UNIVERSITY OF EAST ANGLIA
THE DIRECTORY
OCTOBER 2019

- Key telephone contacts
- Who does what
- Abbreviations
- General Enquiries dial 0
  or email: telephonists@uea.ac.uk

For further information please visit
www.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.

<table>
<thead>
<tr>
<th>Abbreviated</th>
<th>School/Department/Section</th>
<th>Page No</th>
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<tr>
<td>ACCOM</td>
<td>ACCOMMODATION OFFICE</td>
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<td>WEATHERQUEST WEATHERQUEST LIMITED</td>
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<td>zicer</td>
<td>ZUCKERMANN INSTITUTE FOR CONNECTIVE ENVIRONMENTAL RESEARCH</td>
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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 Typetalk 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 Typetalk 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.
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<th>SERVICE</th>
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<th>EMAIL</th>
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<tr>
<td>ADMISSIONS, RECRUITMENT AND MARKETING (ARM)</td>
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<tr>
<td>Marketing Relationship Manager</td>
<td>Gemma Potter</td>
<td>3119</td>
<td><a href="mailto:gemma.potter@uea.ac.uk">gemma.potter@uea.ac.uk</a></td>
</tr>
<tr>
<td>Digital Marketing</td>
<td>Martin Earl</td>
<td>3973</td>
<td><a href="mailto:m.earl@uea.ac.uk">m.earl@uea.ac.uk</a></td>
</tr>
<tr>
<td>Research / PGR Marketing</td>
<td>Kate Franklin / Cerian Hutchings</td>
<td>1572</td>
<td><a href="mailto:k.franklin@uea.ac.uk">k.franklin@uea.ac.uk</a></td>
</tr>
<tr>
<td>Communications/Press</td>
<td>Simon Dunford</td>
<td>2203</td>
<td><a href="mailto:s.dunford@uea.ac.uk">s.dunford@uea.ac.uk</a></td>
</tr>
<tr>
<td>Assistant Head of Alumni, Conference</td>
<td>Maresa Padmore</td>
<td>3492</td>
<td><a href="mailto:m.padmore@uea.ac.uk">m.padmore@uea.ac.uk</a></td>
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<tr>
<td>and Events</td>
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<tr>
<td>Alumni Relations</td>
<td>Charlotte Burford</td>
<td>2220</td>
<td><a href="mailto:c.burford@uea.ac.uk">c.burford@uea.ac.uk</a></td>
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<tr>
<td>Conferences</td>
<td>Anna-Marie Moody</td>
<td>1881</td>
<td><a href="mailto:a.moody@uea.ac.uk">a.moody@uea.ac.uk</a></td>
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<td>Events</td>
<td>Tanner Barnes</td>
<td>1926</td>
<td><a href="mailto:t.barnes@uea.ac.uk">t.barnes@uea.ac.uk</a></td>
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<td>Admissions PGT</td>
<td>Steve Carruthers</td>
<td>2331</td>
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<tr>
<td>International Progressions</td>
<td>Charlotte Richardson</td>
<td>1352</td>
<td><a href="mailto:charlotte.richardson@uea.ac.uk">mailto:charlotte.richardson@uea.ac.uk</a></td>
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<tr>
<td>International Programmes and Study Abroad</td>
<td>Alexandra Cole</td>
<td>1514</td>
<td><a href="mailto:alexandra.cole@uea.ac.uk">alexandra.cole@uea.ac.uk</a></td>
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<tr>
<td>UKVI</td>
<td>Mel Risebrow</td>
<td>1512</td>
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<td>PGCE</td>
<td>Sue Armes</td>
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<td>Outreach</td>
<td>Charlotte Wheatland</td>
<td>1524</td>
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<tr>
<td>Outreach Academic HUM</td>
<td>Chris Jones/Mark Walmsley</td>
<td>3418</td>
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<td><a href="mailto:m.walmsley@uea.ac.uk">m.walmsley@uea.ac.uk</a></td>
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<tr>
<td>Outreach Academic SCI</td>
<td>Carl Harrington</td>
<td>7786</td>
<td><a href="mailto:carl.harrington@uea.ac.uk">carl.harrington@uea.ac.uk</a></td>
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<tr>
<td>Outreach Academic SSF</td>
<td>Kristina Garner</td>
<td>3509</td>
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<tr>
<td>Outreach Academic FMH</td>
<td>Sally Homden</td>
<td>7045</td>
<td><a href="mailto:s.homden@uea.ac.uk">s.homden@uea.ac.uk</a></td>
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<td>Recruitment</td>
<td>Sally Rix</td>
<td>1510</td>
<td><a href="mailto:sally.rix@uea.ac.uk">sally.rix@uea.ac.uk</a></td>
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<td>Recruitment Events</td>
<td>Francesca Uragallo</td>
<td>3301</td>
<td><a href="mailto:f.uragallo@uea.ac.uk">f.uragallo@uea.ac.uk</a></td>
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<tr>
<td>Enquiries</td>
<td>Peninna Headland</td>
<td>1515</td>
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<td>Senior Management Team</td>
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<tr>
<td>Director</td>
<td>Roger Bond</td>
<td>2213</td>
<td><a href="mailto:r.bond@uea.ac.uk">r.bond@uea.ac.uk</a></td>
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<td>PA to Director</td>
<td>Anna Russell</td>
<td>2774</td>
<td><a href="mailto:anna.russell@uea.ac.uk">anna.russell@uea.ac.uk</a></td>
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<tr>
<td>Deputy Director of Estates &amp; Facilities –</td>
<td>Mahmood Foroughi</td>
<td>1088</td>
<td><a href="mailto:m.foroughi@uea.ac.uk">m.foroughi@uea.ac.uk</a></td>
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<tr>
<td>Strategy &amp; Development</td>
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<tr>
<td>Assistant Director of Estates - Operations</td>
<td>Richard Hipperson</td>
<td>1087</td>
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<tr>
<td>Assistant Director of Estates – Finance, Risk &amp; Administration</td>
<td>Nick Syder</td>
<td>3731</td>
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<tr>
<td>Administration Manager (SMT &amp; Finance, Risk &amp; Administration)</td>
<td>Sharon Weekley</td>
<td>2726</td>
<td><a href="mailto:s.weekley@uea.ac.uk">s.weekley@uea.ac.uk</a></td>
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<td>Freedom of Information Requests</td>
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<td>2726</td>
<td><a href="mailto:s.weekley@uea.ac.uk">s.weekley@uea.ac.uk</a></td>
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<tr>
<td>Office Administration</td>
<td>Deborah Gibbs (SMT/S&amp;D)</td>
<td>2933</td>
<td><a href="mailto:deborah.gibbs@uea.ac.uk">deborah.gibbs@uea.ac.uk</a></td>
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<td></td>
<td>Amanda Holland (Projects)</td>
<td>2569</td>
<td><a href="mailto:a.holland@uea.ac.uk">a.holland@uea.ac.uk</a></td>
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<td></td>
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<td>Holly Leveridge (Space)</td>
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<td></td>
<td>Becky Plumb (Projects)</td>
<td>2660</td>
<td><a href="mailto:n.ortega-izquierdo@uea.ac.uk">n.ortega-izquierdo@uea.ac.uk</a></td>
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<td></td>
<td>Nuria Ortega (Facilities, Compliance &amp; H&amp;S)</td>
<td>2038</td>
<td><a href="mailto:k.tolson@uea.ac.uk">k.tolson@uea.ac.uk</a></td>
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<td></td>
<td>Rebecca Toley (Maintenance)</td>
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<td>David Weekley (Projects)</td>
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<td>Campus Services</td>
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<tr>
<td>Head of Campus Services</td>
<td>Christine Beveridge</td>
<td>2050</td>
<td><a href="mailto:c.beveridge@uea.ac.uk">c.beveridge@uea.ac.uk</a></td>
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<tr>
<td>Access &amp; Security Operations Manager</td>
<td>Martin Leeder</td>
<td>3799</td>
<td><a href="mailto:martin.leeder@uea.ac.uk">martin.leeder@uea.ac.uk</a></td>
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<tr>
<td>Security</td>
<td>Registry</td>
<td>2352</td>
<td><a href="mailto:security@uea.ac.uk">security@uea.ac.uk</a></td>
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<td>Emergencies (24 hours)</td>
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<td>Barbeque Permits</td>
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<td><a href="mailto:security@uea.ac.uk">security@uea.ac.uk</a></td>
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<td>Lost Property</td>
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<tr>
<td>Grounds (Management)</td>
<td>Tom Everett</td>
<td>2036</td>
<td><a href="mailto:t.everett@uea.ac.uk">t.everett@uea.ac.uk</a></td>
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<tr>
<td></td>
<td>Neil Gosling</td>
<td>1098</td>
<td><a href="mailto:neil.gosling@uea.ac.uk">neil.gosling@uea.ac.uk</a></td>
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<td>Cleaning &amp; Grounds</td>
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<tr>
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<td>Ian Picket</td>
<td>2112</td>
<td><a href="mailto:i.pickett@uea.ac.uk">i.pickett@uea.ac.uk</a></td>
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<tr>
<td>Quality &amp; Compliance Manager</td>
<td>Debbie Cook</td>
<td>2634</td>
<td><a href="mailto:d.cook@uea.ac.uk">d.cook@uea.ac.uk</a></td>
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<tr>
<td>Cleaning Services Enquiries</td>
<td>Tom Bohan (Academic)</td>
<td>7660</td>
<td><a href="mailto:t.bohan@uea.ac.uk">t.bohan@uea.ac.uk</a></td>
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<td>Lynn Edwards (Residences)</td>
<td>2363</td>
<td><a href="mailto:l.edwards@uea.ac.uk">l.edwards@uea.ac.uk</a></td>
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<td>Customer Liaison</td>
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<tr>
<td>Customer Liaison Manager</td>
<td>Corinne Ashwell</td>
<td>3840</td>
<td><a href="mailto:c.ashwell@uea.ac.uk">c.ashwell@uea.ac.uk</a></td>
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<tr>
<td>Communications Coordinator</td>
<td>Shaun McIntosh</td>
<td>3778</td>
<td><a href="mailto:shaun.mcintosh@uea.ac.uk">shaun.mcintosh@uea.ac.uk</a></td>
</tr>
<tr>
<td>Breakdowns, portering requests, pest control</td>
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<tr>
<td>issues, maintenance issues, car parks,</td>
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<td>footpaths &amp; roads</td>
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<tr>
<td>General enquiries / feedback</td>
<td>Customer Services</td>
<td></td>
<td><a href="mailto:estates.listening2u@uea.ac.uk">estates.listening2u@uea.ac.uk</a></td>
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<td>Design &amp; Space Management</td>
<td>Rachel Brown</td>
<td>2361</td>
<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
</tr>
<tr>
<td>Interim Head of Space Management &amp; Design</td>
<td>Rachel Brown</td>
<td>2361</td>
<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<tr>
<td>Room Numbering</td>
<td>Rachel Brown</td>
<td>2361</td>
<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<tr>
<td>2D &amp; 3D CAD Designs, models and presentations</td>
<td>Rachel Brown</td>
<td>2361</td>
<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<tr>
<td>CAD Technician</td>
<td>Graham Wales</td>
<td>1031</td>
<td><a href="mailto:g.wales@uea.ac.uk">g.wales@uea.ac.uk</a></td>
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<td>Interior Design</td>
<td>Rachel Brown</td>
<td>2361</td>
<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<td>Space Design Standards</td>
<td>Rachel Brown</td>
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<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<tr>
<td>Space Allocation, assistance and advice</td>
<td>Rachel Brown</td>
<td>2361</td>
<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<td>Move Management</td>
<td>Rachel Brown</td>
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<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<tr>
<td>Furniture Procurement and Recycling</td>
<td>Rachel Brown</td>
<td>2361</td>
<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<td>Signage</td>
<td>Rachel Brown</td>
<td>2361</td>
<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<tr>
<td>Campus plan/ordnance survey/aerial photographs</td>
<td>Graham Wales</td>
<td>1031</td>
<td><a href="mailto:g.wales@uea.ac.uk">g.wales@uea.ac.uk</a></td>
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<td>Site infrastructure</td>
<td>Graham Wales</td>
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<td><a href="mailto:g.wales@uea.ac.uk">g.wales@uea.ac.uk</a></td>
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<td>Campus Buildings floor plans and drawing</td>
<td>Graham Wales</td>
<td>1031</td>
<td><a href="mailto:g.wales@uea.ac.uk">g.wales@uea.ac.uk</a></td>
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<td>Maintaining space databases</td>
<td>Rachel Brown</td>
<td>2361</td>
<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<td>Buildings square meterage</td>
<td>Rachel Brown</td>
<td>2361</td>
<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<tr>
<td>Conducting space use audits</td>
<td>Rachel Brown</td>
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<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<td>Rachel Brown</td>
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<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<td>Post and Portering Manager</td>
<td>Andrew Brinded</td>
<td>2082</td>
<td><a href="mailto:a.brinded@uea.ac.uk">a.brinded@uea.ac.uk</a></td>
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<td><a href="mailto:jobdone@uea.ac.uk">jobdone@uea.ac.uk</a></td>
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<tr>
<td>Travel &amp; Transport</td>
<td>Stewart Ingram</td>
<td>07387 051047</td>
<td><a href="mailto:stewart.ingram@uea.ac.uk">stewart.ingram@uea.ac.uk</a></td>
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<td>Active Travel Officer</td>
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<tr>
<td>Parking Permits</td>
<td>Transport Assistants</td>
<td>2353</td>
<td><a href="mailto:transport@uea.ac.uk">transport@uea.ac.uk</a></td>
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<tr>
<td>Enquiries</td>
<td>Transport Assistants</td>
<td>2353</td>
<td><a href="mailto:transport@uea.ac.uk">transport@uea.ac.uk</a></td>
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<tr>
<td>Sustainability, Utilities &amp; Engineering</td>
<td>Phil Hunt</td>
<td>3970</td>
<td><a href="mailto:phillip.hunt@uea.ac.uk">phillip.hunt@uea.ac.uk</a></td>
</tr>
<tr>
<td>Head of Sustainability, Utilities &amp;</td>
<td>Richard Bettle</td>
<td>2104</td>
<td><a href="mailto:r.bettle@uea.ac.uk">r.bettle@uea.ac.uk</a></td>
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<tr>
<td>Assistant Energy &amp; Utilities Manager</td>
<td>Jeremy Carter</td>
<td>1654</td>
<td><a href="mailto:jeremy.n.carter@uea.ac.uk">jeremy.n.carter@uea.ac.uk</a></td>
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<tr>
<td>Senior Engineering and Infrastructure Manager</td>
<td>Oliver Cozens</td>
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<td><a href="mailto:o.cozens@uea.ac.uk">o.cozens@uea.ac.uk</a></td>
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<td>Engineering and Infrastructure Manager</td>
<td>Steve Edwards</td>
<td>3751</td>
<td><a href="mailto:steve.edwards@uea.ac.uk">steve.edwards@uea.ac.uk</a></td>
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<tr>
<td>Engineering and Infrastructure Manager</td>
<td>Scott Hurkett</td>
<td>2228</td>
<td><a href="mailto:scott.hurkett@uea.ac.uk">scott.hurkett@uea.ac.uk</a></td>
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<tr>
<td>Strategic Asset Manager</td>
<td>Thomas Smith</td>
<td>TBC</td>
<td><a href="mailto:thomas.e.smith@uea.ac.uk">thomas.e.smith@uea.ac.uk</a></td>
</tr>
<tr>
<td>Environmental concerns, sustainability suggestions, sustainability network, energy saving ideas etc</td>
<td>Sustainability Hotline</td>
<td>3535</td>
<td><a href="mailto:sustainability@uea.ac.uk">sustainability@uea.ac.uk</a></td>
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<tr>
<td>Waste</td>
<td>Katherine Middleton</td>
<td>2045</td>
<td><a href="mailto:katherine.middleton@uea.ac.uk">katherine.middleton@uea.ac.uk</a></td>
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<tr>
<td>Disposal of electrical items, general waste, food waste, glass, metal, confidential waste</td>
<td>Katherine Middleton</td>
<td>2045</td>
<td><a href="mailto:katherine.middleton@uea.ac.uk">katherine.middleton@uea.ac.uk</a></td>
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<td>BMS</td>
<td>Carlos Merchan</td>
<td>7099</td>
<td><a href="mailto:c.merchan@uea.ac.uk">c.merchan@uea.ac.uk</a></td>
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<td>Projects and Estates Development</td>
<td>Rebecca Samworth</td>
<td>7935</td>
<td><a href="mailto:r.samworth@uea.ac.uk">r.samworth@uea.ac.uk</a></td>
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<td>Planning and Development Manager</td>
<td>Andrew Burbidge</td>
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<td>Senior Estates Project Manager</td>
<td>Martin Lovatt</td>
<td>1113</td>
<td><a href="mailto:m.lovatt@uea.ac.uk">m.lovatt@uea.ac.uk</a></td>
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<td>Senior Estates Project Manager</td>
<td>Neil Wilson</td>
<td>1209</td>
<td><a href="mailto:neil.wilson@uea.ac.uk">neil.wilson@uea.ac.uk</a></td>
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<td>Estate Project Lead</td>
<td>Richard Loveland</td>
<td>1116</td>
<td><a href="mailto:r.loveland@uea.ac.uk">r.loveland@uea.ac.uk</a></td>
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<td>Estate Project Lead</td>
<td>Clare Cole</td>
<td>TBC</td>
<td><a href="mailto:clare.cole@uea.ac.uk">clare.cole@uea.ac.uk</a></td>
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<td>Estate Project Lead</td>
<td>Phil Page</td>
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<td><a href="mailto:phillip.page@uea.ac.uk">phillip.page@uea.ac.uk</a></td>
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<td>Estates Project Lead</td>
<td>Beth Licence</td>
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<td>Sam Haigh</td>
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<td>Estates Quantity Surveyor</td>
<td>Sue Sewell</td>
<td>3180</td>
<td><a href="mailto:suzanne.sewell@uea.ac.uk">suzanne.sewell@uea.ac.uk</a></td>
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<td>Maintenance</td>
<td>Charlie Down</td>
<td>7785</td>
<td><a href="mailto:c.down@uea.ac.uk">c.down@uea.ac.uk</a></td>
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<tr>
<td>Deputy Head of Maintenance</td>
<td>Shaun Palmer</td>
<td>3841</td>
<td><a href="mailto:Shaun.palmer@uea.ac.uk">Shaun.palmer@uea.ac.uk</a></td>
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<td>Assistant Maintenance Manager - Contracts</td>
<td>Laurence Jerromes</td>
<td>1878</td>
<td><a href="mailto:ljerromes@uea.ac.uk">ljerromes@uea.ac.uk</a></td>
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<td>Building Fabric Manager</td>
<td>Mark Provis</td>
<td>2211</td>
<td><a href="mailto:m.provis@uea.ac.uk">m.provis@uea.ac.uk</a></td>
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<td>Assistant Maintenance Manager – Assets &amp; Compliance</td>
<td>Mark Pummell</td>
<td>1858</td>
<td><a href="mailto:m.pummell@uea.ac.uk">m.pummell@uea.ac.uk</a></td>
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<td>Estates Deliveries</td>
<td>Paul Woods</td>
<td>2039</td>
<td><a href="mailto:p.woods@uea.ac.uk">p.woods@uea.ac.uk</a></td>
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<td><strong>Finance</strong></td>
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<tr>
<td>Assistant Director of Estates – Finance, Risk and Administration</td>
<td>Nick Syder</td>
<td>3731</td>
<td><a href="mailto:n.syder@uea.ac.uk">n.syder@uea.ac.uk</a></td>
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<tr>
<td>Estates Finance Manager</td>
<td>Mark Thompson</td>
<td>2609</td>
<td><a href="mailto:m.thompson@uea.ac.uk">m.thompson@uea.ac.uk</a></td>
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<tr>
<td>Senior Finance Administration (Catering)</td>
<td>Lauren Rees</td>
<td>1616</td>
<td><a href="mailto:l.rees@uea.ac.uk">l.rees@uea.ac.uk</a></td>
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<tr>
<td>Senior Finance Officer</td>
<td>Wendy Fox</td>
<td>2287</td>
<td><a href="mailto:w.fox@uea.ac.uk">w.fox@uea.ac.uk</a></td>
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<tr>
<td>Business Systems Manager</td>
<td>Miguel Rios</td>
<td>1637</td>
<td><a href="mailto:m.rios@uea.ac.uk">m.rios@uea.ac.uk</a></td>
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<tr>
<td>Business Systems Technician</td>
<td>Lindsay Lane</td>
<td>1456</td>
<td><a href="mailto:lindsay.lane@uea.ac.uk">lindsay.lane@uea.ac.uk</a></td>
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<tr>
<td>Health, Safety &amp; Risk Manager</td>
<td>Dave Brown</td>
<td>2650</td>
<td><a href="mailto:david.m.brown@uea.ac.uk">david.m.brown@uea.ac.uk</a></td>
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<tr>
<td><strong>FINANCE, PLANNING AND GOVERNANCE (FPG)</strong></td>
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<tr>
<td>Academic Calendar enquiries</td>
<td>Rebecca Phillips</td>
<td>3203</td>
<td><a href="mailto:rebecca.phillips@uea.ac.uk">rebecca.phillips@uea.ac.uk</a></td>
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<tr>
<td>Academic Transcripts</td>
<td>Tina Murray</td>
<td>2200</td>
<td><a href="mailto:student.records@uea.ac.uk">student.records@uea.ac.uk</a></td>
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<td>Accounts Payable enquiries</td>
<td>Reuben Thompson</td>
<td>2613</td>
<td><a href="mailto:accounts.payable@uea.ac.uk">accounts.payable@uea.ac.uk</a></td>
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<td></td>
<td>Elaine Osborne</td>
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<td>Nicola Mainwaring</td>
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<td>Accounts Receivable enquiries</td>
<td>Shirley Clapton</td>
<td>3781</td>
<td><a href="mailto:accounts.receivable@uea.ac.uk">accounts.receivable@uea.ac.uk</a></td>
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<tr>
<td>Almanac</td>
<td>Rebecca Phillips</td>
<td>3203</td>
<td><a href="mailto:rebecca.phillips@uea.ac.uk">rebecca.phillips@uea.ac.uk</a></td>
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<tr>
<td>Assembly</td>
<td>Becky Price</td>
<td>2500</td>
<td><a href="mailto:rebecca.price@uea.ac.uk">rebecca.price@uea.ac.uk</a></td>
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<tr>
<td>Audit Committee</td>
<td>Peter Courridge</td>
<td>2928</td>
<td><a href="mailto:pcourridge@uea.ac.uk">pcourridge@uea.ac.uk</a></td>
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<tr>
<td>Budgetary Control &amp; Management Accounting</td>
<td>Gavin Clarke</td>
<td>2101</td>
<td><a href="mailto:gavin.clarke@uea.ac.uk">gavin.clarke@uea.ac.uk</a></td>
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<tr>
<td>Business Intelligence Manager</td>
<td>Rebecca Price</td>
<td>7937</td>
<td><a href="mailto:rebecca.price@uea.ac.uk">rebecca.price@uea.ac.uk</a></td>
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<td></td>
<td>Joseph Jameson</td>
<td>2929</td>
<td><a href="mailto:joseph.jameson@uea.ac.uk">joseph.jameson@uea.ac.uk</a></td>
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<tr>
<td>Statistical Reports and Research</td>
<td>Hannah Chilvers</td>
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## WHO DOES WHAT

