teams**
Examples:
• A team or a project with strong links to internal and/or external stakeholders that created great value to the University
• A team that worked in a collaborative way bringing together colleagues with outstanding results achieved
• A team which made it easy to collaborate and supported others in their collaboration

**Create Value**
Examples:
• A team which strived to achieve better results in the professional services it offered and to raise standards
• A team which met a challenge head on and improved the way it worked or improved the professional services it offered
• A team which solved a problem in an effective way
• A team which went out of its comfort zone when the pressure was on and delivered the desired results effectively

**Improve Continuously**
Example:
• A team which showed great enthusiasm and substantial actions to improve its professional services and to raise standards

**Create a Happy Work Environment**
Examples:
• A team which developed innovative team building activities to inspire members to work smarter and attain higher efficiency
• A team which inspired other departments to strive for working smarter

Note: Being involved in a SMARTER@HKU project is **not** a pre-requisite.

5. **Selection Panel**
The selection panel comprises the following members:

• Mrs. Margaret Leung (Council Member)
• Mr. Charles Ho, Global Training Manager, MTR Corporation (An external member)
• Professor John Kao, Vice-President and Pro-Vice-Chancellor (Global)
• Professor Gray Kochhar-Lindgren, Director of Common Core
• Ms Yvonne Mak, Director of Asia Global Institute
• Ms Teresa Cheung, Director of SMARTER@HKU Programme

The selection panel will make recommendations on the award recipients for endorsement by the Executive Action Group of the SMARTER@HKU Programme. The endorsement is final and is not subject to appeal.
6. **Nature of Award**
   - An announcement of the award recipients will be promulgated internally.
   - The recipients of the Individual and Team Awards will be recognised at the 2018 HKU Excellence Awards Presentation Ceremony to be held in March 2019.
   - The names of the Individual and Team Award recipients will be posted on a Plaque of Honour.
   - The award recipients and finalists of the Individual and Team Awards, together with their nominators, will be invited to the Professional Services Award 2018 Celebration Gathering organised by SMARTER@HKU in March 2019 where the award recipients and finalists will be recognised and presented with a Certificate of Recognition.

7. **Nomination Deadline**
   Nominations are accepted until **November 30, 2018 (Friday)**. Late submissions will not be accepted.

8. **Download Nomination Form**
   Staff members should make a nomination by completing the Nomination Form, downloadable from: **www.smarter.hku.hk/resources/PSA2018nominationform.docx**

9. **Nomination Procedures**
   (i) A nominator should provide details of the nominee or team(s), and a description of the outstanding act or project as well as the positive impact with the agreement of the nominee or team leader(s). All completed forms should reach the SMARTER@HKU Programme Management Office via email to **psaward@hku.hk** by the closing date.
   (ii) On receipt of a nomination form, a confirmation email will be sent to the nominator. Nominations, once submitted, are final and no amendments can be made.
   (iii) By submitting a nomination form, the nominee or the team(s) concerned are agreeing to all the details contained in the nomination to be used by the University in communication and publicity materials.
   (iv) It is essential that the staff details which are provided in the nomination form are correct, particularly for the team award, as additional names cannot be added to the nomination once submitted.

10. **Information on Professional Services Award 2017**
    You are welcome to refer to the list of award recipients and finalists of the Professional Services Award 2017 and their outstanding stories at **https://www.smarter.hku.hk/en/PSA/index/1**

11. **Enquiries**
    All enquiries may be addressed to Ms. Brenda Au (Tel: 3917 6145; Email: **brendaau@hku.hk**).

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*(Posted on September 18, 2018)*