



# HUMAN RESOURCES POLICY

## Public Service Excellence Award Programme

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### PURPOSE

Public Service Excellence Award Programme aims to recognise high performers, and improve employee morale in the Public Service. The Government of the Virgin Islands strives to create a culture of appreciation and celebration through our various awards and recognition programmes.

### POLICY

Timeframe: Public Service Excellence Awards will be awarded annually in **June or July**.

#### DEFINITIONS:

- (1) **Nomination Form** – The established form requesting pertinent performance and achievement information on a nominee. The deadline for submission of nominations will be announced by the Steering Committee.
- (2) **Nominee** – An officer who has been nominated for the Public Service Excellence Award, at a departmental or ministerial level, using the Nomination Form. The successful nominees shall be recognised in June or July of each year.
- (3) **Ministerial Selection Committee** – The Committee appointed to review nominees for consideration for the Public Service Excellence Award. The Committee will review all nominations and obtain necessary evidence, including documentation from supervisors that the nominees meet the criteria.
- (4) **Steering Committee** – The Committee appointed by the Director of Human Resources to support and facilitate the Public Service Excellence Award Programme.
- (5.) **Period of consideration** – The period of time for which a nominee's performance and achievement are considered for nomination.

### ELIGIBILITY & CRITERIA

- (1) All full time officers with at least two (2) consecutive years of service (at the time of nomination) in the Public Service shall be eligible for consideration. An exception may be considered in the categories of *Volunteering* and *Heroism*.
- (2) A nominee:
  - (a) shall have at least a satisfactory performance evaluation and have no current or pending disciplinary matters for the period of consideration.
  - (b) may only be nominated in one category per year.
  - (c) shall meet attendance standards.
  - (d) shall demonstrate consistently good work habits, be dedicated to his/her job and exhibit good working relationships.



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### NOMINATING AN OFFICER

Any Officer may nominate an officer for the Public Service Excellence Award using the Nomination Form.

The Nomination Form will consist of:

**Section A:** Nomination details

**Section B:** Award categories

**Section C:** Description of accomplishments

**Section D:** Approvals

Copies of the nomination form will be available on the Government's website ([www.bvi.gov.vg](http://www.bvi.gov.vg)) and in each Ministry and Department.

Nominations will be reviewed by the respective Ministerial Selection Committee. Nominations will be valid for a period of six (6) months.

### NOMINATION & SELECTION PROCESS

This section outlines the eligibility criteria, nomination process, as well as the review and selection procedure for the Ministerial Selection Committee. *(Refer to the **Nomination and Selection Process – Appendix I** for full details of the selection process for the Public Service Excellence Award Programme)*

### AWARD CATEGORIES

Nominees shall be selected on the basis of outstanding achievement or service to the Government of the Virgin Islands.

One award may be given in each category:

- (1) Excellence in Leadership
- (2) Personal and Professional Excellence
- (3) Service to Clients
- (4) Administrative Support
- (5) Volunteering
- (6) Organisational Development
- (7) Scientific/Engineering or Technological Achievements
- (8) Heroism



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### AWARD CRITERIA

#### (1) EXCELLENCE IN LEADERSHIP

**ELIGIBILITY:** Permanent Secretaries, Heads of Departments, Deputy Secretaries and Assistant Secretaries

This award recognises managers and supervisors who exhibit the following traits:

- Personal leadership and management of a ministry or department
- Creativity and innovation;
- External awareness;
- Flexibility;
- Resilience;
- Motivation;
- Strategic thinking; and
- Vision

Nominees should demonstrate:

- Significant improvements in programme effectiveness
- Efficient use of resources
- Sensitive and difficult assignments of major importance achieved through great personal initiative, commitment, effort and competence
- Improvement in human resources and staff relations
- The ability to engage and develop officers and their own capabilities
- Acumen in developing breakthrough strategies or concepts in finding new and effective ways of accomplishing the ministry/department's objectives
- Leadership in the productive use of teams that cross ministries/departments and organisational boundaries
- Leadership that models and rewards behaviours conducive to the effective management and diversity

#### (2) PERSONAL AND PROFESSIONAL EXCELLENCE

**ELIGIBILITY:** Officers not mentioned in Leadership Category

This award recognises officers who demonstrate an outstanding level of accomplishment in furthering the ministry/department's objectives.