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<tr>
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<tr>
<td>Administrative Assistant</td>
<td>Tina Murray</td>
<td>2200</td>
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<tr>
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</table>

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<td>Joanne Murphy</td>
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<td><strong>ERIA</strong></td>
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<tr>
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<tr>
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<tr>
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**SAINSBURY CENTRE FOR VISUAL ARTS (SCVA)**

**Administration**

<table>
<thead>
<tr>
<th>Role</th>
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**Collections & Exhibitions**

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<tr>
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**Learning**

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<th>Role</th>
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**Communications & Visitor Experience**

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<th>Role</th>
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<tr>
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**Development**

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<th>Role</th>
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<tr>
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**Front of House**
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<th>EMAIL</th>
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<tbody>
<tr>
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<tr>
<td>* Non-academic complaints</td>
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<tr>
<td>*Sexual harassment &amp; assault</td>
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<td>Director</td>
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<td>BRITISH CENTRE FOR LITERARY TRANSLATION (BCLT) (LDC)</td>
<td>Academic Director</td>
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<tr>
<td>Manager</td>
<td>Mrs Anna Goode 2785</td>
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<td>CLIMATIC RESEARCH UNIT (CRU)</td>
<td>General enquiries</td>
</tr>
<tr>
<td>Tel: ext. 2542</td>
<td>Fax: (01603) 591327</td>
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<tr>
<td>E-mail: <a href="mailto:cru@uea.ac.uk">cru@uea.ac.uk</a></td>
<td>Director</td>
</tr>
<tr>
<td>Research and Administration Manager</td>
<td>Dr Clare Goodess 2875</td>
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<td>Administrative Assistant</td>
<td>ENV Reception 2542</td>
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<tr>
<td>IT Manager</td>
<td>Mr Michael Salmon 1658</td>
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<td>CREATIVE AND PERFORMING ARTS, Centre for (LDC)</td>
<td>Director</td>
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<td>RESA DRAMA STUDIO (LDC)</td>
<td>Enquiries: ext 2272</td>
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<tr>
<td>Director</td>
<td>Timothy Lawrence-Cave 2279</td>
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<tr>
<td>Administrative Assistant</td>
<td>Vacant</td>
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<tr>
<td>Senior Drama Technician</td>
<td>Robert Little 3023</td>
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<td>Drama Technician</td>
<td>Chad Mason 3025</td>
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<tr>
<td>CAST Officer</td>
<td>Vera Cooke 7679</td>
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<tr>
<td>CAST Co-ordinators</td>
<td>Joanne Courtier 3024</td>
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<td>Suzanna Long.</td>
<td>3024</td>
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<tr>
<td>EAST ANGLIAN STUDIES, Centre of</td>
<td>Director</td>
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<tr>
<td>HUM</td>
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</tbody>
</table>
EAST ANGLIAN FILM ARCHIVE (EAFA) (FTV)

Main phone number:
The Archive Centre (Martineau Lane) ext. 2664
E-mail: eafa@uea.ac.uk

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Mr Sean Kelly 3329

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Ms Mellissa Beeken 3829

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See page 26

BEHAVIOURAL AND EXPERIMENTAL SOCIAL SCIENCES, Centre for
See page 18

EDUCATION AND LIFELONG LEARNING, School of
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Applied Research in Education, Centre for
See page 16

ENVIRONMENTAL SCIENCES, School of
See page 25

HISTORY, School of
See page 16

INTERDISCIPLINARY MATHEMATICAL RESEARCH, Centre for (CIMR) (MTH)

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INTERNATIONAL DEVELOPMENT, School of
See page 26

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Chloe Howcroft  3362

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See page 21

POLITICS, PHILOSOPHY, LANGUAGE AND COMMUNICATION STUDIES, School of
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LAW, School of
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LITERATURE, DRAMA AND CREATIVE WRITING, School of
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British Centre for Literary Translation (BCLT)
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Creative and Performing Arts, Centre for
See page 18

UEA Drama Studio
See page 28

MATHEMATICS, School of
See page 25

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Mrs Maxine Molloy (Wed-Fri 9:00-17:00)  1430
Mrs Emma Hunt (Mon-Wed 8:00-16:00)  3028

SCHOOLS

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Ms Suzanna Dell – Research 7196

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Mr Nick Glenister 3246
Mrs Ros Hawbrook 3323
Mrs Karen Howe 7116
Miss Emma Jones 3623
Mr Billy Lubach 7128
Mrs Lisa Richards 7070
Mrs Christine Sellgren 1438
Mr Daniel Shaw 7142
Mrs Liz Williams 3447

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Vacant 1484

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Mrs Val Knights – Public Health & Health Svc
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Mrs Bryony Lloyd 7476
Mr Andrew Sanders 2693

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Department of Medicine
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Mr Samuel Lawrence 1620
Mr Dan Leeson 1953
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Ms Lis Jennings 1596

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Mrs Sharon Ingham 7629
Mrs Sherry Beard 7068
Mrs Susan Mitchell 1397
Miss Amber Raven 1596

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On-line Learning Technologist
Mr Eoghan O’Maolain 7168

