

# UNIVERSITY OF EAST ANGLIA **THE DIRECTORY** NOVEMBER 2017

- Key telephone contacts
- Who does what
- Abbreviations
- Switchboard dial 0  
or email: [telephonists@uea.ac.uk](mailto:telephonists@uea.ac.uk)

# Abbreviations for Schools and Centres

Listed below are some of the departmental abbreviations used throughout the University.

These abbreviations are used where applicable in the Telephone Directory.

Abbreviated	School/Department/Section	Page No	Abbreviated	School/Department/Section	Page No
Title			Title		
ACCOM	ACCOMMODATION OFFICE	29	LAW	SCHOOL OF LAW	26
ADAPT	ADAPT Low Carbon Group	29	LDC	SCHOOL OF LITERATURE, DRAMA AND CREATIVE WRITING	17
AMA	SCHOOL OF ART, MEDIA & AMERICAN STUDIES	16	LIB	LIBRARY	44
AMS	ARTHUR MILLER CENTRE AMERICAN STUDIES	17	LTS	LEARNING AND TEACHING SERVICE	41
ARM	ADMISSIONS, RECRUITMENT & MARKETING	29	MAINT	MAINTENANCE SERVICES (ESTATES)	35
BCLT	BRITISH CENTRE FOR LITERARY TRANSLATION	18	MED	NORWICH MEDICAL SCHOOL	21
BIO	SCHOOL OF BIOLOGICAL SCIENCES	24	MTH	SCHOOL OF MATHEMATICS	24
CARE	APPLIED RESEARCH IN EDUCATION, CENTRE FOR	16	NBS	NORWICH BUSINESS SCHOOL	26
CAT	CATERING SERVICE	36	NURS	UEA NURSERY	45
CBESS	BEHAVIOURAL AND EXPERIMENTAL SOCIAL SCIENCE, CENTRE FOR	17	PES	PHYSICAL EDUCATION AND SPORT	46
CCEN	UEA CAREERS SERVICE	33	PGR	POST GRADUATE RESEARCH	45
CCP	CENTRE FOR COMPETITION POLICY	27	PHA	SCHOOL OF PHARMACY	24
CEAS	CENTRE OF EAST ANGLIAN STUDIES	18	PRU	PRINT SERVICES	41
CEEC	CENTRE FOR ECOLOGY, EVOLUTION AND CONSERVATION	18	PPL	SCHOOL OF POLITICAL, PHILOSOPHY AND LANGUAGE AND COMMUNICATION STUDIES	17
CHAP	MULTIFAITH CENTRE	34	PSY	SCHOOL OF PSYCHOLOGY	27
CHE	SCHOOL OF CHEMISTRY	24	PVC(Academic)	PRO-VICE CHANCELLOR (ACADEMIC)	53
CIMR	CENTRE FOR INTERDISCIPLINARY MATHEMATICAL RESEARCH	19	PVC(Research)	PRO-VICE CHANCELLOR (RESEARCH)	53
CIPP	CENTRE FOR INTERPROFESSIONAL PRACTICE	21	RIN	RESEARCH AND INNOVATION SERVICES	46
CJS	JAPANESE STUDIES, CENTRE FOR	17	REG	REGISTRAR AND SECRETARY'S OFFICE AND REGISTRY SERVICES	48
CMP	SCHOOL OF COMPUTING SCIENCES	24	SCI	FACULTY OF SCIENCE	23
COAS	CENTRE FOR OCEAN & ATMOSPHERIC SCIENCES	25	SCVA	SAINSBURY CENTRE FOR VISUAL ARTS	22
CRU	CLIMATIC RESEARCH UNIT	18	SISJAC	SAINSBURY INSTITUTE FOR THE STUDY OF JAPANESE ARTS AND CULTURES	23
CSED	CENTRE FOR STAFF AND EDUCATIONAL DEVELOPMENT	49	SP	SPORTSPARK	49
DEV	SCHOOL OF INTERNATIONAL DEVELOPMENT	25	SRU	SAINSBURY RESEARCH UNIT	23
DEVCO	INTERNATIONAL DEVELOPMENT UEA	19	SSF	FACULTY OF SOCIAL SCIENCES	25
DISP.OFF	DISCIPLINARY OFFICER	51	SSS	STUDENT SUPPORT SERVICE	49
EAFSA	EAST ANGLIAN FILM ARCHIVE	18	STU	UNION OF UEA STUDENTS	51
ECO	SCHOOL OF ECONOMICS	25	STS	STUDIO TECHNOLOGY SERVICES	41
EDU	SCHOOL OF EDUCATION AND LIFELONG LEARNING	26	SWK	SCHOOL OF SOCIAL WORK	22
ENV	SCHOOL OF ENVIRONMENTAL SCIENCES	24	SYSCO	SYS CONSULTING LIMITED	27
EST	ESTATES AND FACILITIES DIVISION	34	TU	TRADES UNIONS	51
FMH	FACULTY OF MEDICINE AND HEALTH SCIENCES	20	TYN	TYNDALL CENTRE FOR CLIMATE CHANGE RESEARCH	27
FPG	FINANCE, PLANNING & GOVERNANCE	37	UMS	UNIVERSITY MEDICAL SERVICE	44
GSC	GRADUATE STUDENTS' CLUB	39	USS	UNIVERSITY SAFETY SERVICE	48
HIS	SCHOOL OF HISTORY	16	VCO	VICE-CHANCELLOR'S OFFICE	53
HRD	HUMAN RESOURCES DIVISION	39	WEATHERQUEST	WEATHERQUEST LIMITED	27
HSC	SCHOOL OF HEALTH SCIENCES	20	ZICER	ZUCKERMAN INSTITUTE FOR CONNECTIVE ENVIRONMENTAL RESEARCH	28
HUM	FACULTY OF ARTS AND HUMANITIES	16			
ITCS	INFORMATION TECHNOLOGY AND COMPUTING SERVICE	40			
	INTERDISCIPLINARY INSTITUTE FOR THE HUMANITIES	17			

## Internal Communications at UEA

As well as containing phone numbers and e-mail addresses for key contacts in Schools, Faculties and Departments, this Directory can help you find the answer to a wide range of queries: Who does what? On pages 2 – 12 lists services provided by the university's central divisions and, where available, includes the name, telephone extension and e-mail address of the person you need to contact.

Staff and Student communications channels:

- Daily portal news: Campus news is published daily on the portal for staff and students. Major stories are highlighted on the portal homepage
- Weekly e-bulletins: A round-up of news and events is emailed to staff and students every Tuesday (monthly out of term time for students)
- School and departmental bulletins: Most areas issue regular updates to staff/students
- The Communications team will send [emergency texts](#) in a crisis.

For more information about internal communications visit <https://portal.uea.ac.uk/arm/campus-news/internal-communications>.

### TextDirect

This is a service for people with hearing or speech impairments who use textphones called 'TextDirect'. This is a service that 'sits on top of' the old Tynetalk operator relay service. The prefix (for hearing callers) to call TextDirect is 18002, who must then enter the full phone number including area code; and if dialling from within the University you have to remember to dial '9' therefore the number to call becomes (9)18002 01603 59xxxx. (xxxx being the extension number). This applies whether calling from inside UEA or outside (without the initial '9'). When you dial the number you receive the following message:

"Welcome to BT TextDirect please hold for connection" followed by:

"Please press star (\*) on your telephone if you require an introduction to this call". If you do want an introduction and you press star you will hear the following message:

"This call will be connected to a Tynetalk Operator who will relay the conversation as the person you are calling is a textphone user. If you require any further guidance, please ask the Operator."

The Operator types the words you want to say, meanwhile the person you are calling is waiting on-line to respond. The Operator reads out the response from the person you are calling and you then reply - she/he types the message for the person to read.

The Operator types the words you want to say, meanwhile the person you are calling is waiting on-line to respond. The Operator reads out the response from the person you are calling and you then reply - she/he types the message for the person to read.

**WHO DOES WHAT**

SERVICE	CONTACT PERSON	EXT	EMAIL
<b>ADMISSIONS, RECRUITMENT AND MARKETING (ARM)</b>			
Marketing SSF	Amy Jones	7641	<a href="mailto:amy.jones@uea.ac.uk">amy.jones@uea.ac.uk</a>
Marketing HUM	James Smith	1688	<a href="mailto:james.g.smith@uea.ac.uk">james.g.smith@uea.ac.uk</a>
Marketing SCI	Ceri Owen/Laura Paul	7603	<a href="mailto:sci.marketing@uea.ac.uk">sci.marketing@uea.ac.uk</a>
Marketing FMH	Sophie Rosas	1415	<a href="mailto:s.rosas@uea.ac.uk">s.rosas@uea.ac.uk</a>
Digital Marketing	Chris Hill	1887	<a href="mailto:christopher.hill@uea.ac.uk">christopher.hill@uea.ac.uk</a>
Publications	Anne-Marie Triggs	3753	<a href="mailto:a.triggs@uea.ac.uk">a.triggs@uea.ac.uk</a>
Research / PGR	Kate Franklin / Cerian	1572	<a href="mailto:k.franklin@uea.ac.uk">k.franklin@uea.ac.uk</a>
Marketing	Hutchings		<a href="mailto:c.hutchings@uea.ac.uk">c.hutchings@uea.ac.uk</a>
Communications/Press	Simon Dunford	2203	<a href="mailto:s.dunford@uea.ac.uk">s.dunford@uea.ac.uk</a>
Assistant Head of Alumni, Conference and Events	Maresa Padmore	3492	<a href="mailto:m.padmore@uea.ac.uk">m.padmore@uea.ac.uk</a>
Alumni Relations	Charlotte Burford	2220	<a href="mailto:c.burford@uea.ac.uk">c.burford@uea.ac.uk</a>
Conferences	Anna-Marie Moody	1881	<a href="mailto:a.moody@uea.ac.uk">a.moody@uea.ac.uk</a>
Events	Vacancy	1926	
Admissions PGT	Steve Carruthers	2331	<a href="mailto:s.carruthers@uea.ac.uk">s.carruthers@uea.ac.uk</a>
International Progressions	Charlotte Richardson	1352	<a href="mailto:charlotte.richardson@uea.ac.uk">charlotte.richardson@uea.ac.uk</a>
International Programmes and Study Abroad	Alexandra Cole	1514	<a href="mailto:alexandra.cole@uea.ac.uk">alexandra.cole@uea.ac.uk</a>
UKVI	Ruth Courridge/Mel Risebrow	1512	<a href="mailto:r.courridge@uea.ac.uk">r.courridge@uea.ac.uk</a> / <a href="mailto:m.risebrow@uea.ac.uk">m.risebrow@uea.ac.uk</a>
PGCE	Sue Armes	2852	<a href="mailto:susan.ames@uea.ac.uk">susan.ames@uea.ac.uk</a>
Outreach	Charlotte Wheatland	1524	<a href="mailto:c.wheatland@uea.ac.uk">c.wheatland@uea.ac.uk</a>
Outreach Academic HUM	Kim Ridealgh	3437	<a href="mailto:k.ridealgh@uea.ac.uk">k.ridealgh@uea.ac.uk</a>
Outreach Academic SCI	Carl Harrington		<a href="mailto:carl.harrington@uea.ac.uk">carl.harrington@uea.ac.uk</a>
Outreach Academic SSF	Kristina Garner	3509	<a href="mailto:k.garner@uea.ac.uk">k.garner@uea.ac.uk</a>
Outreach Academic FMH	Sally Homden		<a href="mailto:s.homden@uea.ac.uk">s.homden@uea.ac.uk</a>
Recruitment	Sally Rix	1510	<a href="mailto:sally.rix@uea.ac.uk">sally.rix@uea.ac.uk</a>
Recruitment Events	Francesca Uragallo	3301	<a href="mailto:f.uragallo@uea.ac.uk">f.uragallo@uea.ac.uk</a>
Enquiries	Peninna Hicks	1515	<a href="mailto:peninna.hicks@uea.ac.uk">peninna.hicks@uea.ac.uk</a>

**ESTATES AND FACILITIES DIVISION (EST)**

<b>Senior Management Team</b>			
Director	Roger Bond	2213	<a href="mailto:r.bond@uea.ac.uk">r.bond@uea.ac.uk</a>
PA to Director	Anna Russell	2774	<a href="mailto:anna.russell@uea.ac.uk">anna.russell@uea.ac.uk</a>
Deputy Director – Strategy & Development	Rose Jenkins	1088	<a href="mailto:rose.jenkins@uea.ac.uk">rose.jenkins@uea.ac.uk</a>
Assistant Director of Estates - Operations	Richard Hipperson	1087	<a href="mailto:r.hipperson@uea.ac.uk">r.hipperson@uea.ac.uk</a>
Assistant Director of Estates – Finance, Risk & Administration	Nick Syder	3731	<a href="mailto:n.syder@uea.ac.uk">n.syder@uea.ac.uk</a>
<b>Reception</b>			
General Enquiries	EST Helpdesk	2121	<a href="mailto:jobdone@uea.ac.uk">jobdone@uea.ac.uk</a>
Key collection	EST Helpdesk	2121	<a href="mailto:jobdone@uea.ac.uk">jobdone@uea.ac.uk</a>