Nominees should:

- Demonstrate high professional standards within their profession and is an example for a team, ministry or department
- Promote and champion their profession to a wider audience
- Incorporate leadership, core civil service and professional skills on a day-to-day basis



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### (3) SERVICE TO CLIENTS

**ELIGIBILITY:** Officers not mentioned in Leadership Category

This award recognises officers who provide or foster a culture that nurtures excellence in service delivery.

Achievements in customer service may include, but are not limited to:

- Activities related to establishing measurements and standards for improving service
- Implementing and continuously assessing performance against standards for improvements

Accomplishments are to be expressed in measurable terms, such as:

- Timely delivery of service
- Cost reduction
- Quality of service to customers
- Commendations

### (4) ADMINISTRATIVE SUPPORT

**ELIGIBILITY:** Officers not mentioned in Leadership Category

This award recognises officers who demonstrate an outstanding level of accomplishment in providing administrative and technical support.

Nominees should reflect dedication and hard work that enable or assist the work of fellow officers and may include, but are limited to:

- Advancing the goals of the team, unit, department, ministry through outstanding performance
- Creative or innovative problem solving
- Developing new systems, methods or procedures

### (5) VOLUNTEERING

**ELIGIBILITY:** Officers not mentioned in Leadership Category

This award recognises an officer or a team involved in community service initiatives, in a ministry/department, that impacts lives within the community. This may include service to the community outside of regular duties/office hours on behalf of the ministry/department signifying service that goes above and beyond. Accomplishments may include, but are not limited to involvement in clean ups, donations to organisations, painting, renovations or any other significant contributions to the community.

This award also recognises an officer or a team who assist another ministry/department on a project/assignment outside of regular office hours. Hours worked must be logged and submitted to



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support the nomination. In order to qualify, the nominee(s) must have worked 20 or more hours. Nominations may be submitted by registered non-profit organisations and must be signed by the head of the organisation.

Nominees should demonstrate:

- A passion, commitment and enthusiasm to making a difference whether it is through charity work or volunteering in local communities while simultaneously demonstrating a strong work ethic and impressively high standards in their role in the Public Service.
- A substantial, demonstrable positive impact that has occurred as a direct result of the officer's/team's engagement.
- The officer/team is dedicated and goes above and beyond the call of duty, taking a hands-on, proactive approach to their involvement with their chosen cause.

### (6) ORGANISATIONAL DEVELOPMENT

**ELIGIBILITY:** Officers not mentioned in Leadership Category

This award recognises officers who contribute to an organisational culture that is constantly learning and growing, and officers who enhance services within the Public Service.

Nominees should:

- Design and implement successful organisation-wide programmes or services
- Be widely recognised as an officer whose capabilities and relationships have had a direct and positive impact on the ministry/department
- Create an environment in which teamwork thrives, one that reflects knowledge sharing, trust, commitment, and in which teams have produced extraordinary results

### (7) SCIENTIFIC/ENGINEERING OR TECHNOLOGICAL ACHIEVEMENTS

**ELIGIBILITY:** Officers not mentioned in Leadership Category

This award recognises scientific/engineering or technological breakthroughs that significantly impact the Public Service.

Nominees should demonstrate how:

- Long-standing problems were resolved within the respective ministry or department
- Creating a new system, process or procedure positively has impacted the work of the ministry or department
- Current systems, processes or procedures have been improved
- Technological or scientific/engineering best practices in the given field have been introduced and implemented



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### (8) HEROISM

**ELIGIBILITY:** All Public Officers

This award recognises an act of heroism by an officer or group of officers that is in the public interest or connected with, or related to, official employment. Heroism is defined as exhibiting **courage and self-sacrifice**. Commendations should be submitted in support of the nomination.