NORWICH BUSINESS SCHOOL (NBS)
See page 27

PHARMACY, School of
See page 24

RESEARCH ON CHILDREN AND FAMILIES, Centre for (SWK)

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Centre Administrator
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Deputy Director
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### Head of Development (Sainsbury Centre)
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### Grants Co-ordinator
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### Visitor Services and Retail Manager
Rory Hill 2476

### Shop and Front of House Assistant Manager
Rachel Page 3702

### Shop and Front of House (Bookings)
Kiran Miller-Burton 3199

### Front of House Assistants
Lily Alden 2468
Duncan Borrett
Matt Billington

### Events and Hospitality Officer
Debbie Longordo 3202

### Gallery Assistants
Lee Heath, Lisa Brooks, Nigel Clarke
Helen Clarke, Jason Gotts, Gary Laidlaw, Duncan Donaldson-Davidson, Trevor Collett, Andrew Crouch

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Digital and Research Officer
Jane Emerson 7514

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Mrs Katharine Malcolm 2800
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**Email:** joy.c.taylor@uea.ac.uk

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Extension</th>
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<tbody>
<tr>
<td>Pro-Vice Chancellor</td>
<td>Prof Mark Searcey</td>
<td>7544</td>
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<tr>
<td>Personal Assistant</td>
<td>Miss Joy Taylor</td>
<td>3026</td>
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<tr>
<td>Senior Faculty Manager</td>
<td>Mrs Laura McGonagle</td>
<td>3296</td>
</tr>
<tr>
<td>Faculty Manager</td>
<td>Ms Sarah Lucas</td>
<td>2571</td>
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<tr>
<td>Project Co-ordinator</td>
<td>Mrs Jayne Hopkinson</td>
<td>3229</td>
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<tr>
<td>Admin Support for Associate Deans</td>
<td>Mrs Elaine Dawson, Ms Katharine Bird</td>
<td>2131, 1068</td>
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**Finance Office**  
**scifin.general@uea.ac.uk**  
**1704**

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<td>Finance Office Manager</td>
<td>Mr Peadar Langan</td>
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<td>Mr Suneet Mistry</td>
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<td>Mrs Clare Collison</td>
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<td>Mrs Polly Slowiok</td>
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<td>Mrs Hilary Hopley</td>
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<td>Mr William Delf</td>
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<td>Ms Helen Woods</td>
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<td>Clerical Assistant</td>
<td>Mrs Julia Crook</td>
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### BIOLOGICAL SCIENCES, SCHOOL OF (BIO)

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<th>Role</th>
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<tbody>
<tr>
<td>School Manager</td>
<td>Ms Charlotte Price</td>
<td>2712</td>
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<tr>
<td>PA to Head of School</td>
<td>Miss Emma Godbold/Ms Sarah Pike</td>
<td>2782</td>
</tr>
<tr>
<td>fax:</td>
<td>N/A</td>
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<tr>
<td>Programme Coordinator</td>
<td>Mrs Emma Skeet</td>
<td>3122</td>
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<td>Admin support</td>
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<td></td>
<td>Mr Simon Burroughs</td>
<td>3722</td>
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<td>Ms Emma Hall</td>
<td>3820</td>
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<td>Ms Georgina Hallsworth</td>
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<td>Mrs Vicky Walklate</td>
<td>1714</td>
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<tr>
<td>Clerical Support/Reception</td>
<td>Jenny Phillips</td>
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### CHEMISTRY (CHE) & PHARMACY (PHA), SCHOOLS OF

**SCI**

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<th>Role</th>
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<tr>
<td>School Manager</td>
<td>Mrs Kate Russen (PHA)</td>
<td>1493</td>
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<tr>
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<td>Mr Shaun Canon (CHE)</td>
<td>3062</td>
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<tr>
<td>PA to Heads of School</td>
<td>Miss Mimi Foreman</td>
<td>3143</td>
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<td>fax:</td>
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<td>2003</td>
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<tr>
<td>Programme Coordinators</td>
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<tr>
<td></td>
<td>Miss Sarah Collingwood (CHE)</td>
<td>3135</td>
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<td>Mr Paul Chandler (PHA)</td>
<td>1503</td>
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<tr>
<td></td>
<td>Miss Rachel Smith</td>
<td>3031</td>
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<td></td>
<td>Mr John Pullinger</td>
<td>7327</td>
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<td></td>
<td>Miss Georgina Breeze</td>
<td>3748</td>
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<tr>
<td>Pharmacy Practice Admin Team</td>
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<td></td>
<td>Sharron Goddard</td>
<td>7161</td>
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<td>Rebecca Appleby</td>
<td>7150</td>
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<td>Angela Schroeder</td>
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</table>
Caroline Hill 2020
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#### School Administrator
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---

### SOCIAL WORK, SCHOOL OF (SWK)

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- **Miss Emily Beck**  
  Phone: 1399
- **Mr Matthew Fullalove**  
  Phone: 1934

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- **Mr Ollie Carlisle**  
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Centre Support Assistant
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Senior Drama Technician
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Drama Technician
Chad Mason 3025

CAST Co-ordinators
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Natasha Hutcheson 3024

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Fax 01603 505146
Premium Rate Telephone Line 09065 777675

E-mail: info@weatherquest.co.uk

ZUCKERMAN INSTITUTE FOR CONNECTIVE ENVIRONMENTAL RESEARCH (ZICER) (ENV)

Enquiries
ENV Reception 2542
UEA ACCOMMODATION OFFICE

General enquiries and office: ext 2092

Email: accom@uea.ac.uk

Accommodation Manager
Mr Paul Bailey 3690

Deputy Accommodation Manager
Mr Julian Richardson 3208

Student Accommodation Coordinators
Mr Alex Carter 7330
Mrs Pauline Coats 3239
Mr Gunnar Eigener 7756
Ms Kerry Lomax 3539
Mr David Newson 2032

Student Homestay Coordinator
Miss Gillian Savage 1140

Accommodation Administrator
Mr Jonathan Moore 7329

Accommodation Administrative Assistant
Ms Karen Overland 3479

Student Accommodation Assistants
Miss Rowena Golledge 2092/2960
Mrs Amelia Stevens 2092/2960

ADMISSIONS, RECRUITMENT AND MARKETING (ARM)

General enquiries: ext 3773

Director of Admissions, Recruitment and Marketing
Angelina Bingley 2654

Personal Assistant to the Director of Admissions,
Recruitment and Marketing and Heads of Department
Daisy Mailey 3773

Academic Director for Admissions
Professor Richard Harvey 3257
PA to Academic Director for Admissions
Tara Welsh 2283

MARKETING

Head of Strategic Marketing
Giles Whattam 1582

Personal Assistant to the Head of Strategic Marketing
Daisy Mailey 3773

Assistant Head of Marketing(Acquisition/Conversion)
Chris Hill 1887
Assistant Head of Marketing(Creative)
Holly Mudie 3964

Marketing Relationship Manager
Gemma Potter 3119

Marketing Manager (PGR)
Cerian Hutchings 1572

Marketing Managers
James Smith 1688
Ceri Owen/Laura Paul 7603

Marketing and Recruitment Officers
Lydia Lanckmans 2619
Suzanne Harvey 2013
Angela Hook 2066

CRM Communications Co-ordinator
James Maas 7249

Marketing Administrative Assistant
Fiz Grout /Sam Harper 1064

Social Media Coordinator
Laura Deakin 1590

Studio and Project Officer
Steve Dixon 7641

Marketing Insight and Analytics Officer
Adam White 1591

Multi Media Marketing & Comms Officer
Neil Hall 3926

Marketing Innovation Project Manager
Martin Earl 2320
Marketing Innovation Project Officer
Jamie Beavis 7471
Governance and Training Officer
Claire Zamorski 7470
### SERVICES

**Website Co-ordinator**
Vacant 7640

**Publications and Brand Co-ordinator**
Rachel Pattinson-Hillyard

**Mar-Tech Project Manager**
Joe Marshall

**Website and Portal Content Manager**
Rosanna Ponsonby 2344

### COMMUNICATIONS

**Head of Corporate Communications**
Andrew Stronach 1520

**Personal Assistant to the Head of Corporate Communications**
Daisy Mailey 3773

**Assistant Head of Research Communications**
Simon Dunford 2203

**Assistant Head of Corporate Communications**
Sue Lawson 1200

**Media Relations Managers**
Cat Bartman 3007
Lisa Horton 2764
Laura Potts 1069

**Student Communications Officer**
Yasmin Hoy 2976

**Digital Communications Officer**
Steve Sanders 2226

**Corporate Communications Officer**
Lauren Burgess 1205

**Communications Co-ordinators**
Sundari Faraday-Drake 3496

**Communications Assistant**
Lawrence Brown 3815

**Assistant Head of Alumni, Conferences and Events**
Maresa Padmore 3492

**Alumni Relations Manager**
Charlotte Burford 2220

**Alumni Communications Officer**
Freddie Reynolds 3069

**Global Alumni Officer**
Vacant 3978

**Database Administrator**
Chris Livermore 2915

**Events Manager**
Tanner Barnes 1926

**Alumni and Events Co-ordinator**
Rachel Watkins 2130

**Engagement Administrative Assistant**
Ruth Selwyn-Crome 1561

**Conferences Officer**
Anna-Marie Moody 1881

**Conference and Events Administrators**
Kathryn Downes 1925
Nicola Stead 1924

**Alumni, Conferences and Events Administrative Assistant**
Libby Brient 1111

### UEA INTERNATIONAL RECRUITMENT

**Head of International**
Karen Blackney 3214

**PA to Head of International/Project and Events for UEAI & Aurora Network**
Tara Welsh 2283

**Assistant Heads of International Recruitment**
Craig Smitherman 2212
Vacancy

**International Progressions Officer**
Nilu Rashidova 3827

**Regional Managers**
Tim Hubbard 2110
Mark Bentley 3514
Pete Ryan 7733

**Country Development Officer**
Basma Hakim 3499

**International Officer**
Graham Wise 1352

**UEA International Team Leader**
Caroline Kavanagh 3280

**International Co-ordinator**
Helen O’Flynn 2908
## International Office Administrative Assistants
Robin Lubach 3055  
Steve Streatfield 2616

### UEA INTERNATIONAL PROGRAMMES AND STUDY ABROAD

**Assistant Head of International Programmes and Study Abroad**  
Alexandra Cole 1514

**Institutional Erasmus Co-ordinator**  
Clementine Jones 3967

**Study Abroad Manager**  
Katrien Verbruggen 2048

**Study Abroad Team Leader**  
Vacancy

**International Officer**  
Rachel Gover (central) 7524

**Study Abroad Mobility Data Officer**  
Brook Newton (incoming students) 3728

**Study Abroad Coordinators**  
Emma Pinder (outbound) 2742  
Celine De Oliveira 7322  
Brittany Hopkins 7793

**Study Abroad Administrators**  
Angela Murgatroyd (outbound) 2823  
Rachel Jones (outbound) 1871  
Orla Condra (outbound) 7771  
Amy Humphreys

**Widening Access and Student Mobility Support Officer**  
Emma Waters 1352

**International Programmes Manager**  
Claire Arnup 2249  
Lewis Sillett 1136  
Hannah Graham

### UEA INTERNATIONAL STRATEGIC ENGAGEMENT

**Strategic Engagement Manager**  
Dan Li 1557

### Project and Events Coordinator for UEA International & Aurora Network
Tara Welsh 2283

### ADMISSIONS

**Head of Admissions**  
Alix Delany 7073  
**PA to Head of Admissions**  
Andrew Blanch (Tara Welsh) 7383

**Assistant Head of Undergraduate Admissions**  
Luke Gibbons 1730

**UG Admissions Officers**  
Lindsey Green 3711  
Avril Frary 1729  
John Nelson 3085  
Emma-Jayne Jennings 2073

**UG Admissions Administrative Assistants**  
Bex White 7136  
Vacancy 1902  
Joanne Yaxley 2332  
Jamie Bygrave 3115  
Sam Field 1886  
Toby Browne 7120  
Kay Baker 2819  
Alannah Ross 3894  
Catherine Thornditt 1894

**Assistant Head Postgraduate Taught Admissions**  
Steve Carruthers 2331

**PGT Admissions Officers**  
Helen Codling 1901  
Sarah Park 2302  
Kerry Brundrit 7115  
Amanda Edwards-Sutton 3366

**PGT Admissions Administrative Assistants**  
Victoria Pritchard/Simon Osborne 1393  
Aiden Lessiter 2063  
Daniel Ryder 3209  
Fiona Brown 2154  
Vacancy 7230  
Nick Crougher 2216
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<td>Patrick Giles</td>
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<td>Hayley Bate</td>
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<td>Amii Errington</td>
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<td>SGCE Co-ordinator</td>
<td>Sue Armes</td>
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<td>SGCE Administrative Assistant</td>
<td>Ruth Phillips</td>
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<td>Rachel Nuttall</td>
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<td>UKVI Policy, Operations and Compliance Manager</td>
<td>Mel Risebrow</td>
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<td>Student Visa Compliance and Federal Loans Officer</td>
<td>Ly Nguyen</td>
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<td>Katie Harrington/Maria Sides</td>
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<td>Assistant Head of Data and Contacts</td>
<td>Sarah Cox</td>
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<td>Data and Systems Manager</td>
<td>Vacancy</td>
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<td>Data and Systems Senior Assistant</td>
<td>Jack Camplin</td>
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<td>UK/EU RECRUITMENT AND OUTREACH</td>
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<td>Head of Recruitment and Outreach UK/EU</td>
<td>Claire Petley</td>
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<td>Faculty Outreach Co-ordinator</td>
<td>Hannah Tough</td>
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<td>Shulla Elgood</td>
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<td>Charlotte Torbitt</td>
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<td>Lyndsey Wise</td>
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<td>Assistant Head of Recruitment (UK/EU)</td>
<td>Sally Rix</td>
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<td>Francesca Uragallo</td>
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<td>Caroline Stewart</td>
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<td>Ben Fisher</td>
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<td>Joanna Holmes/Sam Osborne</td>
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<td>Gabrielle Copping</td>
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<td></td>
<td>Lucy Nottingham</td>
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<tr>
<td></td>
<td>Jess Smith</td>
<td>07799 408728</td>
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<tr>
<td></td>
<td>Lydia Newton</td>
<td>07717 717523</td>
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</tbody>
</table>
Lauren Hughes 07747 206270
Hannah Wake 07833 237811