SERVICE	CONTACT PERSON	EXT	EMAIL
<b>Administration</b>			
Administration Manager (SMT & Finance, Risk & Administration)	Sharon Weekley	2726	<a href="mailto:s.weekley@uea.ac.uk">s.weekley@uea.ac.uk</a>
Freedom of Information Requests	Sharon Weekley	2726	<a href="mailto:s.weekley@uea.ac.uk">s.weekley@uea.ac.uk</a>
Office Administration	Holly Leveridge (Space)	3652	<a href="mailto:est.projectsadmin@uea.ac.uk">est.projectsadmin@uea.ac.uk</a>
	David Weekley (Projects)	2668	<a href="mailto:est.projectsadmin@uea.ac.uk">est.projectsadmin@uea.ac.uk</a>
	Tina Gill (Projects)	3652	<a href="mailto:t.gill@uea.ac.uk">t.gill@uea.ac.uk</a>
	Karen Tolson (Projects)	2038	<a href="mailto:k.tolson@uea.ac.uk">k.tolson@uea.ac.uk</a>
	Suzie Long (Sustainability)	3535	<a href="mailto:suzanna.long@uea.ac.uk">suzanna.long@uea.ac.uk</a>
	Nuria Ortega (SMT Compliance & H&S)	2660	<a href="mailto:n.ortega@uea.ac.uk">n.ortega@uea.ac.uk</a>
	Nick Young (Facilities)	2623	<a href="mailto:nick.young@uea.ac.uk">nick.young@uea.ac.uk</a>
	Sabine Virani (Facilities)	7009	<a href="mailto:s.virani@uea.ac.uk">s.virani@uea.ac.uk</a>
	Harriet Lockwood (SMT Operations)	1533	<a href="mailto:h.lockwood@uea.ac.uk">h.lockwood@uea.ac.uk</a>
	Kelly Arroyo (Maintenance)	3215	<a href="mailto:r.arroyo@uea.ac.uk">r.arroyo@uea.ac.uk</a>
<b>Campus Services</b>			
Head of Campus Services	Christine Beveridge	2050	<a href="mailto:c.beveridge@uea.ac.uk">c.beveridge@uea.ac.uk</a>
Access & Security Operations Manager	Martin Leeder	3799	<a href="mailto:martin.leeder@uea.ac.uk">martin.leeder@uea.ac.uk</a>
Security	The Lodge	2352	<a href="mailto:security@uea.ac.uk">security@uea.ac.uk</a>
Emergencies (24 hours)	Security	2222	
Barbeque Permits	The Lodge	2352	<a href="mailto:security@uea.ac.uk">security@uea.ac.uk</a>
Lost Property	The Lodge	2352	<a href="mailto:security@uea.ac.uk">security@uea.ac.uk</a>
Grounds (Management)	Tom Everett	2036	<a href="mailto:t.everett@uea.ac.uk">t.everett@uea.ac.uk</a>
	Neil Gosling	1098	<a href="mailto:neil.gosling@uea.ac.uk">neil.gosling@uea.ac.uk</a>
Grounds Work Requests		2121	<a href="mailto:jobdone@uea.ac.uk">jobdone@uea.ac.uk</a>
Pest Control		2121	<a href="mailto:jobdone@uea.ac.uk">jobdone@uea.ac.uk</a>
<b>Facilities Support</b>			
Head of Facilities Support	Clare Cole	2112	<a href="mailto:clare.cole@uea.ac.uk">clare.cole@uea.ac.uk</a>
Deputy Head of Facilities Support	Debbie Cook	2634	<a href="mailto:d.cook@uea.ac.uk">d.cook@uea.ac.uk</a>
Facilities Support Enquiries	Joanne Woodrow	1306	<a href="mailto:j.woodrow@uea.ac.uk">j.woodrow@uea.ac.uk</a>
	Lynn Edwards	2363	<a href="mailto:lynn.edwards@uea.ac.uk">lynn.edwards@uea.ac.uk</a>
<b>Customer Services</b>			
Customer Liaison Manager	Corinne Ashwell	3840	<a href="mailto:c.ashwell@uea.ac.uk">c.ashwell@uea.ac.uk</a>
Customer Liaison Officer	Justin Rhys	3778	<a href="mailto:j.rhys@uea.ac.uk">j.rhys@uea.ac.uk</a>
Breakdowns, portering requests, pest control issues, maintenance issues, car parks, footpaths & roads	Helpdesk	2121	<a href="mailto:jobdone@uea.ac.uk">jobdone@uea.ac.uk</a>
General enquiries / feedback	Customer Services		<a href="mailto:estates.listening2u@uea.ac.uk">estates.listening2u@uea.ac.uk</a>
<b>Design and Space Management</b>			

**WHO DOES WHAT**

<b>SERVICE</b>	<b>CONTACT PERSON</b>	<b>EXT</b>	<b>EMAIL</b>
Head of Design and Space Management	Josie Stevens	1115	<a href="mailto:josie.stevens@uea.ac.uk">josie.stevens@uea.ac.uk</a>
Space Planning Co-ordinator	Stephanie Klippel	2361	<a href="mailto:s.klippel@uea.ac.uk">s.klippel@uea.ac.uk</a>
Space Planning Co-ordinator	Sally Piermont	2933	<a href="mailto:s.piermont@uea.ac.uk">s.piermont@uea.ac.uk</a>
Room Numbering	Josie Stevens	1115	<a href="mailto:josie.stevens@uea.ac.uk">josie.stevens@uea.ac.uk</a>
2D & 3D CAD Designs, models and presentations	Josie Stevens	1115	<a href="mailto:josie.stevens@uea.ac.uk">josie.stevens@uea.ac.uk</a>
CAD Technician	Graham Wales	1031	<a href="mailto:g.wales@uea.ac.uk">g.wales@uea.ac.uk</a>
Interior Design	Josie Stevens	1115	<a href="mailto:josie.stevens@uea.ac.uk">josie.stevens@uea.ac.uk</a>
Space Design Standards	Josie Stevens	1115	<a href="mailto:josie.stevens@uea.ac.uk">josie.stevens@uea.ac.uk</a>
Space Allocation, assistance and advice	Josie Stevens	1115	<a href="mailto:josie.stevens@uea.ac.uk">josie.stevens@uea.ac.uk</a>
Move Management	Stephanie Klippel	2361	<a href="mailto:s.klippel@uea.ac.uk">s.klippel@uea.ac.uk</a>
Furniture Procurement and Recycling	Stephanie Klippel	2361	<a href="mailto:s.klippel@uea.ac.uk">s.klippel@uea.ac.uk</a>
Signage	Josie Stevens	1115	<a href="mailto:josie.stevens@uea.ac.uk">josie.stevens@uea.ac.uk</a>
Campus plan/ordnance survey/aerial photographs	Graham Wales	1031	<a href="mailto:g.wales@uea.ac.uk">g.wales@uea.ac.uk</a>
Site infrastructure	Graham Wales	1031	<a href="mailto:g.wales@uea.ac.uk">g.wales@uea.ac.uk</a>
Campus Buildings floor plans and drawing archive management	Graham Wales	1031	<a href="mailto:g.wales@uea.ac.uk">g.wales@uea.ac.uk</a>
Maintaining space databases	Stephanie Klippel	2361	<a href="mailto:s.klippel@uea.ac.uk">s.klippel@uea.ac.uk</a>
Buildings square meterage	Josie Stevens	1115	<a href="mailto:josie.stevens@uea.ac.uk">josie.stevens@uea.ac.uk</a>
Conducting space use audits	Josie Stevens	1115	<a href="mailto:josie.stevens@uea.ac.uk">josie.stevens@uea.ac.uk</a>
Space allocation	Josie Stevens	1115	<a href="mailto:josie.stevens@uea.ac.uk">josie.stevens@uea.ac.uk</a>
Post and Portering (Management)	Andrew Brinded	2082	<a href="mailto:a.brinded@uea.ac.uk">a.brinded@uea.ac.uk</a>
Portering Work Requests		2121	<a href="mailto:jobdone@uea.ac.uk">jobdone@uea.ac.uk</a>
<b>Travel &amp; Transport</b>			
Transport Co-ordinator	Dawn Dewar	3754	<a href="mailto:d.dewar@uea.ac.uk">d.dewar@uea.ac.uk</a>
Parking Permits	Transport Assistant	2353	<a href="mailto:transport@uea.ac.uk">transport@uea.ac.uk</a>
Enquiries	Transport Assistant	2353	<a href="mailto:transport@uea.ac.uk">transport@uea.ac.uk</a>
<b>Waste</b>			
EMS - Waste and Water Manager	Vacancy	2045	<a href="mailto:sustainability@uea.ac.uk">sustainability@uea.ac.uk</a>
Disposal of electrical items, general waste, food waste, glass, metal, confidential waste	Vacancy	2045	<a href="mailto:sustainability@uea.ac.uk">sustainability@uea.ac.uk</a>
<b>BMS</b>			
BMS Manager	Carlos Merchan	7099	<a href="mailto:c.merchan@uea.ac.uk">c.merchan@uea.ac.uk</a>

SERVICE	CONTACT PERSON	EXT	EMAIL
<b>Environmental</b>			
Head of Sustainability, Utilities & Energy	Phil Hunt	3970	<a href="mailto:phillip.hunt@uea.ac.uk">phillip.hunt@uea.ac.uk</a>
Energy and Utilities Manager	Richard Bettle	2104	<a href="mailto:r.bettle@uea.ac.uk">r.bettle@uea.ac.uk</a>
Engineering and Infrastructure Manager	Steve Edwards	3751	<a href="mailto:steve.edwards@uea.ac.uk">steve.edwards@uea.ac.uk</a>
Engineering and Infrastructure Manager	Theo Jones	1264	<a href="mailto:theodore.jones@uea.ac.uk">theodore.jones@uea.ac.uk</a>
Engineering and Infrastructure Manager	Paul Thacker	2228	<a href="mailto:p.thacker@uea.ac.uk">p.thacker@uea.ac.uk</a>
Environmental concerns, sustainability suggestions, sustainability network, energy saving ideas etc	Sustainability Hotline	3535	<a href="mailto:sustainability@uea.ac.uk">sustainability@uea.ac.uk</a>
<b>Projects and Estates Development</b>			
Head of Projects & Estates Development	Andrew Burbidge	3640	<a href="mailto:a.burbidge@uea.ac.uk">a.burbidge@uea.ac.uk</a>
Senior Estates Project Manager	Martin Lovatt	1113	<a href="mailto:m.lovatt@uea.ac.uk">m.lovatt@uea.ac.uk</a>
Senior Estates Project Manager	Neil Wilson	1209	<a href="mailto:neil.wilson@uea.ac.uk">neil.wilson@uea.ac.uk</a>
<b>Maintenance</b>			
Head of Maintenance	James Taylor	1112	<a href="mailto:j.taylor7@uea.ac.uk">j.taylor7@uea.ac.uk</a>
Assistant Maintenance Manager - Contracts	Laurence Jerromes	1878	<a href="mailto:l.jerromes@uea.ac.uk">l.jerromes@uea.ac.uk</a>
Assistant Maintenance Manager - Labour	Shaun Palmer	3841	<a href="mailto:shaun.palmer@uea.ac.uk">shaun.palmer@uea.ac.uk</a>
Assistant Maintenance Manager – Assets & Compliance	Mark Pummell	1858	<a href="mailto:m.pummell@uea.ac.uk">m.pummell@uea.ac.uk</a>
Maintenance Work Requests		2121	<a href="mailto:jobdone@uea.ac.uk">jobdone@uea.ac.uk</a>
<b>Catering</b>			
Head of Catering & Hospitality	Gavin Yuill	1711	<a href="mailto:g.yuill@uea.ac.uk">g.yuill@uea.ac.uk</a>
Catering Operations Manager	Debra Pittick	3618	<a href="mailto:d.pittick@uea.ac.uk">d.pittick@uea.ac.uk</a>
Catering	General enquiries	2477	<a href="mailto:campuskitchendirect@uea.ac.uk">campuskitchendirect@uea.ac.uk</a>
Hospitality Enquiries	Belle Heaphy	1522	<a href="mailto:i.heaphy@uea.ac.uk">i.heaphy@uea.ac.uk</a>
SCVA Restaurant and Function Manager	Agata Guziejko	2474	<a href="mailto:a.guziejko@uea.ac.uk">a.guziejko@uea.ac.uk</a>
Catering Finance Manager	Gavin Utting	1616	<a href="mailto:gavin.utting@uea.ac.uk">gavin.utting@uea.ac.uk</a>
Duty Manager		3772	
Admin Logistics & Procurement	Sophie Yates	3004	<a href="mailto:s.yates@uea.ac.uk">s.yates@uea.ac.uk</a>