## AWARD DESCRIPTIONS

Awards may consist of a plaque or similar award, and a selected combination of:

- (1) compensatory days
- (2) gym membership
- (3) professional training opportunity

*The cost of the awards will be funded by the Department of Human Resources' Public Service Excellence Award Programme.*

## RESPONSIBILITIES

### MINISTERIAL SELECTION COMMITTEE

The Ministerial Selection Committee will consist of one representative from each Department under a Ministry, one representative from the Ministry (proper) and the Ministerial Human Resources Manager. Constitutionally Established Departments will fall under the Governor's Group.

To ensure that there is fair representation; Departments that have a staff complement of more than forty **(40)** persons may have up to two representatives from that Department on the Ministerial Committee.

The Committee members will be comprised of active, full-time officers. Persons not eligible to serve on the committee include student workers, part-time officers, and persons employed by a Ministry as a consultant.

A Head of Department will nominate an officer, to represent his or her Department on the Selection Committee, to the Permanent Secretary.

Members of the Ministerial Selection Committee will be appointed by the Permanent Secretary and the Director of Human Resources will be informed of the appointments.

The Ministerial Human Resources Manager will be an ex-officio member and serve as the Committee's Facilitator.



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The Committee members serve for a one year term and are eligible to serve up to two consecutive years with the Head of Department's approval. No member should serve more than three consecutive years, with the exception of the Committee's Facilitator. If the Departmental representative is unable to fulfil his/her duties, it is the member's responsibility to notify his/her Head of Department, and the Head of Department will nominate another representative from his/her Department. Once appointed, the replacement representative will only serve out the remainder of the term for the Selection Committee member who is being replaced. Ministerial Selection Committee members may be eligible for the Public Service Excellence Award during the time of his or her appointment, but must recuse him/herself from the selection decision process.

The Committee will review all nominations and solicit any corroborating evidence it deems necessary, including documentation from supervisors that the nominee meets the criteria.

At the first meeting of the Ministerial Selection Committee, members will elect a Chairperson, and Secretary.

The **Chairperson** is responsible for:

- (1) Notifying the Permanent Secretary of the nominees for the Public Service Excellence Award;
- (2) Notifying committee members of upcoming meetings;
- (3) Preparing an agenda for upcoming meetings and ensuring its distribution to the Ministerial Selection Committee members for each meeting;
- (4) Acting as a portal for incoming messages from the Steering Committee and ensure the proper distribution of information, messages, etc.;
- (5) Verifying eligibility of nominees. If a nominee is ineligible to receive the award, his/her Nomination Form is to be presented to the Ministerial Selection Committee and the reason(s) for their ineligibility; and
- (6) Designating a member who will send out an email requesting nominations.

The **Secretary** is responsible for:

- (1) Recording meeting minutes and forwarding the approved copy of the minutes to the Steering Committee through the Permanent Secretary; and
- (2) Keeping records of nominees and bringing updated copies of Nomination Forms to each meeting.

The **Committee Facilitator** is an ex-officio member, assigned by the Director of Human Resources and is responsible for:

- (1) Familiarising the incoming chairperson and committee members of their respective duties;
- (2) Verifying eligibility and facilitating the nomination, review and selection process;
- (3) Keeping the Committee informed of policies and procedures pertaining to the proper execution of the programme;
- (4) Investigating issues and matters as requested by the Steering Committee and reporting findings; and



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- (5) Assuring the effective use of the Public Service Excellence Award Programme and preserving the programme's credibility.

All members of the Ministerial Selection Committee are to ensure that nomination forms are readily accessible to officers throughout their respective ministries and departments.

### MINISTERIAL SELECTION COMMITTEE RESPONSIBILITIES

The Committee is responsible for the following:

- (1) Ensuring that documentation in support of recommendations for recognition is kept confidential and is available only to those involved in the awards decision process and other officials on a 'need-to-know' basis.
- (2) The considerations and proceedings of the Ministerial Selection Committee shall be kept confidential both during and after its deliberations and selections.
- (3) Will meet as soon as practicable once the Steering Committee announces the commencement of the Public Service Excellence Award Programme and requests for nominations.
- (4) The Committee is to abide by the policies and guidelines established by the Steering Committee.
- (5) The Committee must use the established Rating Form to assess the nomination. Generally, nominations should be considered against the award-specific criteria as well as the following elements:
  - a. **Promotion or demonstration of the core values and behaviours set out in his/her Performance Competency Standards:** Has the nominee acted (where relevant) with honesty, integrity, impartiality and objectivity?
  - b. **Measurable benefits:** Does the nomination provide evidence that demonstrates how the project or programme is having a notable effect?
  - c. **Working in partnership:** Has the nominee introduced effective joint working arrangements that bring together colleagues, those in other teams, departments or other internal or external organisations?
  - d. **Sustainability:** Will the initiative/practice described leave a lasting legacy and can it be replicated across the public service?
  - e. **Innovation:** Has the nominee used innovative approaches, and made the best of technology available, which have resulted in a step up from business as usual and delivered real benefits to end users?
  - f. **Impact:** Has the nominee made an impact beyond their immediate team/department/ministry?
- (6) The Committee will meet as necessary to review nominations received. Nominations, supporting documentation, all committee discussions and recognition decisions are strictly confidential.



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- (7) If documentation received does not adequately support the recommendation of at least one nominee, no recommendation for the award shall be forwarded to the Steering Committee.

### STEERING COMMITTEE

The mission of the Steering Committee is to actively promote a culture of recognition and recognise the exceptional work that officers contribute to the Government of the Virgin Islands based on nominations received from ministries and departments.

The Steering Committee members are appointed by the Chairman and Director of Human Resources and are namely:

- (a) Ministerial Human Resources Managers;
- (b) Association Representative(s)<sup>1</sup>;
- (c) Ministry of Finance Representative;
- (d) Human Resources Manager, Employee Relations;
- (e) Secretary; and
- (f) Any other officer appointed by the Director of Human Resources.

The Steering Committee acts as an advisory body on the Public Service Excellence Award Programme's policies and procedures, when requested, and considers specific actions at the request of the Director of Human Resources. Steering Committee members may not be eligible for the Public Service Excellence Award during the time of his/her appointment.

The Director of Human Resources is responsible for providing general direction and guidance on the Public Service Excellence Award Programme. Specifically, the Director is responsible for:

- Developing and circulating the policies and procedures;
- Serving as permanent Chairperson of the Department's Public Service Excellence Award Programme;
- Approving the purpose, form, criteria, selection method, and manner of presentation of all recognition programmes;
- Evaluating programme results, as part of overall evaluation or oversight reviews to assure incentives are granted equitably on the basis of merit and performance and providing feedback to the Deputy Governor, Permanent Secretaries, Heads of Department, and officers;

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<sup>1</sup> Including Teacher's Union Association, Prison Welfare Association, Civil Service Association and Police Welfare Association.



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- Designating an officer to serve as advisor to the Public Service Excellence Award Programme matters, as needed.

### **THE STEERING COMMITTEE RESPONSIBILITIES**

The Steering Committee will:

- (1) Annually, issue a call for nominations. The call shall include a detailed description of the criteria for each award, the procedures to be followed, and the deadlines for which nominations must be received for the Public Service Excellence Award;
- (2) Establish the deadline for receipt of nominations;
- (3) Periodically review the Employee Recognition Awards Programme policies, and procedures, and recommend revisions as needed;
- (4) Review and recommend actions to the Director of Human Resources on award nominations received from the ministry.
- (5) Operate in strict confidence with regards to all nominations and supporting documentation received by committee members, as well as all discussions by the Committee and recognition decisions made. All documentation received regarding nominations will be destroyed following the presentation of awards;
- (6) Inform the respective Ministry of any nominations that, in the opinion of the committee, did not meet the criteria for any of the awards. The Committee will return the Nomination Form to the ministry, noting how the criteria have not been met. If documentation received does not adequately support the recommendation of the nominee, no recommendation for the award shall be made for that ministry; and
- (7) Plan and coordinate all activities, including:
  - (a) Reviewing nominations and approving recommendations;
  - (b) Preparing appropriate correspondence(s) to the Governor and Deputy Governor notifying them of the successful nominees;
  - (c) Preparing information for displays and the Government's website ([www.bvigov.vg](http://www.bvigov.vg)); and
  - (d) Coordinating the presentation of the Public Service Excellence Award Programme ceremony.