ALUMNI OFFICE (ARM)
See page 30

BANKS
Barclays 08457 555555

BOOKSHOP (WATERSTONES)
See Shops on Campus, page 49

BROADVIEW LODGE (SSS)
Broadview Lodge Manager
Mrs Olwyn Emerson 1921

Catering Services – The Campus Kitchen (CAT)

General enquiries: ext 2477
Fax: 01603 592478
email: campuskitchenfeedback@uea.ac.uk

Head of Catering & Hospitality
Mr Gavin Yuill 1711

Catering Operations Manager
Mrs Debra Pittick 3618

Duty Manager 07467338189

Executive Chef
Mr Michael Avis 2824

Head Chef
Mr Matthew Crooks 1552

SCVA Restaurant and Function Manager
Ms Agata Guziejko 2474

Assistant Catering Managers
Ms Karen Gallant 7193
Ms Susan Estall 2897
Mr Geoff Mayers 3665

Hospitality Operations Co-ordinator
Mr Aivars Bismanis 1677

Hospitality Sales Co-ordinator
Mrs Kate Gillies 1027

Catering Finance
Mr Matt Beasley 1616

Catering Admin
Miss Kathryn Browne (General admin) 3772
Miss Sophie Jackson (Bookings / Hospitality) 2477

UEA CAREERS SERVICE (CCEN)

www.uea.ac.uk/careers
General enquiries and office: ext 3452
Email: career.central@uea.ac.uk

Careers Team:

Joint Head of Careers (Academic Engagement)
James Goodwin 2826

Assistant to Joint Head of Careers (Academic Engagement) & Admin Support to the Academic Director of Employability
Mary Ladd 2485

Careers Advisers (SCI)
Rachael Rose (Senior Careers Adviser) 2579
Isla Hosking 2829

Careers Advisers (SSF)
Vacancy 7255
Darren Johnson 3243

Careers Advisers (HUM)
Adrienne Jolly 2741
Wendy Woolery 2827

Career Advisers (PGR, Research Staff)
Dr Suzanne Walker 3019
Dr Rebecca Wyand 2770
Dr Rosemary Bass 2828

Sessional Careers Advisers
Galit Hart 3735/2579
Rachael Breed 3735

Initial Client Contact Officers
Lydia Wright 3452/3282
Alice Drummee-Hines 3452/3282

Lucy Crook (maternity leave) 3452/3282
Tasha Cobb 3452/3282
Data & Systems Officer
Jon Haylock    3450

Data & Systems Coordinator
Josh Gray    2483

UEA (Skills) Award Officer
Vacancy    2201

UEA (Skills) Award Assistant
Vacancy    1032

Student Enterprise and Employability Development (SEED) Team:

Joint Head of Careers (Business Engagement)
Julie Schofield    1585

Assistant to Joint Head of Careers (Business Engagement)
Jennie Waddington    7638

Placement & Internship Manager
Evan Hancock    1435

Placement & Internship Officers
Vacancy (SSF)    7757
Anne Patton (SCI)    2688
Danielle Rowe (HUM)    7918

Placement & Internship Administrators
Laura Bell    3917
Raymond Marlborough (SCI)    3036
Stacie Mace (SSF)    2103
Matt Paul (HUM)    7523

Marketing & Events Officer
Jennifer Lloyd    7256

Careers Events Organisers
Lucy Schofield    2831
Charlotte McGreavy    1659

Volunteering & Mentoring Administrator
Kerensa Rands    7637

Opportunities Co-ordinator
Andrew Hunt    3276

Opportunities Administrative Assistant
Olivia Smith    2527

Opportunities Assistant
Vacancy    2803

Marketing Co-ordinator
Anna Burbidge    3070

Marketing Administrator
Matt West    3455

Business Engagement Officers
Lisa-Rose Moller    3038
Liz Davis-Smith    3038

Business Engagement Administrator
Tom Rockingham    7759

Student Enterprise Officers
Finbarr Carter    3248
Sophie Cox    3785

Initial Client Contact Officer – Enterprise
Sam Haylett    2142

MULTIFAITH CENTRE (STS)
General enquiries and office: ext 2168
Email: chaplaincy@uea.ac.uk

Chaplains and Faith contacts

Coordinating Chaplain
Fr Andrew Eburne    2168

Anglican
Fr Darren Thornton    2166

Buddhist
Alokadhara Haworth    2166

Coptic Orthodox
Fr Shishoy El Antony
01603 881646
07813558089

Eastern Orthodox
Fr Julian Sadowski
01603 455273

Free Churches
Rev Timothy Bright    2167

Hindu
Dr Suresh C Vasishtha
0208 5506231
Shaunaka Rishi Das
01865 304300

Jewish
Daniel Rosenthal
07828205997

Muslim
Mr Momodou Jobe

MFC
SERVICES

Quaker
Professor Peter Belton 2167

Roman Catholic
Fr Andrew Eburne 2168

CONFERENCE OFFICE (ARM)
See page 30

CSED (HRD)
See CENTRE FOR STAFF AND EDUCATIONAL DEVELOPMENT, See page 50

ESTATES & FACILITIES DIVISION (EST)
General enquiries: ext 2121
email: jobdone@uea.ac.uk

Director of Estates & Facilities Division
Roger Bond 2213

PA to Director
Anna Russell 2774

Deputy Director of Estates & Facilities – Strategy & Development
Mahmood Foroughi 1088

Assistant Director of Estates - Operations
Richard Hipperson 1087

Assistant Director: Finance, Risk & Administration
Nick Syder 3731

Sustainability, Utilities & Engineering

Head of Sustainability, Utilities and Engineering
Phil Hunt 3970

Energy and Utilities Manager
Richard Bettle 2104

Assistant Energy and Utilities Manager
Jeremy Carter 1654

Environmental Management System and Waste Manager
Katherine Middleton 2045

Senior Engineering and Infrastructure Manager
Oliver Couzens 1264

Engineering and Infrastructure Managers
Steve Edwards
Scott Hurkett
3751
2228

Engineering and Infrastructure Records Manager
Bob Savage 1859

Strategic Asset Manager
Tom Smith Mobile: 07825 196966

Sustainability Hotline 3535

Transport

Security and Transport Operations Manager
Aaron Grant

Active Travel Officer
Stewart Ingram Mobile: 07387 051047

Lodge Coordinator
Charlotte Melling 2230

Transport Assistants 2353
Lodge Assistants 3792

Helpdesk
2121 (Diverted to Security Lodge Ext. 2352 after 16:00 hrs)
Email: jobdone@uea.ac.uk

Customer Services General Feedback & Enquiries:
estates.listening2u@uea.ac.uk

Customer Liaison Team

Customer Liaison Manager
Corinne Ashwell 3840

Customer Liaison Officer
Vacancy

Communications Co-ordinator
Shaun McIntosh 3778

Helpdesk Coordinator
Claire Gillard 2121

Engagement & Training Officer
Vicki Hunter-Lines 2942
## Administration

**Administration Manager**  
Sharon Weekley  
2726

**Senior Administrators**  
Anna Russell (PA to Director of Estates)  2774  
Deborah Gibbs (PA to Deputy Director SMT/S&D)  2933  
Rebecca Plumb (Projects)  2359  
Kareen Tolson (Projects)  2038  
Amanda Holland (Projects)  2569

**Administration Assistants**  
Vacancy (SMT Operations)  1533  
Holly Leveridge (Space)  3652  
Mike Payne (Space)  3652  
Nuria Ortega (Facilities)  2660  
David Weekley (Projects)  2668  
Bea Millward (Maintenance)  3215  
Rebecca Topley (Maintenance)  1115

## Space Management

**Email:** space@uea.ac.uk

**Head of Design and Space Management**  
Rachel Brown  07554 439623

**Space Planning Co-ordinator**  
Tammy Allen  2361

**CAD Technician**  
Graham Wales  1031

## Post and Portering

*(Ext 2080)*

**Email:** postroom@uea.ac.uk

**Post & Portering Manager**  
Andrew Brinded  2082

**Lost Property**  
*(Located in The Lodge - Ext 2352)*

**Email:** security@uea.ac.uk

## Projects

**Head of Programme, Projects & Development**  
Rebecca Samworth  7935

**Head of Project Management Officer**  
Andrew Burbidge  3640

**Estates Negotiator**  
John Wilson  Mobile: 07889 279629

**Senior Estates Project Leads**  
Martin Lovatt  1113  
Neil Wilson  1209

**Estates Project Leads**  
Phil Page  2051  
Richard Loveland  1116  
Clare Cole  3016  
Sam Haigh  2004  
Beth Licence  1418

**Estates Quantity Surveyor**  
Sue Sewell  3180

## Maintenance

**Maintenance Fault Reporting / Work Requests**  
*24-hour cover for emergencies*

**Helpdesk:**  *Ext 2121*

**Head of Maintenance**  
Charlie Dowen  7785

**Deputy Head of Maintenance**  
Shaun Palmer  3841

**Assistant Maintenance Managers**  
Laurence Jerromes (Contracts)  1878  
Vacancy (Labour)  1858

**Maintenance Team Co-ordinators**  
Neil Irons (Accommodation)  2611  
Kevin Duffin (Academic East)  2762  
Jezz Seville (Academic West)  1112  
Shawn Curson (Central Plant & Infrastructure)  Mobile: 07747 460630

Dan Goldsmith  3800  
Paul Woods (Stores)  2039

**Building Fabric Manager**  
Mark Provis  2211

**Asbestos Manager**  
Simon Corke  1114  
Chris Brett  2052  
Stores  2039

## Finance

**Estates Finance Manager**  
Mark Thompson  2609

**Senior Finance Officer**  
Wendy Fox  2675

**Senior Finance Administrator (Capital Projects)**  
Lauren Rees  1030
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<tr>
<th>Position</th>
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<td>Finance Assistant</td>
<td>Thomas Beare</td>
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<td>Administration Assistant</td>
<td>Glynis Watling</td>
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<td>Purchasing Assistant</td>
<td>Stuart Perrins</td>
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<td>Business Systems Manager</td>
<td>Miguel Rios</td>
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<td>Business Systems Technician</td>
<td>Lindsay Lane</td>
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<td>Health, Safety &amp; Risk Manager</td>
<td>Dave Brown</td>
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<tr>
<td>Business Resilience Manager</td>
<td>Christine Beveridge</td>
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<td>Head of Security Operations</td>
<td>Martin Leeder</td>
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<td>Campus Services Events Advisor</td>
<td>Ann Tattam</td>
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<td>Business Services</td>
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<tr>
<td>Head of Cleaning &amp; Grounds</td>
<td>Ian Pickett</td>
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<tr>
<td>Quality &amp; Compliance Manager</td>
<td>Debbie Cook</td>
<td>2634</td>
</tr>
<tr>
<td>Landscape Manager</td>
<td>Tom Everett</td>
<td>2036</td>
</tr>
<tr>
<td>Grounds Maintenance Co-ordinator</td>
<td>Neil Gosling</td>
<td>1098</td>
</tr>
<tr>
<td>Cleaning Services Managers</td>
<td>Tom Bohan (Academic)</td>
<td>7660</td>
</tr>
<tr>
<td></td>
<td>Lynn Edwards (Residences)</td>
<td>2363</td>
</tr>
</tbody>
</table>

**Campus Services**

**General Enquiries:** Ext 2352

(Responsible for all calls made to 2121 after 16:00 hrs)

**Email:** security@uea.ac.uk

(Staffed 365 days per year, 24 hrs a day)

**Business Resilience Manager**
Christine Beveridge 2050

**Head of Security Operations**
Martin Leeder 3799

**Campus Services Events Advisor**
Ann Tattam 1604

Emergencies only 2222

**Cleaning & Grounds**

**Head of Cleaning & Grounds**
Ian Pickett 2112

**Quality & Compliance Manager**
Debbie Cook 2634

Mobile: 07775 597375

**Landscape Manager**
Tom Everett 2036

Mobile: 07765 073909

**Grounds Maintenance Co-ordinator**
Neil Gosling 1098

Mobile: 07768 501561

**Cleaning Services Managers**
Tom Bohan (Academic) 7660

Mobile: 07747 006847

Lynn Edwards (Residences) 2363

**EFRY, Queens, JSC, MED, SCVA, LSB, Colney Pavilion**
John Sharp 2360

Mobile: 07500 814058

**Sciences, Climate Research Unit, BIO, BMRC, CAP, ITCS**
Andrew Bushell 2359

Mobile: 07767 655247

**Enterprise Centre, Earlham Hall, Blackdale, LSB, Thomas Paine, ARTS**
Luiginio Velez 1492

Mobile: 07881 264495

**Congregation Hall, Drama, Registry, BIOMASS, Accommodation, Multifaith Centre, Street & Square buildings (Careers, Laundrette, Music Centre, DOS, Print Room, DEV Farm), Library, Lecture Theatres, Union House, Council Chamber**

Joanne Woodrow 1306

Mobile: 07500 814050

**ZICER, Estates, Hubert Lamb Building, Nursery, Restaurant, Library**
Luis Guimaraes 2359

Mobile: 07764 162717

**Kett House, Brown House, Orwell House, Wolfson House, Victory House, Britten House, Chrome Court, Sharon Rudd 2140**

Mobile: 07747 568139

**The Village**
Allan Moore 3979

Mobile: 07747 756153

**Barton House, Hickling House, Paston House**
Donna Reynolds 7660

Mobile: 07825 676870

**Nelson Court, Colman House, Broadview Lodge, WoodHall**
Sandra Bron 3071

Mobile: 07771 775032

**Constable Terrace, Norfolk Terrace, Suffolk Terrace, Suffolk Walk**
Rachel Beckett 3072

Mobile: 07717 356100
FINANCE, PLANNING & GOVERNANCE (FPG)

Centrum Building

General enquiries: ext 2767

Finance

Director of Finance
Jason Brown
2108
3612

PA to Director of Finance
Lynne Owen
2767

Management Accounting

Head of Management Accounting
Gavin Clarke
2101

Central Management Accountants
Maxine Newey
3788
Jason Dewhurst
3807

Management Accountant Costing & Capital
Stuart Laws
2113
Systems Accountant
Ian Hamshaw
3700
Finance Systems Support Officer
Jason Bird
2109