## WHO DOES WHAT

SERVICE	CONTACT PERSON	EXT	EMAIL
Admin Catering Maint enquiries (reporting vending faults, etc)	Sophie Jackson	1027 3772	<a href="mailto:s.jackson4@uea.a.cuk">s.jackson4@uea.a.cuk</a> <a href="mailto:sharni.claxton@uea.ac.uk">sharni.claxton@uea.ac.uk</a>
<b>Finance</b>			
Assistant Director of Estates – Finance, Risk & Administration	Nick Syder	3731	<a href="mailto:n.syder@uea.ac.uk">n.syder@uea.ac.uk</a>
Finance and Procurement Manager	Mark Thompson	2609	<a href="mailto:m.thompson@uea.ac.uk">m.thompson@uea.ac.uk</a>
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Daisy Mailey/Annabel Allison 3773

**Admissions and Internationalisation**

*Academic Director for Admissions and  
Internationalisation*  
Professor Richard Harvey 3257

## SERVICES

*PA to Academic Director for Admissions and Internationalisation*

Tara Welsh 2283

### Marketing and Communications

*Head of Strategic Marketing*

Giles Whattam 1582

*Personal Assistant to the Head of Strategic Marketing*

Daisy Mailey/Annabel Allison 3773

*Assistant Head of Strategic Marketing*

Chris Hill 1887

*Assistant Head of Marketing*

Holly Mudie 3964

*Head of Corporate Communications*

Andrew Stronach 1520

*Personal Assistant to the Head of Corporate Communications*

Daisy Mailey/Annabel Allison 3773

*Marketing Manager Research and PG*

Cerian Hutchings/Kate Franklin 1572

*Marketing Manager HUM*

James Smith 1688

*Marketing Manager SSF*

Amy Jones 7641

*Marketing Officer*

Angela Hook 2066

*Marketing Manager FMH*

Sophie Rosas 1415

*Marketing Officer*

Suzanne Harvey 2013

*Marketing Manager SCI*

Ceri Owen/Laura Smitherman 7603

*Marketing Officer*

Lydia Lanckmans 2619

*CRM Officer*

Vacant

*Marketing Administrative Assistant*

Rebecca Bemment 2746

*Marketing Administrative Assistant*

James Maas 7249

*Marketing Team Assistant*

Fiz Grout 3119

*Social Media Coordinator*

Laura Deakin 1590

*Web Analyst and SEO Coordinator*

Adam White 1591

*Multi Media Marketing & Comms Officer*

Neil Hall 3926

*Marketing Innovation Project Manager*

Martin Earl 3973

*Marketing Innovation Project Officer*

Jamie Beavis 2320

*Website Co-ordinators*

Claire Zamorski 3449

Adam Stott 7640

*Publications Officer*

Anne-Marie Triggs 3753

*Publications Administrator*

Vacancy 1015

*Publications and Brand Co-ordinator*

Jo Durrant 3283

*Assistant Head of Communications*

Simon Dunford 2203

*Media Relations Managers*

Cat Bartman 3007

Lisa Horton 2764

Laura Potts 1069

*Internal Communications Officer*

Clare Parry 2226

*Corporate Communications Officer*

Lucy Clegg 1205

*Communications Co-ordinators*

Sundari Faraday-Drake/Becci Eve 3496

*Communications Assistant*

Lawrence Brown 3815

Anna Burbidge 2665

*Assistant Head of Alumni, Conferences and Events*

Maresa Padmore 3492

*Alumni Relations Manager*

Charlotte Burford 2220

*Alumni Relations Administrator*

Claire Eden 3069

*Database Administrator*

Chris Livermore 2915

*Database Administrative Assistant*

Kaoru Sakurai 1567

*Events Manager*

Vacancy 1926

*Alumni and Events Co-ordinator*

Rachel Watkins 2130



<i>Engagement Administrative Assistant</i>	
Ruth Selwyn-Crome	1561
<i>Conferences Manager</i>	
Anna-Marie Moody	1881
<i>Conference and Events Administrators</i>	
Kathryn Downes	1111
Nicola Stead	1924

### International Recruitment Office

<i>Head of International</i>	
Karen Blackney	3214
<i>PA to Head of International</i>	
Tara Welsh	2283
<i>Assistant Heads of International Recruitment</i>	
Craig Smitherman	2212
Victoria Isherwood	3438
<i>Country Development Managers</i>	
Nilu Rashidova	3827
Tracey Hearn	2110
Mark Bentley	3514
<i>Country Development Officers</i>	
Basma Hakim	3499
Jack Whaley	2772
<i>International Office Recruitment Co-ordinator</i>	
Caroline Kavanagh	3280
<i>International Office Administrative Assistants</i>	
Helen O'Flynn	2908
Vicky Lambert/Hayley Smith	3055

### International Programmes and Study Abroad

<i>Assistant Head of International – International Programmes including Study Abroad</i>	
Alexandra Cole	1514
<i>Study Abroad Team Leader</i>	
Katrien Verbruggen	2048
<i>Study Abroad General Office</i>	
	1871
<i>Institutional ERASMUS Co-ordinator</i>	
Clementine Jones	3967
<i>Study Abroad Co-ordinators</i>	
Emma Pinder (Outgoing students)	2742
Brook Newton (Incoming students)	3728

<i>Study Abroad Administrative Assistants</i>	
Angela Murgatroyd (Outgoing)	2823
Alexandra Gibson	2797
Claire Canning	1871
<i>International Programmes Officer</i>	
Claire Arnup	2249
<i>International Programmes Co-ordinator</i>	
Maren Albrigtsen	2255
<i>International Progressions Officer</i>	
Charlotte Richardson	1352

### Admissions

<i>Head of Admissions</i>	
Alix Delany	7073
<i>PA to Head of Admissions</i>	
Tara Welsh	2283
<i>Assistant Head of Undergraduate Admissions</i>	
Luke Gibbons	1730
<i>UG Admissions Officers</i>	
Lindsey Green	3711
Avril Frary	1729
John Nelson	3085
Eloise Gafney	7136
Jordana Barnes	2073
<i>UG Admissions Administrative Assistants</i>	
Eleanor Edwards	7120
Chris Moore	1902
Joanna Yaxley	2332
Sarah Pike	3115
Bronwen Harry	1072
Erin Hollands	2835
Kay Baker	2819
Alannah Chilvers	3894
Emma Eden	2455
Catherine Thornett	1894
Victoria Myhill	3139
Paul Thorpe	1228
Anna Sandford	1886

<i>Assistant Head Postgraduate Taught Admissions</i>	
Steve Carruthers	2331
<i>PGT Admissions Officers</i>	
Helen Codling	1901
Sarah Park/Victoria Pritchard	2302
Amanda Edwards-Sutton	3366

## SERVICES

### *PGT Admissions Administrative Assistants*

Emma Jennings/Simon Osborne	1393
Aiden Lessiter	3209
Fiona Brown	2154
Eileen Wallace	7115
Dan Li	7230
Susan Morgan	2216
Patrick Giles	2297
Hayley Bate	3717
Nicola Shearing	3503
Dale Larwood	3252
Sam Field	2063

### *PGCE Co-ordinator*

Sue Armes	2852
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### *PGCE Administrative Assistant*

Ruth Phillips	2805
Ruth Nuttall	2855

### *UKVI Policy and Operations Manager*

Ruth Courridge/Mel Risebrow	1512
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### *UKBA Senior Administrative Assistants*

Katie Harrington/Maria Sides	1701
Kerry Lomax	1252

### *Assistant Head of Data and Contacts*

Sarah Cox	3854
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### *Data and Systems Manager*

Emily Kreetzer	3295
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### *Data and Systems Senior Assistant*

Jack Camplin	1519
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### *Contact Manager*

Peninna Hicks	1791
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### *Contact Assistants*

Joanna Holmes	1515
Annmarie Cox	1515
Karina Gruchy	1515
Vanda Graff	1515

### *Outreach Officers*

Carl Harrington	2914
Liz Ferguson	1960
Gemma Standen	1758
Darren McMorran	1516
Lauren Starkey	1337

### *Outreach Academic Officers*

Kim Ridealgh (HUM)	3437
Carl Harrington (SCI)	
Kristina Garner (SSF)	3509
Sally Homden (FMH)	

### *Recruitment and Outreach Team Leader*

Charlotte Torbitt	1738
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### *Outreach Evaluation Co-ordinator*

James Ferguson	1525
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### *Outreach Administrative Assistants*

Rebekah Bainbridge	1337
Vacancy	1521
Lisa Howard	1464
David Hicks	3919
Lauren Middleton	1465

### *Assistant Head of Recruitment (UK/EU)*

Sally Rix	1510
-----------	------

### *Recruitment Events Manager*

Francesca Uragallo	3301
--------------------	------

### *Recruitment Events Officers*

Jane Bryan	1767
Vicki Gaff	1775
Louise Chandler	1522

### *Recruitment Events Administrative Assistants*

Aisling Musgrove	3251
Rebecca Hirst (maternity cover for Caroline Stewart)	3164
Matthew Knightly	3704

### *Events Enrichment Officer*

Gabrielle Copping	1961
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### *Recruitment Administrative Assistants*

Sam Osborne/Vacancy	1957
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### *Recruitment Manager*

Roshan Walkerley	1959
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### *HE Advisers*

Lucy Nottingham	1518
Jess Smith	07810 358198
Myles Smith	1963
Hannah Owens	2944
Lydia Newton	07717 717523
Lauren Hughes	

## UK/EU Recruitment and Outreach

### *Head of Recruitment and Outreach UK/EU*

Claire Petley	1956
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### *PA to Head of Recruitment and Outreach UK/EU*

Daisy Mailey/Annabel Allison	3773
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### *Assistant Head of Outreach*

Charlotte Wheatland	1524
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### *Outreach Managers*

Trevor Smith	1513
Hannah Robinson (maternity cover for Katie Francis)	1612

**ALUMNI OFFICE (ARM)**

See page 29

**BANKS**

Barclays 08457 555555

**BOOKSHOP (WATERSTONES)**

See Shops on Campus, page 49

**BROADVIEW LODGE (SSS)**Broadview Lodge Manager  
Mrs Olwyn Emerson 1921**UEA CAREERS SERVICE (CCEN)**www.uea.ac.uk/careers  
General enquiries and office: ext 3452  
Email: [career.central@uea.ac.uk](mailto:career.central@uea.ac.uk)

CCEN

**Careers Team:**Joint Head of Careers (Academic Engagement)  
James Goodwin 2826Assistant to Joint Head of Careers (Academic  
Engagement)  
Mary Ladd 2485Careers Advisers (SCI)  
Rachael Rose 2579  
Isla Hosking 2829Careers Advisers (SSF)  
Gaynor Egan 7255  
Andrew Holdsworth 3243Careers Advisers (HUM)  
Adrienne Jolly 2741  
Wendy Woolery 2827Career Advisers (PGR, Research Staff)  
Dr Suzanne Walker 3019  
Dr Rebecca Wyand 2770  
Dr Rosemary Bass 2828Initial Client Contact Officers  
Lydia Squire 3452/3282  
Lucy Crook 3452/3282  
Tasha Cobb 3452/3282Systems Officer  
Jonathan Haylock 3450UEA (Skills) Award Officer  
Rebecca Ellis 2201UEA (Skills) Award Assistant  
Liam Davison 1032**Student Enterprise and Employability  
Development (SEED) Team:**Joint Head of Careers (Business Engagement)  
Julie Schofield 1585Assistant to Joint Head of Careers (Business  
Engagement)  
Jennie Waddington 7638Placement and Internship Manager  
Evan Hancock 1435Placement and Internship Administrators  
Vacancy 3917  
Josh Gray 3036Marketing and Events Officer  
Vacancy 7256Careers Events Organisers  
Vacancy 2831  
Vacancy 1659Volunteering and Mentoring Administrator  
Kerensa Rands 7638Opportunities Co-ordinator  
Andrew Hunt 3276Opportunities Administrative Assistant  
Laura Bell 2527Opportunities Assistant  
Olivia Smith 2803Digital & Relationship Marketing Co-ordinator  
Sarah Waterhouse 3070Marketing Administrator  
Terence Tasker 3455Business Engagement Officer  
Lisa-Rose Moller 3038Student Enterprise Development Manager  
Gwyn Jones 3785

*Enterprise Development Officer*  
 Finbarr Carter 3248

**MULTIFAITH CENTRE (SSS)**

*General enquiries and office: ext 2167*

Email: [chaplaincy@uea.ac.uk](mailto:chaplaincy@uea.ac.uk)

