IWFM
IMPACT
AWARDS
2024
WORKPLACE AND FACILITIES
MANAGEMENT EXCELLENCE

Team of the Year: Public or Third Sector

This award celebrates outstanding workplace and facilities management teams in the Public or Third Sector and the positive impact that they have for their organisations and customers. The winning team will have created a powerful and impactful dynamic that is delivering tangible, positive results for the business in the workplace and facilities discipline as well as supporting wider organisational goals. The winning entry will showcase the team's achievements and demonstrate its success as a result of a proactive and structured approach to teamworking. It will demonstrate all the hallmarks of a high-performance team and be an inspiration in and beyond the profession.

The IWFM Impact Awards 2024 recognise work and projects that were completed or operational over the last three years (since 1 January 2021).

Who should enter?

In house or service providing teams (or a combination of both) operating in the public or third sector who can show how they meet the criteria. Entrant teams must be clearly defined and comprise two or more people engaged in day-to-day workplace and facilities management activities as a whole or part of an in-house or contracted function.

Entrant details

Full name

Job title

Organisation

Team name, as you would like to be referred to in the Awards process (and as it would appear on a trophy)

Number of employees in the team

Number of employees in the team's organisation

Is the team: In house or outsourced

Organisations involved

To help IWFM identify conflicts of interest in the judging process please list all organisations involved in this project or initiative, including agencies, suppliers or partners.

Please provide a 150-word executive summary of your entry to ensure that the judges or a person with no prior knowledge can quickly understand it and which (should you be named as a finalist) will be used at the Awards ceremony. Please write the summary in 3rd person and do not include any private or sensitive information as this may be available publicly.

What the judges are looking for

They'll be looking to understand what makes a high performing team tick. They'll expect:

- the team to be defined and their role easily understood
- a clear vision and purpose aligned to corporate objectives
- understanding defined individual roles and demonstration of mutual trust, support and values, including clear leadership,
- how are decisions made and conflict resolved
- evidence of diversity and inclusion
- effective communication within and beyond the team, including with external stakeholders
- a focus on individual and collective professional development
- evidence of success, performance outcomes and impact
- how feedback is provided and how the team is rewarded individually and as a group and how this has contributed to overall team performance

How to create a winning submission

- This entry form is your opportunity to tell the judges why your team or project should be recognised and celebrated: be proud, be clear, show evidence, and sing your own praises!
  Tip: Do consult the good practice guidance on the IWFM website *for useful resources to help you focus on the key aspects of your entry.*
- Judges are looking for clear, concise information, written in good English in each of the sections when assessing the entries.
- Read each question fully; the judges need to know you have understood the question and answered it directly. Incomplete responses will not attract a score.
- Please note, each section has a word limit specified next to the question. Stick to the word limit as any words beyond the limit will not be read.
- Documents, illustrations, photos and video can be used to make your entry come alive, these can be referenced and included in your supporting evidence document.
- Equity, diversity, inclusion, responsible business, and carbon reduction all underpin great workplaces and facilities, and every award entry should demonstrate these principles and their impact in the organisation and project, please be mindful that activity does not equal impact.

1. **Set out the underpinning drive or vision for the team and summarise the objectives explaining how they supported organisational priorities.** (250 words maximum)

2. **Explain the different roles within your team, their inter-dependencies, and how they contribute to its effectiveness as a whole.** (250 words maximum)

3. Describe your team's values and demonstrate how you embed and refresh them to build mutual trust over time. (250 words maximum)

4. **Explain how you set team goals and measure ongoing performance against them; including how your team aligns to the organisation's (or client's) corporate objectives.** (250 words maximum)

5. **How do you communicate within your team, with internal stakeholders and with external stakeholders? What measures do you take to build team culture? How does your team make decisions? How do you reward team members, and how does this contribute to overall team performance?** (300 words maximum)

6. **Describe how equity, diversity and inclusion works in your organisation through your policies, procedures and operational practices and what contribution has this made to the success of your team?** (200 words maximum)

7. Explain your approach to developing both the team and the individuals within it. Evidence your commitment to ongoing learning and continual improvement. (250 words maximum)

8. Describe the team's approach to leadership and the dynamic between the leaders and team members. Give examples of leadership in action. (250 words maximum)

9. **Evidence your team's impact on the organisation, including examples of the team's attainment against goals e.g. performance outcomes in terms of commercial impact, sustainability, quality, customer service and/or corporate responsibility objectives.** (250 words maximum)