Faculty Finance Managers (FFM)

Helen Latham (FMH)
1008
Christopher Penn (HUM)
2684
Peadar Langan
2088
Barbara Johnson (SSF)
7320

Financial Accounting

Head of Financial Accounting
Rhoda Wolf
3780

Financial Accountant
Manuela Moxon
1695

Accounts Assistants (Cashbook)
Leanne Peel
2683
Matthew Russen
2111
Company Accountant
Lesley Hanner
1162

Accounts Payable

Accounts Assistants

Reuben Thompson
2613
Elaine Osbourne
2273
Nicola Mainwaring
2473

Accounts Receivable (Registry Building Floor 0)

Manager
Shirley Clapton
3781

Accounts Assistants
Lynn Kerin
3695
Angela Clover
2686
Caroline Reynolds
2995
Abigail Smith
2685
James McDonald
2209

Cashiers Office (Registry Building Floor 0)
Enquiries
2687
Lesley Hanner
1162
Leanne Peel
2687

Student Finance and Planning

Manager
Peter Courridge
2928

Administrator
Tracy Erskine
1188

Administrative Assistant
Emma Lisette
2769

Payroll and Pensions

Head of Payroll and Pensions
Sophie Chapman
3484

Accounting Technician
Caroline Wells
3485

Senior Pension Administrator
Duncan Sides
2676

Senior Payroll and Pension Administrator
Teresa McCarthy
1211
Pension Administrators
Melanie Garrod
1081
Michelle Carey
2674

Senior Payroll Administrator
Chris Lynds
2678

Payroll Project Officer
Matt Horlock
1083

Payroll Clerks
Gary Reynolds
1082
Tracy Irons
3021
Nicola Buskell
2677
Kerry Powles
3963
Tracy Seville
1080
## Procurement

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Procurement</td>
<td>TBA</td>
<td>2194</td>
</tr>
<tr>
<td>Category Manager</td>
<td>Claire Woodcroft</td>
<td>2728</td>
</tr>
<tr>
<td>Category Manager</td>
<td>Steve Whitehead</td>
<td>2402</td>
</tr>
<tr>
<td>Category Manager</td>
<td>Rob Bloomer</td>
<td>3686</td>
</tr>
<tr>
<td>Procurement Officer</td>
<td>Mike Howes</td>
<td>3632</td>
</tr>
<tr>
<td>Trainee Procurement Officer</td>
<td>Sonny Gardine</td>
<td>7489</td>
</tr>
<tr>
<td>Purchasing Assistant</td>
<td>Lisa Donaldson</td>
<td>2401</td>
</tr>
<tr>
<td>Insurance Officer</td>
<td>Oliver Whitham</td>
<td>2729</td>
</tr>
</tbody>
</table>

## Graduation Office

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduation Officer</td>
<td>Louisa Griffiths</td>
<td>2775</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>Cath Pepper</td>
<td>3204</td>
</tr>
</tbody>
</table>

## Planning

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Planning</td>
<td>Dr Garrick Fincham</td>
<td>3498</td>
</tr>
<tr>
<td>Senior Administrative Assistant (Support)</td>
<td>Rebecca Phillips</td>
<td>3203</td>
</tr>
<tr>
<td>Planning Change Manager</td>
<td>Leon Doughty</td>
<td>2484</td>
</tr>
<tr>
<td>Senior Administrative Assistant (Project Support)</td>
<td>Rebecca Phillips</td>
<td>3203</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>Lucy Mellor</td>
<td>3615</td>
</tr>
</tbody>
</table>

## Governance Office

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Administrative Assistant</td>
<td>Rebecca Phillips</td>
<td>3203</td>
</tr>
</tbody>
</table>

## Business Intelligence

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Head of Planning: Widening Participation and Business Intelligence</td>
<td>Becky Price</td>
<td>7937</td>
</tr>
<tr>
<td>Business Intelligence Manager: Data Analysis and Insight</td>
<td>Joseph Jameson</td>
<td>2929</td>
</tr>
<tr>
<td>Management Information Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Widening Participation Monitoring and Evaluation Officer</td>
<td>Charlotte Chapman</td>
<td>2354</td>
</tr>
<tr>
<td>Management Information Officer (Wellbeing)</td>
<td>TBC</td>
<td>TBC</td>
</tr>
<tr>
<td>Business Intelligence Data Assistant</td>
<td>Sally Mellows</td>
<td>7917</td>
</tr>
</tbody>
</table>

## Market Research

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Intelligence Manager: Market Research</td>
<td>Caroline Botwood</td>
<td>1203</td>
</tr>
<tr>
<td>Market Research Officer</td>
<td>Johanna Hardy</td>
<td>2773</td>
</tr>
<tr>
<td>Market Research Assistant</td>
<td>Natalie Cole</td>
<td>1962</td>
</tr>
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</table>

## Widening Participation

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Head of Planning: Widening Participation and Business Intelligence</td>
<td>Becky Price</td>
<td>7937</td>
</tr>
<tr>
<td>Business Intelligence Manager: Widening Participation Insight</td>
<td>Rosie Hannant</td>
<td>2500</td>
</tr>
<tr>
<td>Widening Participation Officer</td>
<td>James Fergusson</td>
<td>1845</td>
</tr>
<tr>
<td>Widening Participation Evaluation Project Officer</td>
<td>TBC</td>
<td>TBC</td>
</tr>
<tr>
<td>Widening Participation Monitoring and Evaluation Officer</td>
<td>Charlotte Chapman</td>
<td>2354</td>
</tr>
<tr>
<td>Market Research Officer</td>
<td>Johanna Hardy</td>
<td>2773</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>Lucy Mellor</td>
<td>3615</td>
</tr>
</tbody>
</table>

## Verification, Compliance and Records (incorporating Student Records)

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Head of Planning: Systems and Returns</td>
<td>Stuart Gascoyne</td>
<td>2732</td>
</tr>
<tr>
<td>Manager</td>
<td>Travis Bowditch</td>
<td>2927</td>
</tr>
<tr>
<td>Administrator</td>
<td>Elaine Elsey</td>
<td>3242</td>
</tr>
<tr>
<td>Senior Administrative Assistant</td>
<td>TBC</td>
<td>2122</td>
</tr>
<tr>
<td>Administrative Assistants</td>
<td>Tina Murray</td>
<td>2200</td>
</tr>
<tr>
<td></td>
<td>Lucy Mellor</td>
<td>3615</td>
</tr>
</tbody>
</table>
## Data, Quality and Standards

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Quality and Standards Manager</td>
<td>Ant Griffiths</td>
<td>3052</td>
</tr>
<tr>
<td>Systems and Processes Officer</td>
<td>Hannah Adcock</td>
<td>2830</td>
</tr>
<tr>
<td>Operational Reporting Officer</td>
<td>Greg Dimsey</td>
<td>3871</td>
</tr>
<tr>
<td>Data Quality Officer</td>
<td>Emily Kreetzer</td>
<td>1052</td>
</tr>
<tr>
<td>WP Database Officer</td>
<td>TBC</td>
<td>TBC</td>
</tr>
<tr>
<td>Senior Administrative Assistant</td>
<td>TBC</td>
<td>2122</td>
</tr>
</tbody>
</table>

## GRADUATE STUDENTS’ CLUB

- **Common Room Bar**: 2513

## 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](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](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

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of People and Culture</td>
<td>Mrs Helen Wiseman</td>
<td>2123</td>
</tr>
<tr>
<td>Human Resources Administrator</td>
<td>Mrs Diane Whalen</td>
<td>2733</td>
</tr>
<tr>
<td>Administrative Assistant (Human Resources)</td>
<td>Miss Sarah Lambert</td>
<td>3034</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>Mrs Myra Hendey</td>
<td>3624</td>
</tr>
<tr>
<td>Human Resources Systems Assistant</td>
<td>Mr Matthew Bond</td>
<td>2059</td>
</tr>
<tr>
<td>Human Resources Data Assistant</td>
<td>Miss Sian Williams</td>
<td>3698</td>
</tr>
<tr>
<td>Human Resources Manager (HUM, VCO, STS, UKVI, HERA and LTS)</td>
<td>Mrs Linda Cole</td>
<td>3582</td>
</tr>
<tr>
<td>Senior Human Resources Adviser</td>
<td>Mrs Kirsty Webb</td>
<td>3729</td>
</tr>
<tr>
<td>Staff Immigration Compliance Adviser</td>
<td>Mrs Sam Swinton</td>
<td>2317</td>
</tr>
<tr>
<td>Human Resources Assistants</td>
<td>Mrs Gillian Jaffrey &amp; Mrs Natasha Garforth</td>
<td>3809</td>
</tr>
<tr>
<td>Human Resources Manager (SSF, ARM, Equality, SVCA, Development Office)</td>
<td>Mrs Santha Forder</td>
<td>2936</td>
</tr>
<tr>
<td>Human Resources Advisers</td>
<td>Mrs Katie Oliver &amp; Mrs Felicity Close</td>
<td>7542</td>
</tr>
<tr>
<td>Human Resources Assistants</td>
<td>Mr Nathan Everitt</td>
<td>3494</td>
</tr>
<tr>
<td></td>
<td>Miss Lauren Sims</td>
<td>7541</td>
</tr>
<tr>
<td>Human Resources Manager (FMH, ITCS, USS, FPG)</td>
<td>Mrs Alison Clements</td>
<td>2193</td>
</tr>
<tr>
<td></td>
<td>Miss Fay Tooko</td>
<td>7543</td>
</tr>
<tr>
<td></td>
<td>Human Resources Assistant</td>
<td>Mrs Julie Wildroder</td>
</tr>
<tr>
<td></td>
<td>Human Resources Assistant</td>
<td>Mrs Jill Rice</td>
</tr>
</tbody>
</table>

---

**SERVICES**

**HEALTH CENTRE**

**See MEDICAL CENTRE, page 44**

**HUMAN RESOURCES DIVISION (HRD)**

**General enquiries and Reception**: ext 3034
**Email**: hr@uea.ac.uk

**Director of People and Culture**
- Mrs Helen Wiseman: 2123
**Human Resources Administrator**
- Mrs Diane Whalen: 2733
**Administrative Assistant (Human Resources)**
- Miss Sarah Lambert: 3034
**Administrative Assistant**
- Mrs Myra Hendey: 3624
**Human Resources Systems Assistant**
- Mr Matthew Bond: 2059
**Human Resources Data Assistant**
- Miss Sian Williams: 3698
**Human Resources Manager (HUM, VCO, STS, UKVI, HERA and LTS)**
- Mrs Linda Cole: 3582
**Senior Human Resources Adviser**
- Mrs Kirsty Webb: 3729
**Staff Immigration Compliance Adviser**
- Mrs Sam Swinton: 2317
**Human Resources Assistants**
- Mrs Gillian Jaffrey & Mrs Natasha Garforth: 3809
**Human Resources Manager (SSF, ARM, Equality, SVCA, Development Office)**
- Mrs Santha Forder: 2936
**Human Resources Advisers**
- Mrs Katie Oliver & Mrs Felicity Close: 7542
**Human Resources Assistants**
- Mr Nathan Everitt: 3494
- Miss Lauren Sims: 7541
**Human Resources Manager (FMH, ITCS, USS, FPG)**
- Mrs Alison Clements: 2193
**Human Resources Adviser**
- Miss Fay Tooko: 7543
**Human Resources Assistant**
- Mrs Julie Wildroder: 2581
**Human Resources Assistant**
- Mrs Jill Rice: 2314
Human Resources Manager (SCI, RIN, PGR, CCEN, ADAPT, Commercial Services (LIB, PES, CAT, NUR, ACCOM))
Ms Jenny Evans 2124
Senior Human Resources Adviser (EST, HRD, CSED)
Mrs Hazel Childs 3046
Mrs Alison Boucher 3046
Human Resources Advisers
Mrs Amy Meyer & Mrs Rachel Rogers 2126
Mrs Alex Phillips 3458
Human Resources Assistants
Mrs Karen O’Brien 2734
Miss Lauren Sims 7541

ITCS
www.uea.ac.uk/is
General enquiries and office: ext 2365
IT servicedesk: ext 2345 it.helpdesk@uea.ac.uk
IT feedback: it.feedback@uea.ac.uk
Freedom of Information enquiries: ext 2431/3523
foi@uea.ac.uk

Director of IT
Mr Mark Barry 2102
Personal Assistant
Mrs Jane Baker 2102
IT Office Manager
Mr James Alborough 2365
ITCS Administrative Assistant
Vacant 2390

IT
Assistant Director - IT Strategic Planning Architecture and Policy
Matt Roach 1916
Information Security Manager
Mr Philip Ayers 3994
Information Security Analyst
Mr James Hodge 2438
Head of Information Compliance and Data Protection Officer
Ms Ellen Paterson 2431
Information Compliance Manager
Mr Dave Palmer 3523
Information Compliance Specialist
Mr Paul Cutting 1143
Information Compliance Specialist
Ms Emma Gedge 7709

Corporate Information Services
Assistant CIS Director
Mr Paul Hooper 1029
Head of Operations
Mr Thompson Zulu 1975
Head of Development
Mr Ben Petley 3662
Head of Web Development
Mr Alistair Quinn 7334
SITS Enquiries
SIS Application Support Advisor
Mrs Joanne Champeney 1707
IT Project Managers
Dr Helen McSparron 3576
Mr Ian Prior 2248
Mr Steve Barnes 7220
Ms Vanessa Boon 7253
IT Business Analysts
Ms Jessica Lockwood 1706
Helen Roberts 3953
Alice Harvey 7936
David Buck 7465
Tony Robinson 7702

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 Jimmy Cross 7223
Data Centre Manager
Mr Dominic Belisario 3207

Faculty IT Support
Assistant Director, Faculty IT Support
Mr Mark Jones 2442
Head of IT Service Management
Ms Jo Jennett 1152
Learning spaces Technology Manager
Mr Matthew North 7159
IT Business Relationship Manager
Ms Sheena Macrae 7331
IT Service Desk Manager
Ms Marie Frost 2439
CENTRE FOR TECHNOLOGY ENHANCED LEARNING (CTEL)

Head of Learning Technology
Alicia McConnell 1250
Learning Technologists
Ms Jo Bruce 3237
Mr Andrew Mee 1541
Mrs Laura Leech (NSC) 7609
Dr Charlie Williams 7044
Mr Ian Davis 2384