*CHAP*

**Chaplains and Faith contacts**

*Coordinating Chaplain*  
 Deacon Jen Woodfin 2167

*Church of England*  
 Fr Darren Thornton 2166

*Roman Catholic*  
 Fr Andrew Eburne 2168

*Anglican Chaplain*  
 Fr Darren Thornton 2166

*Jewish*  
 Daniel Rosenthal 07828205997

*Coptic Orthodox*  
 Fr Shishoy El Antony 01603 881646  
 07813558089

*Muslim*  
 Masoud Gadir 07846456221

*Buddhist*  
 Alokadhara Haworth 2167

*Eastern Orthodox*  
 Fr Julian Sadowski 01603 455273

*Quaker*  
 Prof Peter Belton 2167

*Hindu*  
 Dr Suresh C Vasishtha 0208 556231  
 01865 304300

*Sikh*  
 Bhupindor Sually 2167

**CONFERENCE OFFICE (ARM)**

See page 29

**CSED (HRD)**

See CENTRE FOR STAFF AND EDUCATIONAL  
 DEVELOPMENT,  
 See page 49

**ESTATES & FACILITIES DIVISION (EST)**

*General enquiries: ext 2121*

*email: [jobdone@uea.ac.uk](mailto:jobdone@uea.ac.uk)*

*EST*

*Director of Estates & Facilities Division*  
 Mr Roger Bond 2213

*PA to Director*  
 Miss Anna Russell 2774

*Deputy Director: Strategy and Development*  
 Mrs Rose Jenkins 1088

*Assistant Director of Estates - Operations*  
 Mr Richard Hipperson 1087

*Head of Sustainability, Utilities and Engineering*  
 Mr Phil Hunt 3970

*Energy and Utilities Manager*  
 Mr Richard Bettle 2104

*Energy Officer*  
 Mrs Vikki Rees 3180

*Waste and Recycling Manager*  
 Vacant 2045

*Environmental Officer*  
 Miss Catrin Darsley 3962

*Assistant Environmental Officer*  
 Miss Emily Lewis 2040

*Engineering and Infrastructure Managers*  
 Mr Steve Edwards 3751  
 Mr Theo Jones 1264  
 Mr Paul Thacker 2228

*Engineering and Infrastructure Records Manager*  
 Mr Bob Savage 1859

*Transport Co-ordinator*  
 Mrs Dawn Dewar 3754  
*Transport Assistants* 2353  
*Lodge Assistants* 3792

*Customer Liaison Manager*  
 Ms Corinne Ashwell 3840  
*Customer Liaison Officer*  
 Mr Justin Rhys 3778

**Helpdesk**

2121 (Diverted to Security Lodge Ext. 2352 after 16:00 hrs)

Email: [jobdone@uea.ac.uk](mailto:jobdone@uea.ac.uk)

Customer Services General Feedback & Enquiries:  
[estates.listening2u@uea.ac.uk](mailto:estates.listening2u@uea.ac.uk)

*Administration Manager*

Miss Sharon Weekley 2726

*Senior Administrator*

Mrs Tina Gill (Projects) 3652

*Administration Assistants*

Miss Suzie Long (Sustainability) 3535

Mrs Harriet Lockwood (Operations) 1533

Miss Holly Leveridge (Space) 3652

Mrs Nuria Ortega (Compliance & H&S) 2660

Mr Nick Young (Facilities Support) 2623

Mrs Sabine Virani (Facilities Support) 7009

Mr David Weekley (Projects) 2668

Ms Karen Tolson (Projects) 2038

Mrs Kelly Arroyo (Maintenance) 3215

**Space Management**

Email: [space@uea.ac.uk](mailto:space@uea.ac.uk)

*Head of Design and Space Management*

Mrs Josie Stevens 1115

*Space Planning Co-ordinators*

Miss Stephanie Klippel 2361

Miss Sally Piermont 2933

*CAD Technician*

Mr Graham Wales 1031

**Post and Portering**

(Ext 2080)

Email: [postroom@uea.ac.uk](mailto:postroom@uea.ac.uk)

*Post & Portering Manager*

Mr Andrew Brinded 2082

**Lost Property**

(Located in The Lodge - Ext 2230)

Email: [security@uea.ac.uk](mailto:security@uea.ac.uk)

*Head of Projects & Estates Development*

Mr Andrew Burbidge 3640

*Estates Negotiator*

Mr John Wilson Mobile: 07889 279629

*Senior Estates Project Managers*

Mr Martin Lovatt 1113

Mr Neil Wilson 1209

*Estates Project Managers*

Mr Peter Silverstone 3016

Mr Glen Soanes 2004

Mr Richard Loveland 1116

Mr Neil Wilson 1209

*Assistant Estates Project Managers*

Mr Phil Page 2051

**Maintenance**

*Maintenance Fault Reporting / Work Requests*

*24-hour cover for emergencies*

*Helpdesk: Ext 2121*

*Head of Maintenance*

Mr James Taylor 1112

*Assistant Maintenance Managers*

Mr Laurence Jerromes (Contracts) 1878

Mr Shaun Palmer (Labour) 3841

Mr Mark Pummell (Assets & Compliance) 1858

*Maintenance Team Co-ordinators*

Mr Neil Irons (Accommodation) 2611

Mr Kevin Duffin (Academic East) 2762

Mr Jezz Seville (Academic West) 2153

Mr Shawn Curson (Central Plant & Infrastructure)

Mobile: 07747 460630

Mr Dan Goldsmith (Stores) 3800

*Maintenance Technical Support Assistant*

Mrs Lindsay Lane 1456

*Asbestos Manager*

Simon Corke 1114

*Stores*

2039

**Finance***Assistant Director: Finance, Risk & Administration*

Mr Nick Syder 3731

*Finance and Procurement Manager*

Mr Mark Thompson 2609

*Business Systems Manager*

Mr Miguel Rios 1637

*Finance Officer*

Miss Amberle Rose 2675

## SERVICES

*Senior Finance Administrator (Capital Budgets)*  
Miss Eva Macia 1030

*Finance Assistant*  
Ms Rebecca Plumb 3750

*Finance Assistant (Catering)*  
Mr Gavin Utting 1616

*Administration Assistant*  
Mrs Glynis Watling 2046

*Purchasing Assistant*  
Stuart Perrins 3495

*Health & Safety Manager*  
Dave Brown 2650

### Security Service

*General Enquires: Ext 2352*  
*(Responsible for all calls made to 2121 after 16:00 hrs)*

*Email: [security@uea.ac.uk](mailto:security@uea.ac.uk)*

*(staffed 365 days per year, 24 hrs a day)*

*Head of Campus Support*  
Mrs Christine Beveridge 2050

*Access and Security Operations Manager*  
Martin Leeder 3799

*Emergencies only* 2222

*Events Advisor*  
Ms Maria Skitmore 2050

### Facilities Support

*Head of Facilities Support*  
Ms Clare Cole 2112  
Mobile: 07771 505321

*Quality & Compliance Manager and Deputy Head of Facilities Support*  
Mrs Debbie Cook 2634  
Mobile: 07775 597375

*Landscape Manager*  
Mr Tom Everett 2036  
Mobile: 07765 073909

*Grounds Maintenance Co-ordinator*  
Mr Neil Gosling 1098  
Mobile: 07768 501561

*Facilities Support Managers*  
Mrs Joanne Woodrow (Academic) 1306  
Mobile: 07500 814050  
Mrs Lynn Edwards (Residences) 2363  
Mobile: 07747 476305

*Facilities Support Co-ordinators*  
*Sciences, LSB, TPSC & Estates*  
John Sharp 2360  
Mobile: 07500 814058

*Arts, Library, Lecture Theatres, Earlham Hall & Enterprise Centre, Blackdale*  
Mrs Jenny Pickett 2359  
Mobile: 07500 814059

*EFRY, Queens, JSC, MED, SCVA, Colney Pavilion, BIO & BMRC*  
Mrs Carol Turberfield 1629  
Mobile: 07881 264494  
Mr Andrew Bushell 07767 655247

*CAP, ITCS, Union House, Congregation Hall, Drama, Registry, Street & Square, Council Chamber, Biomass, Multifaith Centre, Dev farm*  
Mr Luiginio Velez 1492  
Mobile: 07881 264495

*Constable, Norfolk, Suffolk Terrace, Suffolk Walk*  
Sharon Rudd 3072  
Mobile: 07747 568139

*Nelson Court, Broadview Lodge, Colman*  
Mr Allan Moore 3071  
Mobile: 07747 756153

*Barton, Hickling, Paston*  
Mr Tom Bohan 7660  
Mobile: 07747 006847

*Victory, Kett, Brown, Orwell, Wolfson, Crome Court, Britten*  
Mrs Donna Reynolds 2140  
Mobile: 07825 676870

*Mary Chapman Court, The Village, Wood Hall*  
Ms Sandra Bron 3979  
Mobile: 07771 775032

*Evenings (Zicer, Restaurant, Nursery, Sec Lodge, Lecture Theatres, Library)*  
Mr Luis Guimaraes 07764 162717

### Catering Services

*General enquiries: ext 2477*

*Fax: 01603 592478*

*email: [campuskitchendirect@uea.ac.uk](mailto:campuskitchendirect@uea.ac.uk)*

*EST*

<i>Head of Catering &amp; Hospitality</i>	
Mr Gavin Yuill	1711
<i>Catering Operations Manager</i>	
Mrs Debra Pittick	3618
Duty Manager	3772
<i>Head Chef</i>	
Mr Matthew Crooks	2824
<i>SCVA Restaurant and Function Manager</i>	
Ms Agata Guziejko	2474
<i>Assistant Catering Managers</i>	
Ms Karen Gallant	7193
Ms Susan Estall	2897
Mr Geoff Mayers	3665
<i>Hospitality Manager</i>	
Miss Belle Heaphy	1522
<i>Hospitality Supervisor</i>	
Mr Aivars Bismanis	2477
<i>Hospitality Administrator</i>	
Miss Beth Austin	2477
<i>Catering Finance</i>	
Ms Karina Stares	1027
<i>Catering Admin</i>	
Miss Sharni Claxton (general admin)	3772
Miss Sophie Yates (Logistics/Procurement)	3004
Miss Sophie Jackson (Maint/Production)	1027
<i>Catering Stores Supervisor</i>	
Mr Graham Willis	3665
<i>Finance Assistant (Catering)</i>	
Mr Gavin Utting	1616
<i>Cashier/Catering Finance Assistant</i>	
Miss Yolanda Tomas Ferre	1169

## FINANCE, PLANNING & GOVERNANCE (FPG)

General enquiries and office: ext 2767/2729  
 Fax: 01603 591110/01603 593718

FPG

<i>Director of Finance, Planning &amp; Governance</i>	
Mr Ian Callaghan	2227
<i>PA to Director of Finance, Planning &amp; Governance</i>	
Ms Lynne Owen	2767

## Senior Faculty Managers (SFM)

Ms Eve Dewsnap (SSF)	3444
Mr Mark Hitchcock (FMH)	3342
Mrs Laura McGonagle (SCI)	3296
Mr John Tully (HUM)	7385

## Management Accounting

<i>Head of Management Accounting</i>	
Mr Gavin Clarke	2101
<i>Central Management Accountants</i>	
Mrs Maxine Newey	3788
Mr Jason Dewhurst	3807
<i>Management Accountant Costing &amp; Capital</i>	
Mr Stuart Laws	2113
<i>Systems Accountant</i>	
Mr Ian Hamshaw	3700
<i>Finance Systems Support Officer</i>	
Mr Jason Bird	2109

## Financial Accounting

<i>Head of Financial Accounting</i>	
Ms Rhoda Wolf	3780
<i>Financial Accountant</i>	
Ms Manuela Moxon	1695
<i>Accounts Assistants</i>	
Mrs June Streeter	2683
Mr Matthew Russen	2111
<i>Company Accountant</i>	
Mrs Lesley Hanner	1162

### Accounts Payable

<i>Supervisor</i>	
Vacancy	2681
<i>Accounts Assistants</i>	
Miss Charlotte Marshall	2613
Mrs Elaine Osbourne	2273
Mrs Nicola Mainwaring	2473

### Accounts Receivable

<i>Supervisor</i>	
Mrs Shirley Clapton	3781
<i>Accounts Assistants</i>	
Mrs Lynn Kerin	3695
Mrs Angela Clover	2686
Miss Caroline Reynolds	2995
Vacancy	2685
Mr James McDonald	2209

### Cashiers Office

<i>Head Cashier</i>	
Mrs Margaret Dye	2687

## SERVICES

<i>Assistant Cashiers</i>	
Mrs Sara Hurn	2687
Mrs Susan Littleboy	2687

### Financial Planning

<i>Head of Financial Planning</i>	
Mr Jason Brown	2108

#### Student Finance and Planning Manager

Mr Peter Courridge	2928
<i>Administrator</i>	
Mrs Tracey Erskine	1188
<i>Senior Administrative Assistants</i>	
Miss Emma Lisette	2769
Ms Carole Timm	1891

