

UNIVERSITY OF EAST ANGLIA **THE DIRECTORY** OCTOBER 2016

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

Abbreviations for Schools and Centres

Listed below are some of the departmental abbreviations used throughout the University.
These abbreviations are used where applicable in the Telephone Directory.

Abbreviated Title	School/Department/Section	Page No	Abbreviated Title	School/Department/Section	Page No
ACCOM	ACCOMMODATION OFFICE	28	LDC	SCHOOL OF LITERATURE, DRAMA AND CREATIVE WRITING	16
ADAPT	ADAPT Low Carbon Group	28	LIB	LIBRARY	40
AMA	SCHOOL OF ART, MEDIA & AMERICAN STUDIES	15	LTS	LEARNING AND TEACHING SERVICE	41
AMS	ARTHUR MILLER CENTRE AMERICAN STUDIES	16	MAINT	MAINTENANCE SERVICES (ESTATES)	34
ARM	ADMISSIONS, RECRUITMENT & MARKETING	28	MED	NORWICH MEDICAL SCHOOL	20
BCLT	BRITISH CENTRE FOR LITERARY TRANSLATION	17	MTH	SCHOOL OF MATHEMATICS	23
BIO	SCHOOL OF BIOLOGICAL SCIENCES	23	NBS	NORWICH BUSINESS SCHOOL	25
CARE	APPLIED RESEARCH IN EDUCATION, CENTRE FOR	15	NURS	UEA NURSERY	44
CAT	CATERING SERVICE	35	PES	PHYSICAL EDUCATION AND SPORT	45
CBESS	BEHAVIOURAL AND EXPERIMENTAL SOCIAL SCIENCE, CENTRE FOR	16	PGR	POST GRADUATE RESEARCH	44
CCEN	UEA CAREERS SERVICE	32	PHA	SCHOOL OF PHARMACY	23
CCP	CENTRE FOR COMPETITION POLICY	26	PRU	PRINT SERVICES	40
CEAS	CENTRE OF EAST ANGLIAN STUDIES	17	PPL	SCHOOL OF POLITICAL, PHILOSOPHY AND LANGUAGE AND COMMUNICATION STUDIES	16
CEEC	CENTRE FOR ECOLOGY, EVOLUTION AND CONSERVATION	18	PSY	SCHOOL OF PSYCHOLOGY	26
CHAP	MULTIFAITH CENTRE	33	PVC(Academic)	PRO-VICE CHANCELLOR (ACADEMIC)	51
CHE	SCHOOL OF CHEMISTRY	23	PVC(Research)	PRO-VICE CHANCELLOR (RESEARCH)	51
CIMR	CENTRE FOR INTERDISCIPLINARY MATHEMATICAL RESEARCH	18	REN	RESEARCH AND ENTERPRISE SERVICE	45
CIPP	CENTRE FOR INTERPROFESSIONAL PRACTICE	20	REG	REGISTRAR AND SECRETARY'S OFFICE AND REGISTRY SERVICES	46
CJS	JAPANESE STUDIES, CENTRE FOR	16	SCI	FACULTY OF SCIENCE	23
CMP	SCHOOL OF COMPUTING SCIENCES	23	SCVA	SAINSBURY CENTRE FOR VISUAL ARTS	21
COAS	CENTRE FOR OCEAN & ATMOSPHERIC SCIENCES	24	SISJAC	SAINSBURY INSTITUTE FOR THE STUDY OF JAPANESE ARTS AND CULTURES	22
CRU	CLIMATIC RESEARCH UNIT	17	SP	SPORTSPARK	47
CSED	CENTRE FOR STAFF AND EDUCATIONAL DEVELOPMENT	48	SRU	SAINSBURY RESEARCH UNIT	22
DEV	SCHOOL OF INTERNATIONAL DEVELOPMENT	24	SSF	FACULTY OF SOCIAL SCIENCES	24
DEVCO	INTERNATIONAL DEVELOPMENT UEA	18	SSS	STUDENT SUPPORT SERVICE	48
DISP.OFF	DISCIPLINARY OFFICER	49	STU	UNION OF UEA STUDENTS	50
EAFA	EAST ANGLIAN FILM ARCHIVE	17	STS	STUDIO TECHNOLOGY SERVICES	40
ECO	SCHOOL OF ECONOMICS	25	SWK	SCHOOL OF SOCIAL WORK	26
EDU	SCHOOL OF EDUCATION AND LIFELONG LEARNING	25	SYSCO	SYS CONSULTING LIMITED	26
ENV	SCHOOL OF ENVIRONMENTAL SCIENCES	24	TU	TRADES UNIONS	49
EST	ESTATES AND FACILITIES DIVISION	33	TYN	TYNDALL CENTRE FOR CLIMATE CHANGE RESEARCH	26
FMH	FACULTY OF MEDICINE AND HEALTH SCIENCES	19	UMS	UNIVERSITY MEDICAL SERVICE	43
FPG	FINANCE, PLANNING & GOVERNANCE	36	USS	UNIVERSITY SAFETY SERVICE	47
GSC	GRADUATE STUDENTS' CLUB	38	VCO	VICE-CHANCELLOR'S OFFICE	51
HIS	SCHOOL OF HISTORY	15	WEATHERQUEST	WEATHERQUEST LIMITED	27
HRD	HUMAN RESOURCES DIVISION	38	ZICER	ZUCKERMAN INSTITUTE FOR CONNECTIVE ENVIRONMENTAL RESEARCH	27
HSC	SCHOOL OF HEALTH SCIENCES	19			
HUM	FACULTY OF ARTS AND HUMANITIES	15			
ISD	INFORMATION SERVICES DIRECTORATE	39			
ITCS	INFORMATION TECHNOLOGY AND COMPUTING SERVICE	39			
	INTERDISCIPLINARY INSTITUTE FOR THE HUMANITIES	16			
LAW	SCHOOL OF LAW	25			

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 – 14 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.