Digital Learning Designer Team Leader
Mr Paul Wright 3855
VLE System Administrator
Mr Oliver Watkins 2917

Print Services
Email: printservices@uea.ac.uk 2204
Print Services Manager
Ms Kate Rogerson 2488

Switchboard
Dial : 0 Email: 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

IT AND COMPUTING SERVICE (ITCS)
See 41

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

LTS & AP

Director of Student and Academic Services
Dr Andrea Blanchflower 2618

Office Administrator
Mrs Gemma Astley 2025
Administrative Assistants
Mrs Johanna Hammersley 1844
Mrs Rhian Brooke 7214
Dr Jakob R. Avgustin 2210
Mrs Samantha Greef 2210

Head of Services (Quality)
Mrs Rachel Paley 7374
Head of Services (Systems)
Mrs Caroline Sauverin 7371

L&T HUB - Arts Building (East UG + PGT)
Enquiries
hub.ug.artsenquiries@uea.ac.uk
hub.pgt.artsenquiries@uea.ac.uk

Assistant Heads
Ms Michele Pavey 2097

LTS Managers
Mrs Heather Reynolds 2517
Ms Lorraine Newark 2157
Mrs Clare Walker 7608
Mrs Sally Doe 7791

Team Leaders
Mr Chris Tripp 7402
Mr Adam Everett 7112
Mrs Audrey Richardson 7768
Mrs Stephanie Klippel 2790
Mrs Patricia Goodwin 3168
Miss Pamela Manning 3520

Senior Administrative Assistants
Mrs Kerry Singleton 2062

Administrative Assistants
Miss Kelly Myhill 2723
Mr Jaymar Tamayo 3680
Miss Kate Meehan 2744
Ms Jane Alvarez 7604
Miss Lexie Rogers 2516
Miss Christina Jeffrey 2592
Ms Helen Clarke 2282
Mr Mark Bailey 2191
Miss Laura Howe 2894
Mrs Doris Pearce 7789
Mr Juha Agren 2364
Miss Paloma Proctor 2098
Mr Ben Pavey 7111
Mr Joshua Sowter 7605
Miss Klara Krcova 3924
Mrs Sue King 3569
Miss Anwulika Emessiri 2217
Miss Bethan Bishop 3595
Miss Krissie Lessiter   2299
Miss Chloe Kiggins   7556
Miss Lucy Hambley   7562
Ms Lisa Parnham   3597

Front Desk Supervisor
Miss Chloe Leggett   2705
Ms Julie Loughridge   1722
Mr Michael Mason   7626
Mr Dominic Nozahic   2017

Administrative Assistants (Front Desk)
Mr Oliver Pitts   2520
Miss Tracy Walby   1843
Miss Lucy Hambley   7562
Ms Lisa Parnham   3597

L&T HUB - Elizabeth Fry Building

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

Assistant Heads
Ms Rachel Paley (Wed, Thurs, Fri AM)  2254
Miss Jean Whitling   2801

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

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

Assistant Head
Mr Nigel Shed   2388

Assistant Head
Mr Nigel Shed   2388

Administrative Assistants (Front Desk)

Ms Danielle Lefeuvre   1231
Miss Chloe Leggett   2705
Ms Julie Loughridge   1722
Mr Michael Mason   7626
Mr Dominic Nozahic   2017

L&T – Timetabling (Elizabeth Fry Building)

Assistant Head
Mr Nigel Shed   2388

Assistant Head
Ms Rachel Paley (Wed, Thurs, Fri AM)  2254
Miss Jean Whitling   2801

L&T – Timetabling (Elizabeth Fry Building)

Assistant Head
Mr Nigel Shed   2388

Assistant Head
Ms Rachel Paley (Wed, Thurs, Fri AM)  2254
Miss Jean Whitling   2801

L&T HUB - Zicer Building

Enquiries
hub.elizabethfryenquiries@uea.ac.uk

Assistant Head
Ms Becky Fitt   1157

Assistant Head
Ms Becky Fitt   1157

Team Leaders
Ms Sarah Brown   3074
Ms Alicia Campbell Hemingway   3267
Mr Matt Clark (Wed PM, Thurs, Fri)  2804
Mr James Colley   2016
Mrs Kelsey Keeler (Mon, Tues, Wed AM)  7547
Mrs Rosanna Miller (Wed PM, Thurs, Fri)  7547
Mr Thomas Miller   2381
Ms Sarah Reynolds (Wed PM, Thur, Fri)  3234
Mrs Caroline Woolsgrove (Mon, Tues, Wed AM)  2804

Team Leaders
Ms Sarah Brown   3074
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Administrative Assistants

Miss Lindsay Balls   2649
Mr Neil Bowman   1684
Jacqueline Braithwaite   2986
Miss Kate Brown   2031
Adelle Bull   1502
Mr Nathan Byram   2979
Ms Lisa Clarke   1862
Mr Alex Dean   7551
Miss Lucy Dye   2234
Mrs Tracy Elley   7552
Mr Che Harrington   1614
Mr Robert Hebblethwaite   7613
Ms Silke Hunter   7061
Miss Louise Land   2597
Mr Dale Larwood   7627

Administrative Assistants

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Mr Che Harrington   1614
Mr Robert Hebblethwaite   7613
Ms Silke Hunter   7061
Miss Louise Land   2597
Mr Dale Larwood   7627

LTS Managers
Miss Dawn Goff   7113
Mrs Robbie Meehan   3083
Mr Tim Greene   3217
Mrs Julia Jones   3528
Ms Sarah Barber   3579

LTS Managers
Miss Dawn Goff   7113
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Mr Thomas Miller   2381
Ms Sarah Reynolds (Wed PM, Thur, Fri)  3234
Mrs Caroline Woolsgrove (Mon, Tues, Wed AM)  2804
<table>
<thead>
<tr>
<th>Name</th>
<th>Extension</th>
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</thead>
<tbody>
<tr>
<td>Ms Olivia Loukes</td>
<td>1481</td>
</tr>
<tr>
<td>Miss Sue Dolby (Placements)</td>
<td>7060</td>
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<tr>
<td>Ms Sonia Moppett</td>
<td>1718</td>
</tr>
<tr>
<td><strong>Administrative Assistants</strong></td>
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</tr>
<tr>
<td>Ms Nina Coe</td>
<td>2087</td>
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<tr>
<td>Ms Steph Greenacre</td>
<td>3721</td>
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<tr>
<td>Mr Isaac Mace-Tessler</td>
<td>1643</td>
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<tr>
<td>Mrs Samantha Sims</td>
<td>7114</td>
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<tr>
<td>Ms Catherine Spencer</td>
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<tr>
<td>Ms Rachel Essinger</td>
<td>2071</td>
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<tr>
<td>Mrs Christine Halliday</td>
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<tr>
<td>Mr Kristopher Harper</td>
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<tr>
<td>Miss Erin Rawcliffe</td>
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<td>Ms Jess Kerry</td>
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<td>Ms Julie Burgess</td>
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<tr>
<td>Mr Daniel Gathergood</td>
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<tr>
<td>Mr Dane Boyle-Smith</td>
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<tr>
<td>Mr Lewis Wright</td>
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<tr>
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<td>Ms Claire Upton</td>
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<td>Mr David Gurney</td>
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<td>Mr Harry Barnett-Hall</td>
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<td>Mr James Cawkwell</td>
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<tr>
<td>Ms Nicola Shearing</td>
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<td>Ms Joanna Donelly</td>
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<td>Ms Megan Murray</td>
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<td>Mr James Davey</td>
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<td>Mr Liam Parker</td>
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<td>Ms Emma Coulson</td>
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<tr>
<td><strong>Front Desk Supervisor</strong></td>
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<tr>
<td>Mrs Jennifer Lawrence</td>
<td>7607</td>
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<td><strong>Administrative Assistants</strong></td>
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<tr>
<td>Ms Nicola Ward</td>
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<tr>
<td>Miss Clare Shortman</td>
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<tr>
<td>Mr Dylan Brook Davies</td>
<td>7548</td>
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<tr>
<td><strong>L&amp;T Assessments and Quality Office</strong></td>
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<tr>
<td>Enquiries</td>
<td>2757</td>
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<tr>
<td><strong>Assistant Head</strong></td>
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<tr>
<td>Miss Jean Whiting</td>
<td>2801</td>
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<tr>
<td><strong>Manager</strong></td>
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<tr>
<td>Miss Lisa Marie Atthowe</td>
<td>2315</td>
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<tr>
<td><strong>Team Leader</strong></td>
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<tr>
<td>Mr Andrew Miller</td>
<td>7373</td>
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<tr>
<td>Senior Administrative Assistant</td>
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<tr>
<td>Miss Amy Leach</td>
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<td>Mrs Julie Winner</td>
<td>3271</td>
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<tr>
<td><strong>Academic Partnerships</strong></td>
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<tr>
<td>Enquiries</td>
<td>3206</td>
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<tr>
<td><a href="mailto:academic.partnerships@uea.ac.uk">academic.partnerships@uea.ac.uk</a></td>
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<tr>
<td><strong>Head of Academic Partnerships</strong></td>
<td></td>
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<tr>
<td>Mr Gavin Tash</td>
<td>2205</td>
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<tr>
<td>Assistant Head of Academic Partnerships</td>
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<tr>
<td>Mrs Hannah Jackson</td>
<td>1603</td>
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<tr>
<td><strong>Partnerships Managers</strong></td>
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<tr>
<td>Miss Alexandra Frusher</td>
<td>1639</td>
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<tr>
<td>Ms Antonia Marsh</td>
<td>2776</td>
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<tr>
<td>Mr Steven Monsey</td>
<td>2672</td>
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<td><strong>Partnerships Coordinators</strong></td>
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<tr>
<td>Miss Lise King</td>
<td>3206</td>
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<tr>
<td>Mrs Madeleine le Grice</td>
<td>7190</td>
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<tr>
<td><strong>Degree Apprenticeships Team</strong></td>
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<tr>
<td>Degree Apprenticeships Manager</td>
<td>1484</td>
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<tr>
<td><strong>Apprenticeships Operations Manager</strong></td>
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<tr>
<td>Ms Kerry McConnell</td>
<td>3042</td>
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<tr>
<td><strong>Apprenticeships Coordinator</strong></td>
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<tr>
<td>Ms Sarah Rix</td>
<td>1154</td>
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<tr>
<td><strong>Apprenticeships Administrative Assistant</strong></td>
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<tr>
<td>Ms Danny Wilson</td>
<td>7971</td>
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<tr>
<td><strong>The Library</strong></td>
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<td><a href="http://www.uea.ac.uk/is">www.uea.ac.uk/is</a></td>
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<tr>
<td>General enquiries and office: ext 2425</td>
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<tr>
<td>Fax: 01603 591010</td>
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<td>Library helpdesk: ext 2993</td>
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<td><a href="mailto:lib.helpdesk@uea.ac.uk">lib.helpdesk@uea.ac.uk</a></td>
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<td>Archives and Special Collections: ext 3491</td>
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<tr>
<td><a href="mailto:archives@uea.ac.uk">archives@uea.ac.uk</a></td>
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<td><strong>Library</strong></td>
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<tr>
<td>Library Director</td>
<td>2382</td>
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<tr>
<td>Mr Nicholas Lewis</td>
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</tbody>
</table>
SERVICES

Office Manager
Ms Rachael Murphy 2425
Ms Zoë Cross 1165
Ms Abigail Chaney 2414
Miss Catherine Mitchell 2414

Administrative Assistant
Mrs Sandra Harley 2407

Library Academic Services
Head of Academic Liaison
Ms Jane Helgesen 2221
NAM Library, King’s Lynn
Mrs Alison Castleton 01553 613959

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
Mrs Lucy Fleming (Education) 3518
Ms Joanna Brookes 2430

(E-library skills & online training)
Anne Lawrence
(International Development, PPL & Space Management)

E-Services team
E-Services Manager
Ms Allison 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 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

User Services Team Leader
Mrs Zoe Cross
Ms Abigail Chaney
Miss Catherine Mitchell

Lost Property (EST)
See page 35

MEDICAL CENTRE

General enquiries
Main Reception: (01603) 251600
Secretaries: (01603) 251601
Fax: 01603 506579
E-mail: umsuea@nhs.net
Website: www.umsuea.co.uk

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

Doctors
Dr Louise Francis 251600
Dr Angela Gillibrand
Dr Matt Green
Dr Claire Hughes
Dr Henry Jones
Dr Helen Tabberer
Dr Charlotte Turner
Dr Roger Timms
Dr Julie Harris
Dr Serge A Engamba
Dr Jamie Crawford
Dr Adilya Rahim

Business Manager
Christina Fielding 251625

Operations Manager
Karen Holland 251628

IT Coordinator
Oliver Tyrrell 251623

Staff Administrator
Zoë Barr 251616

Computer Operator
Jake Tiddy 251600

Megan Winpenny
Sarah Chandler
SERVICES

Medical Secretaries
Rebecca Cates              251601
Sally Richardson
Julia Brice
Anne Dogett
Lisa Tombling
Sarah Holmes-Smith

Receptionists
Katie Still                         251600
Sharon Clark
Courtney Clayton
Marianne Hilliard
Jake Tiddy

Nursing Staff
Michaela Dearlove             251600
Lynda Greenwood
Sara Read
Helen Atkinson
Vanja Briggs
Victoria Astley

Health Care Assistant
Paula Winter              251600

Occupational Health
Main Reception                            592174
Internal ext.     2174
Email: ums.oh@nhs.net
Website: www.umsoccupationalhealth.co.uk

Occupational Health Physicians
Dr Matt Green         2174
Dr Clare Shephard

Occupational Health Advisors
Rachel Doktor      2174

Business Manager
Christina Fielding                                251625

Occupational Health Administrator
Mary Mooney              2174
Amy Metcalf
Occupational Health Admin Assistants
Millicent Baker-Lynch                                  2174
Laura Harriman