### Payroll and Pensions

<i>Payroll/Pensions Manager</i>	
Mrs Ann Henwood	3484
<i>Accounting Technician</i>	
Miss Caroline Wells	3485
<i>Senior Pension Administrator</i>	
Mr Duncan Sides	2676
<i>Pension Administrators</i>	
Mrs Teresa McCarthy	1211
Mr Marc Evans	1081
<i>Pension Assistant</i>	
Mrs Michelle Carey	2674
<i>Senior Payroll Administrator</i>	
Mr Chris Lynds	2678
<i>Payroll Administrator</i>	
Ms Margaret Jennis	2677
<i>Payroll Assistants</i>	
Mr Gary Reynolds	1082
Mrs Tracy Irons	3021
Mr Matt Horlock	1083
Mrs Kerry Powles	3963
Mrs Tracy Seville	1080

### Procurement

<i>Head of Procurement</i>	
Mr Robert Dumolo	2194
<i>Sustainable Purchasing Officer</i>	
Mrs Claire Woodcroft	2728
<i>Assistant Purchasing Officer</i>	
Mr Steve Whitehead	2402
<i>Procurement Officer</i>	
Mr Rob Bloomer	3686
<i>Purchasing Assistant</i>	

Mrs Lisa Donaldson	2401
<i>Project Administrator</i>	
Mr Michael Howes	3632
<i>Insurance Officer</i>	
Mr Oliver Whitham	2729

### Business Intelligence Unit (BIU)

<i>Head of Business Intelligence Unit</i>	
Dr Garrick Fincham	3498

#### HR Systems

<i>HR Systems Manager</i>	
Mr Stuart Gascoyne	2732

#### Market Research

<i>Market Research Manager</i>	
Mrs Caroline Botwood	1203
<i>Market Research Officer</i>	
Miss Johanna Hardy	2773
<i>Market Research Assistant</i>	
Miss Natalie Cole	1962

#### Management Information

<i>Management Information Manager</i>	
Mr Adam Green	2929
<i>Management Information Officer</i>	
Mrs Lucy Finnie	3419
<i>Monitoring and Evaluation Co-ordinator (Student Success)</i>	
Miss Charlotte Chapman	2354
<i>Project Assistant</i>	
Mr Andrew Keel	7489

#### DLHE

<i>DLHE and Reporting Manager</i>	
Mr Leon Doughty	2484
<i>DLHE Report Writing Assistant</i>	
Mr David Astley	3871

#### Committee Office

<i>Senior Administrative Assistant</i>	
Mrs Becky Phillips	3203

### Graduation Office

<i>Graduation Office Manager</i>	
Mr Peter Courridge	2928
<i>Graduation Officer</i>	
Mrs Louisa Griffiths	2775
<i>Administrative Assistant</i>	
Miss Cath Pepper	3204

### Student Records

<i>Student Records Manager</i>	
Mr Andrew Watson	2830



**Student Records and Statutory Returns**

<i>Manager</i>	
Mr Travis Bowditch	2927
<i>Administrator</i>	
Miss Elaine Elsey	3242
<i>Senior Administrative Assistant</i>	
Mrs Chrissie Norris	2597
<i>Administrative Assistants</i>	
Mrs Tina Murray	2200
Miss Cath Pepper	2200

**Systems and Processes**

<i>Manager</i>	
Mr Ant Griffiths	3052
<i>Administrator</i>	
Mrs Sophie Rogers	1052

**Widening Participation**

<i>Widening Participation Manager</i>	
Mrs Becky Price	2830
<i>Widening Participation Officer</i>	
Mrs Rosie Hannant	2500

**GRADUATE STUDENTS' CLUB**

Common Room Bar	2513
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**GROUNDS SERVICES (EST)**

See page 34

**DIGNITY & RESPECT IN THE WORKPLACE**

*Employees wishing to talk to someone in confidence about a dignity and/or respect issue should contact the Human Resources Manager/Senior Human Resources Adviser for their Faculty, Division or Department.*

*General dignity and respect related enquiries can be directed to:  
Santha Forder, Human Resources Manager on ext. 2936.*

*A list of HR Managers/Advisers is available at:  
<https://www.uea.ac.uk/hr/about-hr/organisation-structure>*

*Other information and sources of help are available at: <https://portal.uea.ac.uk/csed/staff-networks/dignity-and-respect-in-the-workplace>*

*Students should contact the Student Support Service Office on ext. 2892.*

*Human Resources Managers/Senior Advisers*

Mrs Linda Cole (HUM/ARM)	3582
Mrs Julie Goodridge (FMH/FIN/HR)	2126
Mrs Santha Forder (SSF/LTS)	2936
Mrs Alison Clements (Central)	2193
Ms Jenny Summers (SCI/REN)	2124
Mrs Alison Boucher (EST)	3046
Mrs Kirsty Webb (MAC/SCVA)	3729

**HEALTH CENTRE**

See MEDICAL CENTRE, page 44

**HUMAN RESOURCES DIVISION (HRD)**

*General enquiries and Reception: ext 3034*

*Email: [hr@uea.ac.uk](mailto:hr@uea.ac.uk)*

*HRD*

<i>Director of Human Resources</i>	
Mrs Cécile Piper	2123

<i>Human Resources Administrator</i>	
Mrs Diane Whalen	2733
<i>Human Resources Support Assistant</i>	
Miss Sarah Lambert	3034

<i>Human Resources Systems Assistant</i>	
Mr Matthew Bond	2059

<i>Human Resources Data Assistant</i>	
Miss Sian Williams	3698

<i>Human Resources Manager (CEN, SCVA)</i>	
Mrs Alison Clements	2193
<i>Senior Human Resources Adviser</i>	
Mrs Alison Boucher	3046
<i>Human Resources Assistant</i>	
Mrs Jill Rice	2314

<i>Human Resources Manager (HUM and ARM)</i>	
Mrs Linda Cole	3582
<i>Senior Human Resources Adviser</i>	
Mrs Kirsty Webb	3729
<i>Human Resources Assistants</i>	
Mrs Gillian Jaffrey & Mrs Natasha Garforth	3809

<i>Human Resources Manager (SSF and L&amp;T)</i>	
Mrs Santha Forder	2936
<i>Human Resources Advisers</i>	
Mrs Sophie Forsey	7542
Mrs Felicity Close	7542
<i>Human Resources Assistants</i>	
Mrs Jennifer Tanner	3494
Miss Jude De'Ath	7541

## SERVICES

<i>Human Resources Manager (FMH, HRD)</i>	
Mrs Julie Goodridge	2126
<i>Human Resources Adviser</i>	
Miss Fay Tooke	7543
<i>Human Resources Assistant</i>	
Mrs Julie Wilderoder	2581
<i>Human Resources Manager (SCI and REN)</i>	
Ms Jenny Summers	2124
<i>Human Resources Adviser</i>	
Mrs Anne Meyer	3458
<i>Human Resources Assistants</i>	
Mrs Karen O'Brien	2734
Miss Jude De'Ath	7541

### IT & COMPUTING SERVICES (ITCS)

[www.uea.ac.uk/is](http://www.uea.ac.uk/is)

General enquiries and office: ext 2365

IT servicedesk: ext 2345 [it.helpdesk@uea.ac.uk](mailto:it.helpdesk@uea.ac.uk)

IT feedback: [it.feedback@uea.ac.uk](mailto:it.feedback@uea.ac.uk)

Freedom of Information enquiries: ext 2431/3523  
[foi@uea.ac.uk](mailto:foi@uea.ac.uk)

*Director of IT*  
Vacancy

*Personal Assistant*  
Mrs Jane Baker 2102

### SPC

*Assistant Director,  
Strategy, policy & compliance*  
Mr Raymond Scott 3651

*Information Security Manager*  
Mr Philip Ayers 3994  
*Information Security Analyst*  
Mr James Hodge 2438

*Information Compliance Managers*  
Mr Dave Palmer 3523  
Ms Ellen Paterson 2431

*Information Compliance Assistant*  
Mr Kieran Devaney 1143

*IT Project Managers*  
Ms Helen McSparron 3576

Mr Chris Goldswain 2562

*IT Project Officer*  
Mr Ian Prior 2248

*IT Office Manager*  
Mr James Alborough 2365

*ITCS Administrative Assistant*  
Mrs Maggie Cubbon 2390

### ITCS

#### ICT Systems

*ICT Systems Director*  
Mr Iain Reeman 2926

*Head of Systems*  
Mr Jon Woodley 2415

*Head of Networking*  
Mr Pete Andrews 3804

*Head of Research & Specialist Computing*  
Mr Leo Earl 3856

*Data Centre Manager*  
Mr Dominic Belisario 3207

### Corporate Information Services

*Assistant CIS Director*  
Mr Paul Hooper 1029

*Head of Operations*  
Mr Thompson Zulu 1975

*Head of Development*  
Mr Ben Petley 3662

*Senior Development Specialist*  
Mr Robin Keith 2691

*Team Leader of Database Administration*  
Mr David Lord 2344

*SITS Enquiries*  
SIS Application Support Advisor  
Mrs Joanne Champeney 1707

### Faculty IT Support

*Assistant Director, Faculty IT Support*  
Mr Mark Jones 2442

*Learning Spaces Technology Manager*  
Mr Matthew North 7159

*IT Support Manager (HUM, SSF & Cent)*  
Mr Keith Porter 3560

*IT Support Manager (SCI & FMH)*  
Mr Malcolm Rae 3305

*IT Service Desk Manager*  
Mr Anthony Robinson 2439

*IT Service Desk Team Leader*  
Mr Iain Husband 2345

### Print Services

Email: [printservices@uea.ac.uk](mailto:printservices@uea.ac.uk) 2204

*Print Services Manager*  
Mr Chris Browne 2488

### CENTRE FOR TECHNOLOGY ENHANCED LEARNING (CTEL)

*Head of Learning Technology*  
Mrs Alicia McConnell 1250

*Learning Technologists*  
Ms Jo Bruce 3237  
Mr Andrew Mee 1541  
Mrs Laura Leech (NSC) 7609  
Mr Richard Jardine (FMH) 7044  
Mr Ian Davis 2384

*Media Learning Technologist*  
Mrs Tracey Tutt 7482

*Digital Learning Designer Team Leader*  
Mr Paul Wright 3855

*VLE System Administrator*  
Mr Oliver Watkins 2917

### Studio Technology Services

*Studio Technology Team Leader*  
Mr Sean Thompson 1595

*Media Production Support Technicians*  
Miss Hannah Merridale 7225  
Mr Chris Davis 2487

### Switchboard

Dial : 0 Email: [telephonists@uea.ac.uk](mailto:telephonists@uea.ac.uk)

- *Dialling facilities*
- *Changes to handset caller display*
- *Voicemail*
- *Diverts and pick-up groups*
- *Location updates*
- *General enquiries*

*Switchboard Team Leader*  
Mrs Carole Dean 0/4001

*Telephonist*  
Miss Wendy Brown 0/4003  
Mrs Maggie Cubbon 0/4002

### IT AND COMPUTING SERVICE (ITCS)

See 40

### LEARNING AND TEACHING SERVICES (LTS) and ACADEMIC PARTNERSHIPS (AP)

*LTS & AP*

*Director of University Services*  
Dr Andrea Blanchflower 2618

*Office Administrator*  
Miss Gemma Thurston 2025  
*Administrative Assistants*  
Mrs Johanna Hammersley 1844  
Mrs Rhian Brooke 7214  
Dr Janja R. Avgustin 2210

*Head of Services (Quality)*  
Mrs Laura Thompson 7374  
*Head of Services (Systems)*  
Mrs Caroline Sauverin 7371

**L&T HUB - Arts Building (East UG + PGT)**  
*Enquiries* 7580  
[arts1\\_ug.hub@uea.ac.uk](mailto:arts1_ug.hub@uea.ac.uk)  
[arts1\\_pgt.hub@uea.ac.uk](mailto:arts1_pgt.hub@uea.ac.uk)

*Manager*  
Ms Michele Pavey 2097

*Co-ordinators*  
Mrs Heather Reynolds 2517  
Miss Lorraine Newark 2157  
Mrs Clare Walker 7608

## SERVICES

### *Team Leaders*

Mrs Louise Davison	2896
Mrs Helen Mount	3597
Mrs Audrey Richardson	7768
Miss Dawn Goff	2790
Mrs Patricia Goodwins	3168

### *Senior Administrative Assistants*

Mrs Kerry Singleton	2062
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### *Administrative Assistants*

Miss Kelly Myhill	2516
Miss Christina Lane	3924
Miss Wendy Hooke	2723
Ms Jane Setford	7604
Mrs Lorraine Whiting	2744
Miss Christina Jeffrey	2592
Ms Helen Clarke	2282
Mr Tom Miller	2191
Mrs Alice McLaughlin	3595
Ms Ginette Irvine	2894
Mr Juha Agren	2364
Mrs Jess Kerry	2098
Mr Ben Pavey	7111
Mr Joshua Sowter	7605
Miss Klara Krcova	3924
Miss Holly Chatburn	2299
Miss Anwulka Emesseri	2217
Miss Hannah Adcock	2744

### *Front Desk Supervisor*

Mr Adam Everett	7562
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### *Clerical Assistants*

Miss Krissie Lessiter	2520
Vacancy	1843
Vacancy	3532
Vacancy	(TBC)

