



كلية الآداب والعلوم
College of Arts and Sciences
QATAR UNIVERSITY جامعة قطر

Administrative Staff Excellence Award

General Regulations and Guidelines



June 2015

CAS invites nominations for the CAS Administrative Staff Excellence Award. This annual award recognizes CAS administrative staff members who have demonstrated outstanding administrative competencies, skills, dedication, and initiative in a manner which is exceptional within CAS.

As mentioned in QU Personnel Handbook:

QU is committed to incorporating competencies into its hiring, selection and performance management processes. Competencies are measurable and observable skills, abilities and qualities that contribute to success in a job. Competencies are defined as something that a person is capable of doing or being that enables one to effectively perform the activities of a given occupation or function to the standards expected in employment. The following competencies identify the skills, abilities and qualities appropriate for each staff member employed in administrative positions throughout QU. Several specific outcomes are expected with this new competency-based assessment:

- *Higher standards for delivering service.*
- *Reduction in administrative costs through improving and standardizing qualifications and competencies.*
- *Better service for customers through more stable support and service systems.*
- *Improved professional ethics and standards.*
- *Higher morale and more motivated employees.*

Sponsorship

The award is sponsored by the Office of the Dean of the College of Arts and Sciences.

Description

This award honors administrative staff for their ability to provide exceptional service, initiative, and dedication in a high quality manner to the University community. The award recognizes the individual who has demonstrated exceptional administrative service within the College of Arts and Sciences.

Objective

The objective of the award is to focus attention on delivery of administrative services of offices at the College by recognizing annually administrative staff for outstanding delivery of services to the College. The award will be presented to the recipient in the course of an annual ceremony.

Award

The recipient receives a certificate of recognition. The award shall be administered pursuant to policies and procedures set out.

Eligibility

The award is open to all full-time CAS administrative staff who completed three years of full time service at Qatar University. As the award is applicable to only those who are in a full-time administrative position; therefore no person shall receive the award if they are a faculty member in an administrative position on a term-based appointment, or employed on a part-time basis. The eligible administrative staff will include administrative staff members of various ranks. Previous recipients of this award are eligible to apply after two years of receiving the award. Likewise, the nominee must have at least received a "beyond expectation" rating for the two consecutive years preceding the year of nomination.

Selection Criteria

It is intended that the award recognizes the outstanding contributions to administrative services provided by a nominee. This should not be narrowly defined or necessarily be limited to office administrative coordination. Therefore, contributions to all aspects of administrative function will be considered:

I. Assessment Criteria for an Exceptional Administrative Staff Service Delivery Performance:

- Designed a new administrative system of operation (The system designed must have proven to be very effective in the conduct of the functioning of the office. It should have received an official recognition from the immediate superior)
- Introduced a method in facilitating a process in the job (The method must have proven to be unique, relevant, effective, and useful to the office, colleagues or clients, which has had a demonstrable impact)
- Initiated an action in resolving problems and issues (The action initiated must have been proven to be very effective based on the manager's feedback and/or the parties involved. Moreover, the action taken could serve as a model or mechanism in the resolution of similar situations)
- Demonstrated exceptional service to the department, faculty, staff or students (The exceptional service demonstrated, must have proven to be: effective; practical; encouraged participation; promoted effective coordination; supported the department's operational objectives; beneficial to clients' needs. In all cases, the service provided must have objectively gone beyond normal expectations of the job to what can be considered as exceptional.)

All nominations should contain evidence of exceptional administrative service delivery.

II. Nomination Process:

Nominations

- Self-nomination is encouraged
- Nominations can also be made by Associate/Assistant Deans, Heads of Departments, Heads of Units, or Directors of Programs; Director of Centers.
- Nominations should be submitted directly to the Office of the Associate Dean for Planning and Quality Assurance.
- Nominations are due **two weeks** before the end of the Spring Semester
- The nomination should aim to document clear justification and examples for the receipt of an award.

III. CAS Administrative Service Award Rating Standard

Qualified nominees who are considered candidates for the award shall be assessed according to the following criteria of exceptional service delivery:

Criteria	Yes	No	Remarks
1. Designed a new administrative system of operation (The system designed must have proven to be very effective in the conduct of the functioning of the office. It should have received an official recognition from the immediate superior.)			
2. Introduced a method in facilitating a process in the job (The method must have proven to be unique, relevant, effective, and useful to the office, colleagues or clients, which has had a demonstrable impact)			
3. Initiated an action in resolving problems and issues (The action initiated must have been proven to be very effective based on the manager's feedback and/or the parties involved. Moreover, the action taken could serve as a model or mechanism in the resolution of similar situations)			
4. Demonstrated exceptional service to the department, faculty, staff or students (The exceptional service demonstrated, must have proven to be: effective; practical; encouraged participation; promoted effective coordination; supported the department's operational objectives; beneficial to clients' needs. In all cases, the service provided must have objectively gone beyond normal expectations of the job to what can be considered as exceptional.)			

IV. Assessment Method

The evaluators assessment (yes or no on the criteria) will be summarized to determine the awardee. The candidate who was given the positive assessment based on the criteria will be proclaimed recipient of the CAS Administrative Staff Excellence Award. The proclaimed winner shall be forwarded to the Dean's Office for official awarding.

V. Evaluation Committee

The members of the evaluation committee for the CAS Administrative Staff Excellence Award shall be appointed from the members of the Quality Assurance Committee. However, a member shall be excluded in the created committee for the purpose should the candidate belongs to his/ her department or has worked closely with the appointed member.