NURSERY (HRD)
General enquiries and office: ext. 2884
Email: nursery@uea.ac.uk

Manager
Mrs Anne Meyer              2884

Deputy Manager
Miss Angela Cooper         2884

Secretary
Mrs Debbie Smith          2884

Receptionist
Ms Tina Hurn              2884

POSTGRADUATE RESEARCH (PGR)
General enquiries: 01603 591709
General Emails: pgr.enquiries.admiss@uea.ac.uk
Graduate Schools:
  fmh.gradschool@uea.ac.uk
  humgrad.school@uea.ac.uk
  scigrad.school@uea.ac.uk
  ssfggrad.school@uea.ac.uk
  graduates.nrp@nbi.ac.uk
Professional Doctorates:
  prof.docs@uea.ac.uk
  clinspsyd@uea.ac.uk
  edpsyd@uea.ac.uk
Doctoral Training Partnerships and Centres
  agriforwards.cdt@uea.ac.uk
  biodtp@norwichresearchpark.ac.uk
  aries.dtp@uea.ac.uk
  chase.dtp@uea.ac.uk
  senss.dtp@uea.ac.uk

Postgraduate Research Service
Head of Postgraduate Research Service
Dr Vivien Easson          1835

PA to Head of Postgraduate Research Service
Mrs Nicky Bastian         2202

PGR Admissions Enquiries (all Schools)
Miss Rebecca Scott        1709

Doctoral Training and Quality Manager
Ms Melanie Steele        3870

Quality and Information Team
Mr Robin Braysher (Coordinator)  2856
Mr Paul Vazquez          2164

Doctoral Training Partnerships:
  ARIES, EnvEast, NEXUSS
Dr Alice Brewer (Officer)  3947
Ms Alison Henry           3558

Doctoral Training Partnerships:
  CHASE, SeNSS, AgriFoRwArds
Mr David Craythorne (Officer)  1453
Mrs Mavis Foster-Nyarko      2214
SERVICES

PGR Partnerships Manager
Dr Audrey Heppleston 3160

Research Degrees Manager
Mrs Tracey Oak 1800

SSF Faculty Team
Mr Philip Hearsey (Officer) 3637
Miss Gilly Potter 7231
Miss Nicola Howlett 3923

HUM Faculty Team
Revd Lyn Marsh (Officer) 3040
Miss Clare Thornett 3771
Ms Ann Nicholls 2546

SCI Faculty Team
Mrs Sonia Fagan (Officer) 2544
Miss Michelle Lane 2625
Mrs Catherine Taylor 3002
Miss Sophie Rix 1705

FMH Faculty Team
Mr Bill Daniels (Officer) 7932
Miss Melissa Haggar 7934
Ms Antonella Foglia 7933

Professional Doctorates Team
Mrs Fiona Gibbons (Officer) 2308
Miss Kate Patterson 3076
Mr Tim Barker 3153
Mrs Helen Bainbridge 3153
Ms Sharon Hine 1258

NBI Graduate Studies Manager
Dr Kate Conway 01603 450772

Doctoral Training Partnerships:
Norwich Research Park Biosciences, MRC DART
Mrs Dawn Turnbull (Officer) 01603 450648
Dr Sarah Eglington (Placements) 01603 450774
Mrs Michelle Eastman 01603 450777

NBI Graduate School Office
Mr Mark Meehan (Coordinator) 01603 450768
Mrs Joanna Blackman 01603 450646
Clerical Assistant 01603 450769
PGR Officer (Courage Wellbeing Project) 01603 450768
Ms Katharine Trott 2160

Director of Sport and Commercial Services
Phil Steele 2399

Personal Assistant to Director of Sport and Commercial Services
Rachael Evans 1133

Head of Sport Operations
Ben Price 3566

Head of Sport & Physical Activity Development
Adam Garford 3645

Department Managers
Quality & Health and Safety Manager
Hannah Gook 2380

Aquatics Manager
Matthew Critchfield 3384

Fitness
Iain Kermode 3655

Dryside
Beth Swallow 3382

Customer Relations Manager
Rebecca Harrison 3482

Catering Assistant Manager
Michelle Turner 3862

Administration & Finance Manager
Jennifer Bettinson 3779

Student Sport Operations
James Raywood 7242

Student Performance Sport
Sophie Thomas 2301

Divisional Marketing & Communications Manager
Alice Ladbrooke 3048

Marketing and Communications administrator
TBC

Senior Events coordinator
Kerri Duncan 3403

Conferences and Parties coordinator
Louise Hebron 2814

Events administrator
James Atkins 3403

PROgress
Rebecca Tuff 3170

PLANNING (FPG)
See page 38

POST AND PORTERING (EST)
See page 47

PHYSICAL EDUCATION AND SPORT (PES)
General enquiries and office: ext 2937
Email: sportspark@uea.ac.uk
Bookings/Reception: ext 2398

PES
PRESS AND PUBLIC RELATIONS OFFICE (ARM)
See page 30
(Communications and Media Relations)

PROCUREMENT/PURCHASING OFFICE (FPG)
See page 38

RESEARCH AND INNOVATION SERVICES (RIN)

General enquiries: ext 1574
Caroline Middleton ext 1574
Rin.reception@uea.ac.uk
Email: 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

Head of Innovation
Jon Carter 1577

Head of Research
Julia Sheldrake 3949

Relationships Managers
Chris Blincoe (Digital, Heritage and Creative) 3445
07785456604
Richard Clarke (Healthcare and Social Sciences) 3178
07917163482

Anna Douglas
(Business, Financial and Legal Services) 2076

Colette Matthewman (Marine, Agriculture & Environmental Sciences) 1569

Paul Tabern (Engineering) 1488
Karen Smith (Medical and Life Sciences) 3147

Relationship Administrator
Sue Coleman 3390
Sam West 7670

EIra
Operations Manager
Stephen Knock 1569

Fellows

Ian Tebble 1279
Kenny Lang 3394
Beth Sowersby 3112
Administrator Alicia Rodriguez 7923

Communication, Marketing and Events Officers
Katie Wyatt-Hupton 3443
Safiya Waley 3368

Communications, Marketing and Events Intern
Sophie Enever 7761

Intellectual Property Managers
Joita Dey 1576
Vacancy 1575

Intellectual Property Officer
Alison Northwood 1810
Faye Outram 1248

Intellectual Property Administrator
Kate Bilclough 3475
Madeleine Copley 7197

Consultancy Manager
Sue Johnson 1578

Consultancy Officer
Matt Hume 1489

Consultancy Co-ordinator
Katherine Humphries 1610

Contracts Manager
Tracy Moulton 1482
Contracts Officer
Polly Harrison 7948

Research Integrity Manager
Helen Brownlee 3435

Research Managers
Sarah Ruthven (FMH) 1486
Emma King (SSF and HUM) 1598
Cassy Spearing (SCI) 7483

Research Information Manager
Jaqui Farrar 2710

EU Funding Manager
Ian Beggs 3399

EU Administrator
Kate Wood 7924

International Funding Manager
Ane Sesma 3160

International Administrator
Megan King 7333

Open Access and Research Data Officer
Anna Collins 1807

Open Access Administrator
Georgia Kalamida 1077
**Research Impact Officer**
Claire Gallant    3189

**Research Impact Co-ordinator**
Claire Bushell    7290
Joanne Godwin    7291

**Impact Administrator**
Philippa Stebbing    2303
Katy Watkins    7305
James Epps    7303
Paramita Muljono    7302

**Innovation Funding Team Manager**
Saffron Myhill- Hunt    7248

**Investment Analyst**
Samantha Burton    7342
Martijn Muntingh    7184
Rob Smith    7183

**Investment Team Coordinator**
Emma Muntingh    1177

**Innovation Funding Administrator**
Sarah Green    2548
Jo Holland    2548

**Enterprise Centre Commercial Services Team Manager**
Fearn Ainsworth    7343

**Tenancy & Business Development Manager**
Angela MacDonald    1379

**Finance Officer**
Marisse Slack    1497

**Commercial Services Co-Ordinator**
Becky Roe    1049

**Events Co-Ordinator**
Julia O’Rourke    1765

**Receptionists**
Tom Levy    1366
Rebecca Lawlor    1366

**Impact and Innovation Finance Administrator**
Lisa Osborne    7669

**Project Officers**
Danelle Breach    3688
Basia Brown    3713
Hannah Chrostos    1566
Deborah Clemitchaw (maternity cover)    1191
Julie Frith (maternity cover)    2809
Graham Horne (HSC)    1477
Graham Horne (HUM/SSF)    1477/2851
Maya Kumar    2994
Mercedes Mills    1721
Jason Rust    1479
JonSpink    1483

**Research Administrators**
Benjamin Annis    1726
Isobel Appleton    7074
Vikki Coe    1720
Emma Eden    1808
Laura Glibbery    7208
Erin Harman    1478
Sara Jones (temp)    7197
Jonathan Micklewright    1663
Jayne Riley    1579
Jamie Trindall    1490
Joshua Ludkin    7672

**Senior Research Administrator**
Natasha McGowan    7307

**REF Administrator**
Constance Croot    7313

**Systems & Management Information Co-Ordinator**
John Stewart-Rayner    1809

**Administrative Assistants**
Ann Bedingfeld    1480
Victoria Hamilton    2601
Tracey Hobbs    3235
Caroline Middleton    1574

**FINANCE**

**Research Finance Officer**
Shirley Brackenridge    1703

**Management Information Officer**
Nicholas Hindley    3593
Kath Mortimer    3593

**Research Finance Administrators**
Steph Byng    2127
Helen Finn    1078
Rhiannon Hunter    1550
Vicki Larwood    7328
Colin McDermott    3749
Faye Moloney    1077
Chris Orr    1570
Paulina Steliga    1573

**REGISTRY SERVICES (REG)**
General enquiries: ext 2223
Fax: 01603 592423
SERVICES

Senior Assistant Registrar VCO
Ms Lisa Williams    2229

Registry Services Coordinator
Mrs Sarah Simpson   2731

General Office
Mr James Beggs    3694

Registry Reception
Mrs Katharine Day/Mrs Joanne Murphy  2223
2730

RESIDENT TUTORS

See SENIOR RESIDENTS, page 29

SAFETY SERVICES (USS)

General enquiries and office: Kathy Brandish ext. 2763

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)

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SHOPS ON CAMPUS

The Shop
Manager
Wendy Storey    2670

Post Office
Jo Pilgrim/Jonathan Freezer  01603 457776

Waterstones Bookshop
E-mail  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
Bookings/Reception: ext 2398

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

Chair
Miss Sharon Weekley (EST)  2726
sharon.weekley@uea.ac.uk

Secretary
Mrs Diane Whalen (HRD)  2733
d.whalen@uea.ac.uk

Treasurer
Mrs Julia Jones (LTS)  3528
Julia.Jones@uea.ac.uk

Membership Secretary
Mrs Beverley Youngman (HUM)  2451
b.youngman@uea.ac.uk

STAFF AND EDUCATIONAL DEVELOPMENT, CENTRE FOR (CSED)

General Enquiries, Leadership & Management enquiries, and PA to Head of CSED
Kate Faire, ext 3039
Email: K.Faire@uea.ac.uk
IT Course and marketing enquiries
Jude Smith, ext 3849
Email: Judith.Smith@uea.ac.uk

Academic Practice and PPD enquiries
Tim York, ext 2215
Email: T.York@uea.ac.uk

MA-HEP enquiries
Georgina Joss, ext 2958
Email: G.Joss@uea.ac.uk

Research enquiries
Abby Simpson, ext 3269
Email: A.Simpson@uea.ac.uk

Leadership & Management and PPD enquiries
Michelle Jones, ext 3191
Email: Michelle.Jones@uea.ac.uk

Head of CSED
Ms Amanda Giles 3699

Course Director – MA-HEP & Senior Staff Development Officer (Academic Practice)
Dr Stephanie Aspin 1491

Lecturers in Academic Practice
Ms 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 Alex Dawson 2393
Mr Pip Cartwright 3223
Ms Sally Gregory 1822

Staff Development Officer (Research Staff)
Dr Lisa Worrall 1024

Course Co-ordinators
Ms Jude Smith 3849
Ms Michelle Jones 3191
Tim York 2215
Ms Abby Simpson 3269
Ms Georgina Joss 2958

Senior Management Team
Director of Student Services
Dr Jon Sharp 2905

Head of Student Services (Life & Learning)
Ms Jane Amos 3701/7716

Head of Student Services (Wellbeing)
Miss Claire Pratt 3774

PA to the Senior Management Team
Miss Claire Kreetzer 2892

Student and Academic Services Manager
Paul Hartzler 2281

Courage Project Manager
Dr Benjamin Marshall 1311

General Advisory Team
Assistant Head of Life & Learning (Student Life) VACANT TBC

Student Life Manager (Advice and Guidance)
Diana Keyzor 3730

Senior Student Life Adviser (International & Systems)
Miss Francesca Mackenzie 7939

Senior Student Life Adviser (Administration)
Mrs Jill Brown 2491

Senior Student Life Adviser (Community & Complaints)
Miss Kathryn Redfern 3271

Assistant Wardens (out of hours) via Security 2352

Student Life Advisers (International)
International Student Adviser
Mrs Susan Peters Corbett 2901
Ms Ruby Coleman tbc

Student Life Advisers (Finance)
Student Finance Advisers
Miss Janise Narayan 3290
Mrs Kerry Menzies 1702
Mrs Carole Timm 3184
## Learning Enhancement Team

*Assistant Head of Life & Learning (Learning Enhancement)*

- **Mr Jonnie Sellex** 7719

*Learning Enhancement Tutors*

- **Mr Chris Bishop** 3381
- **Dr Gordon Collins** 3720
- **Dr Luciana Davila-Smith** 3796
- **Mrs Zoe Jones** 1312
- **Mrs Lisa Phillips** 3720
- **Miss Athina Thoma** 3720
- **Holly Brown** tbc
- **Kajsa Berg** 7730
- **Phillip Roberts** 7731

*Specific Learning Difficulties Tutors*

- **Mr Calvin Hoy** 1877
- **Dr Simon Andrews** 3826

*Specific Learning Difficulties Adviser*

- **Mr Jonnie Sellex** 7719

*Peer Assistant Learning Team (PAL): Learning Enhancement Tutor (Widening Participation)*

- **Mr Pablo Dalby** 3238
- **Mrs Zoe Jones** 1312

*Wellbeing Team*

*Assistant Head of Wellbeing (Advice & Guidance)*

- **Mr Jock Downie** 3108

*Senior Wellbeing Advisers*

- **Miss Claire Proudlove** 2372
- **Samantha Phillippo** 7711

*Wellbeing Advisers (Disability)*

- **Annabel Allison (Disability)** 2037
- **Mrs Emma Ainger-McKillop (Disability)** 3693
- **Mrs Lydia Blake (Disability)** 2948
- **Mr Liam Davison (Disability)** 7938