### **L&T HUB - Elizabeth Fry Building**

<i>Enquiries</i>	7578
------------------	------

[efb\\_ug.hub@uea.ac.uk](mailto:efb_ug.hub@uea.ac.uk)

### *Managers*

Ms Christina Chan (Mon, Tues, Wed AM)	2626
Mrs Rachel Paley (Wed, Thurs, Fri AM)	2254
Miss Jean Whiting	2801

### *Co-ordinators*

Mrs Louise Firman (Mon, Tues, Wed AM)	3270
Miss Karin Goodby	3505
Miss Alexandra Hupton (Wed, Thurs, Fri)	7372
Mrs Caroline Rose	1700
Mr Alexander Ponka	3262
Miss Sarah Wright	1531

### *Team Leaders*

Ms Sarah Browne (Mon, Tues, Wed AM)	3234
Ms Sarah Reynolds (Wed PM, Thurs, Fri)	3234
Ms Alicia Campbell Hemingway	3267
Ms Diana Cook (Mon, Wed, Fri)	2804
Mrs Caroline Woolsgrove (Tues, Wed, Thurs)	2804

### *Mrs Karen Bezants*

Mrs Karen Bezants	7547
Mrs Kelsey Keeler	
Mr James Colley	2016
Miss Louisa Ball	3029
Ms Kerry McConnell	3042
Miss Caroline Frosdick	3074

### *Administrative Assistants*

Miss Kate Brown	2490
Mrs Sue Johnson	3056
Miss Louise Land	2597
Mrs Tracey Elley	7552
Mrs Faye Thurston	1764
Mrs Julie Penton	7552
Mrs Catherine Harris	2017
Mrs Julie Cullis	2234
Miss Stacie Mace	1684
Mrs Emma Ogle	1233
Ms Lisa Clarke	1862
Mr Matthew Clark	1231
Ms Patricia Knights	1719
Mr Alex Dean	7551
Ms Silke Hunter	7061
Mr Malcolm Robertson	2266
Mrs Rebecca Rios	1230
Ms Julie Loughridge	1722
Ms Rosie Rogers	7613
Mr Nathan Byram	2979
Miss Kat Unsworth	7627
Mrs Amanda Care	2031
Miss Hannah Stroud	2649
Mr Michael Mason	7626
Miss Ruth Kemp	1614
Miss Lauren Kellett	1416
Miss Chloe Leggett	2705
Miss Lucy Dye	2234/1416

### *Front Desk Supervisor*

Mr Thomas Miller	3346
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### *Administrative Assistants (Front Desk)*

Miss Rachel Hurren	7554
Ms Frances Caynes	7553
Mr Adam Veale	7555
Miss Joanna Eames	7550

### **L&T – Timetabling (Elizabeth Fry Building)**

<i>Manager</i>	
Mr Nigel Shed	2388

<i>Administrative Assistant</i>		Mrs Julie Reynolds	3348
Francesca Coupland	3946	Mrs Lesley Halls	7487
		Miss Elizabeth Poole	7549
<i>Web Administrator</i>		Mrs Louise Davison	2896
Ms Samantha Rajasingham	1434	Ms Melanie Clifford	3310
<b>L&amp;T HUB - Zicer Building</b>		<i>Front Desk Supervisor</i>	
<i>Enquiries</i>	7581	Mrs Jennifer Lawrence	7607
<a href="mailto:zicer.hub@uea.ac.uk">zicer.hub@uea.ac.uk</a>		<i>Clerical Assistants</i>	
<i>Manager</i>		Ms Nicola Ward	7606
Ms Becky Fitt	1157	Ms Yasmine Haggart	7548
		Ms Adella Forder-Gore	7566
<i>Co-ordinators</i>		<b>L&amp;T Assessments and Quality Office</b>	
Mrs Antonia Shorten-Marsh	7113	<i>Enquiries</i>	<b>2757</b>
Mrs Robbie Meehan	3083	<a href="mailto:exams@uea.ac.uk">exams@uea.ac.uk</a>	
Mrs Carole Bull	3217	<i>Manager</i>	
Mrs Julia Jones	3528	Mrs Jean Whiting	2801
Mrs Sally Barber	3579	<i>Co-ordinator</i>	
<i>Team Leaders</i>		Miss Lisa Marie Atthowe	2315
Ms Sarah Young	3349	<i>Team Leader</i>	
Ms Clare Cooper	2756	Mr Andrew Miller	7373
Mr Jeff Davison	7557	<i>Administrative Assistant</i>	
Mr Richard Sapiano	3159	Miss Holly Dyer	1154
Ms Louise Davison	7042	Miss Amy Leach	3616
Ms Linda Granger	3349	<b>Academic Partnerships</b>	
Ms Katie Vaughan	7063	<i>Enquiries</i>	1639
Ms Olivia Loukes	1481	<a href="mailto:Partnerships@uea.ac.uk">Partnerships@uea.ac.uk</a>	
<i>Senior Administrative Assistant</i>		<i>Head of Academic Partnerships</i>	
Miss Sue Dolby (Placements)	7060	Dr Louise Bohn	2205
<i>Administrative Assistants</i>		<i>Senior Managers</i>	
Ms Becky Wright	2087	Mr Laurence Daly	2776
Mrs Julie Winner	3721	Mr Gavin Tash	2672
Mr Isaac Mace-Tessler	1643	<i>Managers</i>	
Mrs Samantha Sims	7114	Mrs Sharon Davies	1603
Mrs Kim Spinks	1911	Mr Stephen Knock	1639
Ms Amanda Holland	2071	<i>Senior Administrative Assistants</i>	
Mrs Christine Halliday	1717	Mrs Jeanette White	7190
Mr Kristopher Harper	2144	Miss Coelis Witcher	3206
Miss Erin Rawcliffe	3691		
Ms Lee Nairn	7118		
Ms Julie Burgess	7558		
Miss Sonia Moppett	1718		
Mr Daniel Gathergood	2567		
Mr Dane Boyle-Smith	1117		
Mr Lewis Wright	7011		
Mr Christopher Tripp	2381		
Ms Claire Upton	1476		
Mr David Gurney	1476		
Mrs Gillian Rogers	1640		
Mr Harry Barnett-Hall	7559		
Mr James Cawkwell	3515		
Ms Jess Browne	1551		
Ms Joanna Donnelly	1555		

**THE LIBRARY**

[www.uea.ac.uk/is](http://www.uea.ac.uk/is)

General enquiries and office: ext 2425

Fax: 01603 591010

Library helpdesk: ext 2993 [lib.helpdesk@uea.ac.uk](mailto:lib.helpdesk@uea.ac.uk)

Library feedback: [library.feedback@uea.ac.uk](mailto:library.feedback@uea.ac.uk)

Archives and Special Collections: ext 3491  
[archives@uea.ac.uk](mailto:archives@uea.ac.uk)

**Library**

*Library Director*  
Mr Nicholas Lewis 2382

*Office Manager*  
Mrs Janet Hayward 2425  
*Administrative Assistant*  
Ms Sandra Harley 2407

*Library Academic Services*

*Head of Academic Liaison*  
Ms Jane Helgesen 2221

*Academic Engagement Librarians*  
Mr Grant Young (HUM) 2426  
Miss Kate Squire (SSF) 1712  
Dr Elizabeth Clarke (SCI) 1249  
Ms Rachel Henderson (SCI) 2428  
Mr Matthew Smith (FMH) 2412  
Dr Emma Coonan (Education) 2430  
Mrs Lucy Fleming (Education) 3518  
(Information & Digital Literacies)

*E-Services team*

*E-Services Manager*  
Ms Alli Carroll 2411

*E-Services team leader*  
Mrs Victoria Hay 3472

*Systems Librarian*  
Mr Alan Exelby 2432

*Digital Services Librarian*  
Ms Alison Dyer 2409

*Reading Lists Administrator*  
Mr Robin Farndon 3831

*Collections Team*

*Head of Resources*  
Mr Edmund Chamberlain 2429

*Collections Team Manager*  
Mrs Julie Eastoe 2119  
*Collections Team Leader*  
Mr Christopher White 2413

*User Services*

*Head of User Services*  
Mrs Heather Wells 3440

*Library User Services Manager*  
Mrs Catherine Breame 3507

*Assistant User Services Manager*  
Mrs Ruth Collins 2420  
Mr Rob Mitchell 7490  
Mrs Jessica Daly 3219

*User Services Team Leader*  
Ms Zoe Cross 1165  
Ms Abigail Chaney 2414

*NAM Library, King's Lynn*  
Ms Alison Castleton 01553 613959

**LOST PROPERTY (EST)**

See page 34

**MEDICAL CENTRE**

*General enquiries*

**Main Reception: (01603) 251600**

**Secretaries: (01603)251601**

**Fax: 01603 506579 UMS**

**E-mail: [umsuea@nhs.net](mailto:umsuea@nhs.net)**

**Website: [www.umsuea.co.uk](http://www.umsuea.co.uk)**



When the medical centre is closed, phone 111 (NHS 111) for out-of-hours information.

*Doctors*  
Dr Jane Calne 251600  
Dr Louise Francis  
Dr Angela Gillibrand  
Dr Matt Green  
Dr Claire Hughes  
Dr Henry Jones  
Dr Rachel McShane



## SERVICES

<i>PA to Head of Postgraduate Research Service</i>	
Mrs Nicky Bastian	2202
<i>PGR Admissions Enquiries (all Schools)</i>	
Miss Sandra Rye	1709
<i>Doctoral Training and Quality Manager</i>	
Ms Melanie Steele	3870
<i>Quality and Information Team</i>	
Mr Robin Braysher	2856
Mr Paul Vazquez	2164
<i>Doctoral Training Partnership Team</i> (EnvEast, NEXUSS, SeNSS)	
Dr Alice Brewer (Officer)	3947
Mr David Craythorne/ Ms Alison Henry	3558
<i>Chase and Digital Humanities Manager</i>	
Miss Daphne Rayment	1453
<i>International and PGR Funding Manager</i>	
Dr Audrey Heppleston	3106/1279
<i>Research Degrees Manager</i>	
Mrs Tracey Oak	1800
<i>Social Sciences and HealthTeam</i>	
Mr Philip Hearsey (Officer)	3637
Miss Gilly Potter	7231
Miss Nicola Howlett	3923
<i>HUM Faculty Team</i>	
Mrs Lyn Marsh (Officer)	3040
Miss Clare Thornett	3771
Mrs Ann Nicholls	2546
<i>SCI Faculty Team</i>	
Mrs Sonia Fagan (Officer)	2544
Miss Michelle Lane	2625
Mrs Catherine Taylor	3002
Miss Ssophie Rix	1705
<i>Medical and Professional Doctorates Team</i>	
Mrs Fiona Gibbons (Officer)	2308
Miss Kate Patterson/Helen Bainbridge	3076
Mr Tim Barker	3153
Mr John Russell	1258
<i>NBI Graduate Studies Office Manager</i>	
Dr Kate Conway	01603 450772
<i>NBI Graduate School Office</i>	
Mr Mark Meehan	01603 450768
Dr Sarah Eglington	01603 450774
Miss Abigail Appleby (NRP DTP)	01603 450777
Vacancy	01603 450646

Miss Jane Allen 01603 450769

### PHYSICAL EDUCATION AND SPORT (PES)

General enquiries and office: Mr Vladimir Moore  
ext 3779

Email: [vladimir.moore@uea.ac.uk](mailto:vladimir.moore@uea.ac.uk)  
Bookings/Reception: ext 2398

PES

*Director*  
Phil Steele 2399

*Assistant Directors*  
Maria Rowe 3645  
Ben Price 3566  
*Administration Manager*  
Vladimir Moore 3779

### PLANNING (FPG)

See page 37

### POST AND PORTERING (EST)

See page 46

### PRESS AND PUBLIC RELATIONS OFFICE (ARM)

See page 30 (Communications and Media  
Relations)

### PROCUREMENT/PURCHASING OFFICE (FPG)

See page 37

### RESEARCH AND INNOVATION SERVICES (RIN)

General enquiries: ext 1574  
[Rin.reception@uea.ac.uk](mailto:Rin.reception@uea.ac.uk)

RIN

Email: [ResearchandEnterprise@uea.ac.uk](mailto:ResearchandEnterprise@uea.ac.uk)

