

**THE EDUCATION UNIVERSITY OF HONG KONG  
FACULTY OF HUMANITIES**

Guidelines for the Dean's Outstanding Administrative Services Award
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**INTRODUCTION**

1. The Dean's Outstanding Administrative Services Award (the Award) of the Faculty of Humanities (FHM) is established to acknowledge and reward the administrative/support (i.e. non-academic/teaching/research) staff who have demonstrated dedicated, exemplary and creative performance/achievement in administrative services in FHM.
2. The Award, in the form of individual award, is conferred at the Faculty level. Each award consists of a certificate to be presented at the Faculty Dean's Office and a souvenir as appreciation.

**ELIGIBILITY**

4. All full-time administrative/support(i.e. non-academic/teaching/research) staff under FHM/Departments/Centres with a minimum of **two years (24 months)** of full-time administrative experience in the unit at the time of nomination are eligible for nomination.

**NOMINATION PROCEDURES**

5. Nominations may be made by:
  - (a) Faculty Dean and Associate/Assistant Deans;
  - (b) Head/Director of Academic Department and Centres;
  - (c) Immediate Supervisor/Line Manager; or
  - (d) any group of at least three staff/students who may include current students or graduates.

Each nomination must have the consent of the nominee(s). All nominations should be made by using the Nomination Form.

**ASSESSMENT CRITERIA**

6. The Dean's Outstanding Administrative Services Award (DOASA) requires nominees to show evidence of outstanding performance in administrative services. The nominees are required to:
  - (a) Consistently demonstrate exemplary knowledge/performance/achievement in administrative services;
  - (b) Demonstrate an ability to complete tasks and projects in a timely and efficient manner, while ensuring a high level of quality;

- (c) Demonstrate innovative/creative thinking and problem-solving skills to initiate and implement new ideas and processes that improve the efficiency and effectiveness of the FHM/Departments/Centres;
  - (d) Provide excellent communication with both internal and external stakeholders, and respond to their needs and concerns clearly and concisely; and
  - (e) Demonstrate collegiality and helpfulness with colleagues to create a supportive professional work environment.
7. The Selection Panel will assess all eligible nominations according to the stipulated assessment criteria and make recommendations to the Faculty Dean. The Faculty Dean will consider the Panel's recommendations and other special factors in making the final decision of the Award.

## **SELECTION PROCESS**

### **Shortlisting process and submission of documentation**

8. Each nominated applicant for the Award must submit the following documents:
- (a) A completed Nomination Form; and
  - (b) Evidence-based materials (no more than **2 pages**).

All evidence-based materials should cover a sustained period, normally over two years, and be highly representative.

9. The nominations, including the Nomination Form and the nominee's submission, shall be sent to the nominees' immediate supervisors for comment and/or the provision of additional information. Immediate supervisors are requested to submit the nominations to the respective Dean/HoDs/Centre Head/Director for endorsement and prioritisation. All endorsed nominations will then be submitted to the Faculty Selection Panel for further consideration.

### **Faculty Selection Panel**

10. The Faculty Dean will set up a Selection Panel with the following membership composition:

*Chairperson* (Faculty Assistant Registrar)

#### *Members*

- Two colleagues from different ranks in FHM's Faculty Office, Academic Departments and Centres; and
- One non-FHM colleague.

Remark: Wherever necessary, the Faculty Dean has the discretion to revise the composition to meet the actual operational needs.

11. The Faculty Selection Panel will consider the nominations based on the nomination forms and submission as well as the comments of respective units. The Panel may seek additional information/reference, if necessary, with the consent of the nominee(s).
12. The Faculty Selection Panel will make recommendation on the list of awardees to the Faculty Dean who is the final approving authority. In general, it is expected that there will be up to five awards each year.

**TIMELINE**

1. The timeline for the DOASA is as follows:

<b>Activities</b>	<b>Timeline</b>
(a) Call for Nominations	January
(b) Submission of nominations and supporting documents	April
(c) Selection Panel to consider nominations	May – June
(d) Announcement of Awards	End of June

November 2023