*Wellbeing Advisers (Mental Health)*

- **Ms Jo Appleton (Mental Health)** 3693
- **Heather Connolly (Mental health)** tbc
- **Peter Copley (Mental Health)** tbc
- **Alice Davis (Mental Health)** 7712
- **Mrs Becky Irwing (Mental Health)** 2930
- **Jack Santy (Mental health)** tbc
- **Molly Thornton (Mental health)** tbc

*Embedded Team*

*Embedded Team Manager*

- **Vacant** tbc

*Wellbeing Advisers*

- **Yin Leung** 2656
- **Darrell Yaxley** tbc
- **Alison Briton-Hill** tbc

*Wellbeing Training Manager*

- **Jumara Begum** 2904

*Counselling Team*

*Assistant Head of Wellbeing (Talking Therapies)*

- **Mr Chris Haylock** 2878

*Student Counsellors*

- **Ms Miriam Crasnow** 2651
- **Mrs Gerry Theobald** 2651
- **Ms Jenny White** 2904
- **Giuditta Gardner** 7775
- **Heidi Gilhooly** 2188
- **Mark Clamp** 2258

*Staff Counsellors*

- **Dr Tanya Augustine** 3757
- **Ms Sarah Robinson** 2258
- **Cathy Nottingham** 2358

*CBT Team*

*Psychological Wellbeing Practitioners*

- **Miss Gaby Cason** 2904
- **Miss Danielle Rolfe** 3451
- **Zoe Poysden** 7714

*CBT Practitioners*

- **Dr Nick Rout** 7774
- **Mrs Jessica Davies** 7715
- **Ali Argo** 7715

*Professional Services Team*

*Student Life Manager (Processes and Systems)*

- **Mrs Sarah Green** 7776

*Senior Administrator*

- **Mr Andrew White** 3271

*Administrative Assistants*

- **Claire Barker** 7713
- **Mr Tom Carding** 2890
- **Harriet Crooks** 7987
- **Mr Leigh Flaherty** 2492
- **Mr Nick Flower** 2316
- **Kate Hesketh** 7288
- **Mrs Sarah Hartzler** 3833
- **Mr Toby Holmes** 7288
Mr Alex Jordan 2651
Anushka Leslie 2891
Mr James Riches 7545
Ms Carole Timm 3833
Mrs Angela Younger 2890

Receptionists
Miss Georgia Sartin 7973
Miss Hannah Wicklund 2761
Miss Abbie Clements 3676
Miss Victoria Rawlins 7773

**DENTAL SERVICE**

Dental Surgeons
Mrs Wendy Scarle 2173
Dr Ruth Phomane 2173
Dr Reza Khosravi 2173

Dental Manager
Mrs Alison Herridge 3660

Dental Nurse/Receptionists
Miss Natasha Whittle 2173
Mrs Charlotte Gilbert 2173
Miss Kerry King 2173
Miss Rebekka Britcher 2173

**DISCIPLINARY OFFICER (DISP.OFF)**

Student Disciplinary Officer
Mrs Emma Sutton 7027

**THE LIBRARY (LIB)**

See page 44

**TRADES UNIONS (TU)**

**UNISON**
Branch Secretary
Amanda Chenery-Howes 07565 170254

**UNITE COMMITTEE**
Chair
Mr Jimmy Cross 7223
Branch Secretary
Mr Colin Jenkinson 3504
Treasurer
Mr Stuart Rix 2236
Vice Chair
Mr James Goillau 2946
Membership Secretary
Mr Stewart Thompson n/a

Health & Safety & Environmental Officer
Mr Stewart Thompson n/a

**UNITE SCHOOL REPS**
MAINT
Mr Stewart Thompson n/a
MED
Mr James Goillau 2946
ITCS
Mr Roy Carter 2973

**UCU**
Branch Officers
Chair
Benjamin Jones 2791
Vice Chair
Mark Hobbs 2795
Secretary
Mark Walmsley 7779
Treasurer
Pierre Bocquillon 3716
Membership Secretary
Jo Drugan 1974
Anti Casualisation Officer
Michael Kyriacou 7906
Equality Officer
Susan Sayce 1286
Environmental Officer
Helen Pallett 1038
Branch Office Administrator
Rachel Henderson 2652
Committee Members
Amanda Williams 1816
Georgia Walker Churchman 3878
Georgia Philip 3365
Lewis Spurgin 2947
Valeria Vinogradova n/a

**UNION OF UEA STUDENTS**
General enquiries
01603 593272

Student Officers
Post Graduate Education Officer
Martin Marko  3272
Undergraduate Education Officer
Callum Perry    2504
Activities & Opportunities Officer
Alicia Perez                  1187
Campaigns & Democracy Officer
Sophie Atherton    3880
Welfare, Community & Diversity Officer
Amelia Trew        3272

CEO
Toby Cunningham                  3461
Democracy and Governance Co-ordinator
Tony Moore    2181

Operations
Head of Student Opportunities
Alun Minifey    3272
Student Operations and Events Manager
Victoria Cook                                 3272
Office Manager
Angie Bunting    3461
HR Co-ordinator
Emily Ketteridge

Payroll Administrator
Millie Smith    3464

Student Media:
Concrete/UEA:TV/Livewire  3466

Student Support Services:
Head of Advice
Lucy Aspey                  2593

Home Run letting Coordinator
Natalie Beales    2505

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

Head of Student Voice, Education & Equality
Jo Caulfield    3679
Student Voice, Education & Equality
Esin D’Emery                   3272

Liberation, Equality & Diversity Co-ordinator
Jen Bello                  3272
Student Engagement Co-ordinator
Lindsay Westgarth    3272
Postgraduate Engagement Co-ordinator
Josh Melling    3272

Postgraduate Research Mental Health Co-ordinator
Bryony Porter    3272
Nightline                   01603 503504

Student Groups Administrator
Eleanor Martin    3272
Marketing and Business Development
Marketing Co-ordinator
Jonathan Murray    3982

Entertainments:
Sales and Marketing Manager
Zoe Phillips                  2515
Venues Operations Manager
Gavin Hudson    3278
Box Office
Jake Wilson                   01603 592504

The Waterfront
Venue Manager
Chelie Lear                01603 632717
Fax
E-mail: 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
Kim Limbu    3272
Assistant Accountant
Sarah Munday    1186

SHOPS ON CAMPUS
The Shop:
Manager
Kerry Searle    3240
Post Office:
Jo Pilgrim/Jonathan Freezer    01603 457776
### SWITCHBOARD (ITCS)
See page 42

### VICE-CHANCELLOR’S OFFICE
**General enquiries:** ext 3821  
**E-mail:** [jennifer.jones@uea.ac.uk](mailto:jennifer.jones@uea.ac.uk)

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vice-Chancellor</td>
<td>Prof David Richardson</td>
<td>2206</td>
</tr>
<tr>
<td>Personal Assistant</td>
<td>Katie Phillips</td>
<td>2206</td>
</tr>
<tr>
<td>Assistant Registrar</td>
<td>Lisa Williams</td>
<td>2229</td>
</tr>
<tr>
<td>Deputy Vice-Chancellor and Pro-Vice-Chancellor (Academic Affairs)</td>
<td>Prof Neil Ward</td>
<td>2224</td>
</tr>
<tr>
<td>PA</td>
<td>Maria Fox</td>
<td>2224</td>
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</table>

**Pro-Vice Chancellor (Research & Innovation)**

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Extension</th>
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<tbody>
<tr>
<td>PA</td>
<td>Jennifer Jones</td>
<td>3821</td>
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</table>

**Deputy Vice-Chancellor and Pro-Vice-Chancellor (Academic Affairs)**

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Extension</th>
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</thead>
<tbody>
<tr>
<td>Manager</td>
<td>Miss Laura-Jane Ryves</td>
<td>2752</td>
</tr>
<tr>
<td>Manager</td>
<td>Ms Dianne Rowe</td>
<td>7575</td>
</tr>
<tr>
<td>Manager – Trusts &amp; Foundations</td>
<td>Anna Hunt</td>
<td>7275</td>
</tr>
<tr>
<td>Manager – Research &amp; Innovation</td>
<td>Natasha Lacey</td>
<td>2735</td>
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**Development and Legacy Manager**

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Extension</th>
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</thead>
<tbody>
<tr>
<td>Manager</td>
<td>Joyce Griffin</td>
<td>2114</td>
</tr>
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</table>

### DEVELOPMENT AND CAMPAIGNS OFFICE (DAC) – ARTS 3.02

**Director of Development**

<table>
<thead>
<tr>
<th>Name</th>
<th>Extension</th>
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<tbody>
<tr>
<td>Mr David Ellis</td>
<td>1168</td>
</tr>
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</table>

**PA to Director & Office Administrator**

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Extension</th>
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</thead>
<tbody>
<tr>
<td>PA</td>
<td>Mrs Paula Joannou</td>
<td>2945</td>
</tr>
<tr>
<td>Manager</td>
<td>Mrs Georgette Ward</td>
<td>7574</td>
</tr>
</tbody>
</table>

**Senior Development Manager – Trusts & Foundations**

<table>
<thead>
<tr>
<th>Role</th>
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</thead>
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<tr>
<td>Manager</td>
<td>Ms Dianne Rowe</td>
<td>7575</td>
</tr>
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</table>

**Scholarships Administrator**

<table>
<thead>
<tr>
<th>Name</th>
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<tr>
<td>Miss Holly Chatburn</td>
<td>3930</td>
</tr>
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</table>

**Campaigns Communications Executive**

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Miss Sophie Hall</td>
<td>7576</td>
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</table>

**Events & Engagement Officer**

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Ms Jade Newbold</td>
<td>7746</td>
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</table>

**Regular Giving Officer**

<table>
<thead>
<tr>
<th>Name</th>
<th>Extension</th>
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<tbody>
<tr>
<td>Miss Rosanna Tarleton</td>
<td>1005</td>
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</table>

**Head of Data & Insight**

<table>
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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Mr Robert Chetwood</td>
<td>3249</td>
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**Prospect Research Officer**

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Miss Laura Bonnington</td>
<td>3776</td>
</tr>
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</table>

**Finance & Data Analyst**

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Mr Darren Henderson</td>
<td>7473</td>
</tr>
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</table>

### CHIEF OFFICERS (VCO)

**Chief Operating Officer**

<table>
<thead>
<tr>
<th>Name</th>
<th>Extension</th>
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<tbody>
<tr>
<td>Ms Jenny Baxter</td>
<td>2771</td>
</tr>
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</table>

**PA**

<table>
<thead>
<tr>
<th>Name</th>
<th>Extension</th>
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</thead>
<tbody>
<tr>
<td>Maria Fox</td>
<td>2224</td>
</tr>
</tbody>
</table>

**Chief Resource Officer & University Secretary**

<table>
<thead>
<tr>
<th>Name</th>
<th>Extension</th>
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<tbody>
<tr>
<td>Mr Ian Callaghan</td>
<td>2771</td>
</tr>
</tbody>
</table>

**PA**

<table>
<thead>
<tr>
<th>Name</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jessica Pointer/TBC (job-share)</td>
<td>2771</td>
</tr>
</tbody>
</table>
**Affiliated Institutes**

The British Trust for Ornithology
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

Quadrum Institute Bioscience
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 Hospitals
Colney Lane
Norwich NR4 7UY
Tel: Norwich (01603) 286286

Department of Medical Physics and Bioengineering
Norfolk and Norwich University Hospitals
Colney Lane
Norwich NR4 7UY
Tel: Norwich (01603) 286286

The Microbiology Department
Norfolk and Norwich University Hospitals
Bowthorpe Road
Norwich NR2 3TX
Tel: Norwich (01603) 611816

Norfolk and Norwich Institute for Medical Education

Norfolk and Norwich University Hospital
Colney Lane
Norwich NR4 7UY
Tel: Norwich (01603) 286286

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**

Ms C. Peasgood
Principal
City College Norwich
Ipswich Road
Norwich NR2 2LJ
Tel: Norwich (01603) 773309

Ms D. Price
Centre Director
INTO University of East Anglia
Norwich Research Park
Norwich
NR4 7TJ
Tel: (01603) 591130

Prof H Langton
Vice Chancellor
University of Suffolk
Waterfront Building
Neptune Quay
Ipswich
Suffolk IP4 1QJ
Tel: Ipswich (01473) 338000

Ms J Townsend
Principal
Easton & Otley College (Easton Campus)
Easton
Norwich NR9 5DX
Tel: Norwich (01603) 731200

Mr S. Jameson
Principal
Mountview Academy of Theatre Arts
Clarendon Road
London
NR22 6XF
Tel: 020 8881 2201

Ms D Whitmore
Brooksby Melton College
Asfordby Road
Melton Mowbray
Leicester
LE13 0HJ
Tel: 01664 850850

Dr R. Verity
The Royal Marsden School
Fulham Road
London
SW3 6JJ
Tel: 0207 808 2923

Ms A.O. Donoghue
South Essex College
Nethermayne
Basildon
Essex

Ms A. Andreas
Colchester Institute
Sheepen Road
Colchester
CO3 3LL
Tel: 01206 712000

Dr N. Savvas
West Suffolk College
Out Risbygate
Bury St Edmunds
IP33 3RL
Tel: 01284 701301
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 2nd party’s number and press OK
Announce the call to the 2nd party and Replace Handset

To Cancel a Consultation Call
If Busy, No reply or the 2nd party does not wish to accept the call - Select ‘Disconnect and Return’ to reconnect to 1st 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 OK on ‘Normal’ to program the first level
Or ‘Shifted’ to program the second level
Arrow down ▼ and press OK on ‘Selected Dialling’ from the list
Press OK 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 OK on ‘Setting’ under ‘Normal’ or ‘Shifted’
Arrow down ▼ to ‘Mode’ & press OK until it changes to numerical
Enter the required destination number
Select OK
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

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

*R = Recall  X= Follow with extension number*
EMERGENCY NUMBERS

- Emergency (Security)       2222
- General                   2352
- Medical                  01603 251600
- Buildings                2121
- Portering Services     2080
- General Enquiries         0