*Director of Research and Innovation Division*  
Helen Lewis 3307

*Executive Officer*  
Alison Cooper 1599

*Personal Assistant to Director of Innovation  
Division*  
Jackie Wright 7671



<i>Head of Innovation</i>		<i>Contracts Manager</i>	
Jon Carter	1577	Tracy Moulton	1482
<i>Head of Research</i>		<i>Research Integrity Manager</i>	
Rachael Mold	3949	Helen Brownlee	3435
<i>Relationships Managers</i>		<i>Research Managers</i>	
Chris Blincoe (Digital, Heritage and Creative)	3445 07785456604	Sarah Ruthven (Medicine and Health Sciences)	1486
Richard Clarke (Healthcare and Social Science)	3178 07917163482	Cassy Spearing (Arts and Humanities and Social Sciences)	7483
Karen Smith (Medical and Life Sciences)	3147	Julia Warner (Science)	3619
Anna Douglas starts (Business, Financial and Legal Services)	2076	<i>Research Information Manager</i>	
Ruth Welters (Marine, Agriculture and Environmental Sciences)	1569	Jaqui Farrar	2710
Andrew Whilding (Engineering)	1488	<i>PGR International Funding Manager</i>	
<i>Relationship Administrators</i>		Audrey Heppleston	1279
Claire Bushell	7670	<i>EU Funding Manager</i>	
Sue Coleman	3390	Ian Beggs	3399
<i>Degree Apprenticeships Manager</i>		<i>EU Administrator</i>	
Sharon Davies	1484	Simon Dowsett	3394
<i>Communication, Marketing and Events Officers</i>		<i>Open Access and Research Data Officer</i>	
Katie Hupton	3443	Anna Collins	1807
Safiya Waley	3368	<i>Open Access Administrator</i>	
Communications, Marketing and Events Interns		Constance Roberts-Croot	1560
Ceris Burgues	7761	<i>Research Impact Officer</i>	
Georgina Hewison	7760	Claire Gallant	3189
<i>Intellectual Property Managers</i>		<i>Impact and Engagement Administrator</i>	
Joita Dey	1576	Emily Stewart-Rayner	2303
Georgina Pope	1575	<i>Project Officers</i>	
<i>Intellectual Property Officer</i>		Sarah Green	1721
Alison Stebbing (maternity cover)	1810	Polly Harrison	1566
<i>Intellectual Property Administrator</i>		Sam Hills	2994
Kate Bilclough	1248	Graham Horne	1477/2851
<i>Intellectual IP Intern</i>		Chris Killen	3713
Philip Spence	7669	Emma King	1598
<i>Consultancy Manager</i>		Rachel Lindley	7197
Sue Johnson	1578	Svetlin Mitov	1483
<i>Consultancy Officer</i>		Jason Rust	1479
Matt Hume	1489	<i>Research Administrators</i>	
<i>Consultancy Administrator</i>		Isobel Appleton	7074
Katherine Humphries	1610	Vacancy	1490
		Deborah Clemitshaw	1191
		James Epps	3688
		Laura Glibbery	7208
		Victoria Hamilton	1720
		Natasha McGowan	1478
		Rosanna Miller	3593
		Mercedes Mills	1808
		Jayne Riley	1579

## SERVICES

Anna Seecharan 1726  
Antoni Wojcik 1663

*Systems and Information Administrator*  
John Stewart-Rayner 1809

*Administrative Assistants*  
Victoria Hamilton 2601  
Tracey Hobbs 3235  
Lauren Lessiter 1480  
Joshua Ludkin 7672  
Caroline Middleton 1574  
Christel Lomahan 2601

### FINANCE

*Research Finance Officer*  
Shirley Brackenridge 1703

*Research Finance Administrators*  
Steph Byng 2127  
Yvonne Formanski-Nicholson 3486  
Victoria Larwood 7328  
David Leone 1077  
Colin McDermott 3749  
Chris Orr 1570  
Pauline Steliga (temp) 1573  
*Finance Administrative Assistant*  
Sam Cooper 3216  
Helen Finn 1078

## REGISTRAR AND SECRETARY'S OFFICE (REG)

*Acting Registrar and Secretary*  
Mr Ian Callaghan 2771

*Personal Assistant*  
Mrs Elaine Rymarz 2771

*Office Assistant*  
Mrs Jennifer Jones 3821

## REGISTRY SERVICES (REG)

*General enquiries: ext 2223*  
**Fax: 01603 592423**

REG

*Senior Assistant Registrar VCO*  
Ms Lisa Williams 2229

*Registry Services Co-ordinator*  
Mrs Kate Faire 2731

*General Office*  
Mr James Beggs 3694

*Registry Reception*  
Mrs Lois McCormack/Mrs Joanne Murphy 2223

## RESIDENT TUTORS

See SENIOR RESIDENTS, page 29

## SAFETY SERVICES (USS)

*General enquiries and office: General enquiries*  
Kathy Brandish ext. 2763

USS

*Director*  
Mr Paul Donson 2199

*Administrator*  
Mrs Kathy Brandish 2763

*Deputy Director*  
Mrs Karen Thompson 3945

*Safety & Radiation Protection Officer*  
Mr Jim Hunter 2107

*Fire Safety Officer*  
Mr Mark Farley 3608

*Training & Safety Officer*  
Mr Simon Walklate 3577

*Safety & Radiation Protection Technician*  
Ms Amy Lyall 2241

## SECURITY SERVICE (EST)

See page 36

## SHOPS ON CAMPUS

**The Shop** 2877  
*Manager*  
Wendy Storey 2670

**Post Office**  
Jo Pilgrim/Jonathan Freezer 01603 457776

**Waterstones Bookshop**  
E-mail [uea.waterstones.co.uk](http://uea.waterstones.co.uk)  
*Manager*  
Margaret Janes 2497 & 01603 453625

**SPORTSPARK (PES)**

General enquiries and office: Mrs Jane Rumball  
ext 3779

Fax 01603 593779

Email: [j.rumball@uea.ac.uk](mailto:j.rumball@uea.ac.uk)

Bookings/Reception: ext 2398

PES

Reception	2398
Heads of Dept.	
Quality/Health & Safety	2380
Aquatics	3384
Fitness	3655
Dryside	3382
Conference & Catering	3862
Customer Relations	3482
Duty Manager	3863
Marcoms Co-ordinator	3048
Conference Co-ordinator	2814
Events Co-ordinator	3403

**STAFF ASSOCIATION**

[www.uea.ac.uk](http://www.uea.ac.uk)

Chair	
Miss Sharon Weekley (EST)	2726
<a href="mailto:Sharon.Weekley@uea.ac.uk">Sharon.Weekley@uea.ac.uk</a>	
Secretary	
Mrs Diane Whalen (HRD)	2733
<a href="mailto:d.whalen@uea.ac.uk">d.whalen@uea.ac.uk</a>	
Social Committee Chair	
Miss Nicola Howlett (PGR)	3923
<a href="mailto:n.howlett@uea.ac.uk">n.howlett@uea.ac.uk</a>	
Treasurer	
Mrs Yvonne Formanski-Nicholson (REN)	2111
<a href="mailto:y.formanski-nicholson@uea.ac.uk">y.formanski-nicholson@uea.ac.uk</a>	
Membership Secretary	
Mrs Beverley Youngman (HUM)	2451
<a href="mailto:B.Youngman@uea.ac.uk">B.Youngman@uea.ac.uk</a>	

**STAFF AND EDUCATIONAL DEVELOPMENT, CENTRE FOR (CSED)**

General Course enquiries  
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Email: [d.slaughter@uea.ac.uk](mailto:d.slaughter@uea.ac.uk)

IT Course enquiries  
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CSED

**Academic Practice enquiries**

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Email: [t.york@uea.ac.uk](mailto:t.york@uea.ac.uk)

**MA-HEP enquiries**

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Mrs Amanda Giles	3699
Course Director – MA-HEP & Senior Staff Development Officer (Academic Practice)	
Dr Stephanie Aspin	1491
Lecturers in Academic Practice	
Mrs Anne-Florence Dujardin	3931
Dr Phil Long	2404
Dr Rebecca Thomas	1022
Dr Pablo Dalby	3777

Senior Staff Development Officer (Personal &  
Professional Development)

Ms Gurpeet Gill 2951

Staff Development Officers (Personal &  
Professional Development)

Mr Steve Oldfield 2393  
Mr Pip Cartwright 3223  
Ms Sally Gregory 1822

Staff Development Officer (Research)

Dr Lisa Worrall 1024

Course Administrators

Mrs Debbie Slaughter 3039  
Ms Kate Hesketh 2958

Course Co-ordinators

Ms Jude Smith 3849  
Miss Michelle Jones 3191  
Mr Tim York 2215  
TBC 3269

**STUDENT SUPPORT SERVICE (SSS)**

General enquiries and office: ext 2761

Fax: 01603 591427

Email: [studentsupport@uea.ac.uk](mailto:studentsupport@uea.ac.uk)

SSS

**Senior Management Team**

Director of Student Services  
Dr Jon Sharp 2905

## SERVICES

Head of Student Services Ms Jane Amos	3701	<i>Peer Assistant Learning Team (PAL): Learning Enhancement Tutor (PAL)</i> Mr Pablo Dalby	3238
Head of Wellbeing Dr Jane Lawrence	3032	<i>Administrative Assistants (PAL)</i> Vicky Hawkes	3037
<i>PA to the Senior Management Team</i> Miss Claire Kreetzer	2892	<b>Wellbeing Team</b>	
<b>General Advisory Team</b>		<i>Senior Wellbeing Adviser</i> Ms Krisztina Nemeth	2656
<i>Student Services Manager</i> Dr David Thurkettle	3730	<i>Wellbeing Advisers</i> Mrs Lydia Blake (Disability)	2948
<i>Professional Services Manager &amp; Senior General Adviser</i> Mrs Jill Brown	2491	Miss Cathy Nottingham (Disability)	3693
<i>Student Services Coordinator</i> Mr Ally Walker	3420	Ms Becky Kidman (Mental Health)	2930
<i>Assistant Wardens (out of hours) via Security</i> 2352		Ms Jo Appleton (Mental Health)	3693
		Miss Claire Proudlove (Mental Health)	2372
<b>International Student Advisory Team</b>		<b>Counselling Team</b>	
<i>Senior International Student Adviser</i> Mr Mick Roner	2368	<i>Senior Counsellor</i> Mr Chris Haylock	2878
<i>International Student Adviser</i> Mr Paul Hartzler	2281	<i>Student Counsellors</i> Ms Jenny White	2904
<i>International Student Officer</i> Mrs Susan Peters Corbett	2901	Miss Catherine Atkinson	2904
		Ms Miriam Crasnow	2651
<b>Student Finance Team</b>		Mrs Gerry Theobald	2651
<i>Senior Student Finance Adviser</i> Ms Wendy Bainham	3184	<i>Psychological Wellbeing Practitioner</i> Miss Gaby Cason	2904
<i>Student Finance Advisers</i> Miss Janise Narayan	3290	Miss Danielle Rolfe	3451
Mrs Kerry Menzies	3184	<i>CBT Therapist</i> Dr Nick Rout	7774
		<i>Staff Counsellors</i> Mr Eamonn O'Mahony	2651
		Ms Sarah Robinson	2651
<b>Learning Enhancement Team</b>		<b>Reception and Administration Team</b>	
<i>Head of Learning Enhancement</i> Dr Jeremy Schildt	1836	<i>Senior Administrator</i> Vacant	3271
<i>Learning Enhancement Tutors</i> Mr Chris Bishop	3381	Administrative Assistants Mrs Sarah Hartzler	3833
Dr Gordon Collins	3720	Mr Nick Flower	2316
Dr Luciana Davila-Smith	3796	Mr Ian Mortimer	2891
Mrs Zoe Jones	1312	Miss Abby Simpson	3833
Dr Judith Stewart	3796	Miss Anna Cooper	2651
Mrs Jacq Wild	3720	Mr Tom Carding	2890
Dr Nonia Williams	1312	Mr Leigh Flaherty	2492
Miss Athina Thoma	(Tues) 3720 (Friday) 3796	Mrs Laura Mckinlay	3833
<i>Specific Learning Difficulties Tutors</i> Mr Calvin Hoy	1877	<i>Receptionists</i> Miss Jacqui Upston	2761
Dr Simon Andrews	3826	Vacant	3676
		<b>DENTAL SERVICE</b>	
		<i>Dental Surgeons</i>	

Mrs Wendy Scarle	2173	Stewart Thompson	
Miss Mariana Visan	2173	James Goillau	2946

<i>Dental Manager</i>		<i>UCU President</i>	
Mrs Alison Herridge	3660	Brett Mills	2094

<i>Dental Nurse/Receptionists</i>		<i>UCU Vice President</i>	
Miss Natasha Whittle	2173	Claudina Richards	2523
Mrs Charlotte Gilbert	2173	<i>UCU Secretary</i>	
Miss Kerry King	2173	Rachel Henderson	2428
Miss Lisa Stearman	2173	<i>UCU Treasurer</i>	
		Amanda Williams	1816

**DISCIPLINARY OFFICER (DISP.OFF)**

<i>Student Disciplinary Officer</i>		<i>UCU Membership Secretary</i>	
Mr Mike McCormack		Simon Dell	3641
		<i>UCU Equality</i>	
		Susan Sayce	1286
		<i>UCU Administrator</i>	
		Trevor Phillips (Office)	2652

**THE LIBRARY (LIB)**

See page 44

**TRADES UNIONS (TU)**

<i>UNISON</i>	
<i>Chair</i>	
Amanda Chenery-Howes	7492
<i>Secretary</i>	
Anita Davis	07858541089

<i>UNITE</i>	
<i>Chair</i>	
Mr Jimmy Cross	7223
<i>Branch Secretary</i>	
Colin Jenkinson	3504
<i>Treasurer</i>	
Stuart Rix	2336
<i>Vice Chair</i>	
James Goillau	2946
<i>Membership Secretary</i>	
Stewart Thompson	
<i>Equalities Officer</i>	
Trevor Bellward	
<i>Pensions Officer</i>	
Richard Carey-Knight	1971

<i>UNITE Department Reps</i>	
Richard Carey-Knight (ITCS)	1971
James Goillau (MED)	2946
Nick Poulter (ITCS)	1970
Mr Stuart Rix	2236
Stewart Thompson (MAINT)	

*UNITE Health & Safety*

**UNION OF UEA STUDENTS**

*General enquiries*  
01603 593272



**Student Officers**

<i>Post Graduate Education Officer</i>	
Madeline Colledge	
<i>Undergraduate Education Officer</i>	
Mary Leishman	2504
<i>Activities &amp; Opportunities Officer</i>	
Camille Koosyial	1187
<i>Campaigns &amp; Democracy Officer</i>	
Jack Robinson	3880
<i>Welfare, Community &amp; Diversity Officer</i>	
India Alderson Edwards	

<i>Chief Executive</i>	
Mr Jim Dickinson	3462/07449 903618

<i>Deputy Chief Executive</i>	
Mr Toby Cunningham	3461

<i>Democracy and Governance Co-ordinator</i>	
Tony Moore	2181

<i>Director</i>	
Lou Chiu	3461

<b>Operations</b>	
<i>Head of Operations</i>	
Chloe Alexander	3981

<i>Operations Co-ordinator</i>	
Robyn Fisher	3981
<i>Welcome Team Supervisor</i>	

## SERVICES

Naomi Levack-Payne 3981  
*HR Project Manager*  
Laura Hagen 3272  
*HR Co-ordinator*  
Rob Drury

*Payroll Administrator*  
Millie Smith 3464

**Student Media:**  
Concrete/UEA:TV/Livewire 3466

**Student Support Services:**  
*Head of Advice*  
Lucy Aspey 2593

*Home Run (Private Sector Housing) Administrator*  
Natalie Beales 2505  
*Letting Administrator*  
Deborah Llyall 3230

*Advice Workers*  
Jo Plumstead 3838  
Carl Portman 3462  
Mike Hill 7254  
Advice Centre Reception 3463

*Head of Student Engagement*  
Josh Clare 3679  
*Research and Policy Co-ordinator*  
Naomi Carter 3679  
*Student Engagement Co-ordinator*  
*(Representation)*  
Lindsay Westgarth 3972  
*Representation and Opportunities Co-ordinator*  
*(HSC)*  
Liv Grosvenor 3268

**Nightline** 01603 503504

**Clubs and Societies:**  
*Head of Student Opportunities*  
Alun Minnifey 3648  
*Enterprise & Activities Co-ordinator*  
Victoria Cook  
*Societies Administrator*  
Goodge Eracleous 3798  
*Societies and Media Co-ordinator*  
Susannah Alexander 2595  
*Student Events Co-ordinator (Charity)*  
Aden Fry 2595  
*Postgraduate and International Activities Co-ordinator*

Silvia Harvey  
**Marketing and Business Development**  
*Marketing Co-ordinator*  
Jonathan Murray 3982

*Commercial Marketing Assistant*  
Rachael Gilbert 3925  
*Student Events Co-ordinator (Commercial)*  
Zoe Phillips 2515

**Entertainments:**  
*Entertainments Co-ordinator*  
Paul Ingleby 3460  
*Deputy Head of Venues*  
Gavin Hudson 3278  
Box Office  
Sara Davey 7496 & 01603 508050

**The Waterfront**  
*Venue Manager*  
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Fax 01603 615463  
E-mail: [thewaterfront@uea.ac.uk](mailto:thewaterfront@uea.ac.uk)

**Bars:**  
*Bars Manager*  
Carl Wright 3278  
*Graduate Centre Manager*  
Sara Claxton 2513/2514

**Unio**  
Cheryl Hall 2479  
*Coffee Shop Manager*  
Shane Blake 2479

**The Pub** 2481

**Finance**  
*Head of Finance*  
Mr Tim Cave 2509  
*Deputy Head of Finance*  
Shirley Reade 3814  
*Purchase/Sales Ledger Administrator*  
Oksana Shlonimskaya 2506  
*Assistant Accountant*  
Sarah Munday 1186

## SHOPS ON CAMPUS

**The Shop:** 2877  
*Manager*  
Wendy Storey 2670

**Post Office:**  
Jo Pilgrim/Jonathan Freezer 01603 457776

## SWITCHBOARD (ITCS)

See page 40

**VICE-CHANCELLOR'S OFFICE**

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E-mail: [katie.phillips@uea.ac.uk](mailto:katie.phillips@uea.ac.uk)

VCO

Prospect Research Officer  
Mr Jonathan Clark

3249

<i>Vice-Chancellor</i> Prof David Richardson	2206
<i>Personal Assistant</i> Mrs Katie Phillips	2206
<i>Office Assistant</i> Mrs Jennifer Jones	3821
<i>Assistant Registrar</i> Ms Lisa Williams	2229
<i>Pro-Vice-Chancellor (Academic Affairs)</i> Prof Neil Ward	2224
<i>PA &amp; Congregation Assistant</i> Mrs Frances Marson	2224
<i>Pro-Vice-Chancellor (Research &amp; Innovation)</i> Prof Fiona Lettice	2735
<i>PA</i> TBC	2735
<b>Development Office – Arts 3.02</b>	
<i>Director of Development</i> Mr David Ellis	1168
<i>Development and Legacy Manager</i> Mrs Joyce Griffin	2114
<i>Senior Development Manager</i> Mrs Georgette Ward	7574
<i>Development Manager</i> Mr Niko Pilibosyan	7575
<i>Development Officer</i> Mrs Katie Pountain	3824
<i>Development Operations Manager</i> Ms Diane Rhodes	3776
<i>Stewardship Officer</i> Mrs Sarah Grimes	7576
<i>Scholarships Administrator</i> Miss Holly Chatburn	3930
<i>Regular Giving Officer</i> Vacancy	1005

**Affiliated Institutes**

The British Trust for Ornithology  
The Nunnery  
Thetford, IP24 2PU  
Tel: Thetford (01842) 750050

Broom's Barn Research Station  
Higham  
Bury St Edmunds  
Suffolk IP28 6NP  
Tel: Bury St Edmunds (01284) 812200

Centre for Environment, Fisheries and Aquaculture  
Science (CEFAS)  
Pakefield Road  
Lowestoft Suffolk NR33 0HT  
Tel: Lowestoft (01502) 562244

Institute of Food Research  
Norwich Research Park  
Colney Norwich NR4 7UA  
Tel: Norwich (01603) 255000

John Innes Centre  
Norwich Research Park  
Colney Norwich NR4 7UH  
Tel: Norwich (01603) 450000

The Arable Group  
Morley Business Centre  
Deopham Road  
Morley  
Wymondham NR18 9DB  
Tel: Wymondham (01953) 713200

The National Institute of Agricultural Botany (NIAB)  
Huntingdon Road  
Cambridge CB3 0LE  
Tel: Cambridge (01223) 342200.

Norfolk and Norwich University Hospital  
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Department of Family Medicine  
Norfolk and Norwich University Hospital  
Colney Lane  
Norwich NR4 7UY  
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Department of Medical Physics and Bioengineering  
Norfolk and Norwich University Hospitals  
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The Microbiology Department  
Norfolk and Norwich University Hospitals  
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Norfolk and Norwich Institute for Medical  
Education  
Norfolk and Norwich University Hospital  
Colney Lane  
Norwich NR4 7UY  
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The Sainsbury Institute for the Study of Japanese  
Arts and Cultures  
64 The Close  
Norwich NR1 4DH  
Tel: Norwich (01603) 597507

The Sainsbury Laboratory  
John Innes Centre  
Norwich Research Park  
Colney Norwich NR4 7UH  
Tel: Norwich (01603) 450400

**Accredited Colleges of the University****Associate Colleges**

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Centre Director  
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Mr S. Jameson  
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Melton Mowbray  
Leicester  
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Tel: 0207 808 2923

The National Institute for Agricultural  
Botany (NIAB)  
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Cambridge  
CB3 0LE  
Tel: Cambridge (01223) 342200

The Microbiology Department  
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Tel: Norwich (01603) 611816

The Sainsbury Institute for the Study  
Of Japanese Arts and Cultures  
64 The Close  
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**UCS Partner Colleges**

Mr S Rimmer  
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Great Yarmouth College  
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Great Yarmouth  
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Dr N. Savvas  
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Out Risbygate  
Bury St. Edmunds  
Suffolk IP33 3RL  
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Mrs J. Pretty  
Principal  
Lowestoft College  
St Peter's Street  
Lowestoft  
Suffolk NR32 2NB  
Tel: Lowestoft (01502) 583521

Mrs V. Gillespie  
Principal  
Suffolk New College  
Rope Walk  
Ipswich  
IP4 1LT  
Tel: Ipswich (01473) 382200

**OPENSTAGE 15 VOIP HANDSET Quick Reference Guide**

**Answer a Call**

Lift handset or press **Speaker key** 

**Make a Call**

Enter number and select **OK** (Hands free is automatically activated) **Or**  
Lift handset, enter number and select **OK**

**Transfer a Call with Consultation**

Whilst active on a call the display shows **'Consult?'**  
Press **OK** to confirm  
Enter 2<sup>nd</sup> party's number and press **OK**  
Announce the call to the 2<sup>nd</sup> party and **Replace Handset**

**To Cancel a Consultation Call**

If Busy, No reply or the 2<sup>nd</sup> party does not wish to accept the call - Select **'Disconnect and Return'** to reconnect to 1<sup>st</sup> Party

**To Toggle between calls**

Select **'Alternate'**. Use repeatedly to toggle between the two parties

**To Hold a Call**

Select **'Hold'**  
Select **'Reconnect'** to return to the held call



**Callbacks**


Should the required extension be busy or no answer, select **'Callback'**  
NB: This feature is only available if it has been configured on the system


**Responding to a Callback**

**Lift Handset** or select **'Accept'** to activate the Callback **Or**  
Select **'Reject'** to ignore the Callback

**Calling back Missed Calls**

Calls received whilst you were absent are recorded on the display . The  function key also lights up.

Press  and select **'CallLog'**  
**'Missed'** is displayed

Arrow down , to view missed calls

Select and confirm the entry you want

Select  on **'Dial'**

## Programmable Keys

The phone has 8 programmable sensor keys, all of which can be programmed on 2 separate levels. A 'Shift' key enables you to switch between the 2 key levels.



### Programming a Key

Press and hold the programmable key you want to program until the input field opens. The key illuminates continuously.


Arrow down  and press  on  
**'Normal'** to program the first level

**Or**

**'Shifted'** to program the second level

Arrow down  and press  on

**'Selected Dialling'** from the list

Press  on **'Save & Exit'** twice

### Programming a Speed Dial Key

Press and hold the programmable key you want to program until the input field opens. The key illuminates continuously.

Arrow down  & press  on **'Setting'** under **'Normal'** or **'Shifted'**

Arrow down  to **'Mode'** & press  until it changes to numerical

Enter the required destination number

Select 

Select **'Save & Exit'** twice

### Ringer Settings

Several volume settings and melodies can be adjusted through the Service Menu

Press the Menu key 

Select **'User'**

Select **'Audio'**

Select **'Settings'**

Select desired function (i.e. **pattern melody**)

Adjust using the  press **OK** to store

Select **'Options = Play Ringer'**

Select **'Save & Exit'**



# ISDX facility codes

Outside Line	<b>9</b>
Transfer	<b>R X</b>
Enquiry	<b>R X</b> with party on hold
Cancel enquiry	<b>R * * 1</b>
Reconnect held party	<b>R * 1</b>
Hold	<b>R * 9</b>
Park	<b>R * 6 X</b>
Conference	<b>R X R * 4</b>
Group pick up	<b>* * 3</b>
Pick up	<b>* 3 X</b>
System abbrev. dial	<b># 6</b> + digits
Camp-on busy	<b>R # 1</b>
Camp-on ring no reply	<b>R # 1</b>
Cancel camp-on	<b># # 1</b>
Save number dialled	<b>R # 4</b>
Repeat number dialled	<b># 7</b>
Call diversion	<b># 9 X</b>
Cancel call diversion	<b># # 9</b>
Do not disturb	<b># 5</b>
Cancel – do not disturb	<b># # 5</b>
Operator	<b>0</b>

R = Recall

X = Follow with extension number

# EMERGENCY NUMBERS

- Emergency (Security) 2222
- General 2352
- Medical 01603 251600
- Buildings 2121
- Porter Services 2080

University of East Anglia  
Norwich Research Park  
Norwich  
NR4 7TJ  
England  
T: 01603 456161  
F: 01603 458553