There are a number of ways of communicating with colleagues across UEA:

- **info@**
The Communications Office issues a weekly e-bulletin which is circulated to all staff and students.

The main body of the email bulletin carries all the latest news and events from around the university with links to full stories online.

Colleagues or students with events to publicise or messages to circulate should email info@uea.ac.uk in good time for inclusion in the weekly bulletin.

Emergency messages can be sent university-wide by contacting the UEA Communications Office: press@uea.ac.uk / 01603 593496. Messages must be genuinely urgent or business-critical and affect large parts of the campus community. For more information on the internal communications channels available for more routine messages, visit <https://intranet.uea.ac.uk/mac/comm/internal>

- E-mail lists target different sectors of the university's staff. Many of these are listed on page 43 and also on the Portal;
- Find out what's on or publicise your events on the web-based events diary: www.uea.ac.uk/events - e-mail events@uea or call ext. 2130;
- The Portal includes useful information for staff. Events and other important messages can also be found on the digital screens and the campus news section of the Portal.

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.

WHO DOES WHAT

SERVICE	CONTACT PERSON	EXT	EMAIL
ADMISSIONS, RECRUITMENT AND MARKETING (ARM)			
Marketing SSF	Tom Bamford	7641	t.bamford@uea.ac.uk
Marketing HUM	James Smith	1688	james.g.smith@uea.ac.uk
Marketing SCI	Ceri Owen/Jade Newbold	7603	sci.marketing@uea.ac.uk
Marketing FMH	Sophie Rosas	1415	s.rosas@uea.ac.uk
Digital Marketing	Chris Hill	1887	christopher.hill@uea.ac.uk
Publications	Anne-Marie Triggs	3753	a.triggs@uea.ac.uk
Research / PGR Marketing	Kate Franklin / Cerian Hutchings	1572	k.franklin@uea.ac.uk c.hutchings@uea.ac.uk
Communications/Press	Simon Dunford	2203	s.dunford@uea.ac.uk
Assistant Head of Alumni, Conference and Events	Maresa Padmore	3492	m.padmore@uea.ac.uk
Alumni Relations	Charlotte Burford	2220	c.burford@uea.ac.uk
Conferences	Anna-Marie Moody	1881	a.moody@uea.ac.uk
Events	Holly Leonard	1926	h.leonard@uea.ac.uk
Admissions PGT	Steve Carruthers	2331	s.carruthers@uea.ac.uk
International Progressions	Charlotte Richardson	1352	mailto:charlotte.richardson@uea.ac.uk
International Programmes and Study Abroad	Alexandra Cole	1514	alexandra.cole@uea.ac.uk
UKVI	Ruth Courridge/Mel Risebrow	1512	r.courridge@uea.ac.uk / m.risebrow@uea.ac.uk
PGCE	Sue Armes	2852	susan.ames@uea.ac.uk
Outreach	Currently vacant		
Outreach Academic HUM	Kim Ridealgh	3437	k.ridealgh@uea.ac.uk
Outreach Academic SCI	John Taylor	2178	john.h.taylor@uea.ac.uk
Outreach Academic SSF	Kristina Garner	3509	k.garner@uea.ac.uk
Outreach Academic FMH	Patricia Harris	2175	patricia.harris@uea.ac.uk
Recruitment	Laura Thompson	1510	laura.thompsonl@uea.ac.uk
Recruitment Events	Sally Rix	3301	Sally.rix@uea.ac.uk
Enquiries	Peninna Hicks	1515	Peninna.hicks@uea.ac.uk

ESTATES AND FACILITIES DIVISION (EST)

Senior Management Team			
Director	Roger Bond	2213	r.bond@uea.ac.uk
PA to Director	Anna Russell	2774	anna.russell@uea.ac.uk
Deputy Director – Strategy and Development	Rose Jenkins	1088	Rose.Jenkins@uea.ac.uk

SERVICE	CONTACT PERSON	EXT	EMAIL
Assistant Director of Operations - Built Assets	Richard Hipperson	1087	richard.hipperson@uea.ac.uk
Assistant Director of Estates - Finance & Governance	Nick Syder	3731	n.syder@uea.ac.uk
Estates Business Systems Manager	Miguel Rios	1637	m.rios@uea.ac.uk
Reception			
General Enquiries	EST Helpdesk	2121	jobdone@uea.ac.uk
Key collection	EST Helpdesk	2121	jobdone@uea.ac.uk
Administration			
Office Manager	Jean Miller	1030	j.miller@uea.ac.uk
Senior Administrator (SMT & Finance + Governance)	Sharon Weekley	2726	sharon.weekley@uea.ac.uk
Freedom of Information Requests	Sharon Weekley	2726	sharon.weekley@uea.ac.uk
Office Administration (Projects Office)	Holly Leveridge	3652	est.projectsadmin@uea.ac.uk
	David Weekley	2668	est.projectsadmin@uea.ac.uk
	Tina Gill	3652	T.Gill@uea.ac.uk
	Stefanie Klippel	2623	s.klippel@uea.ac.uk
	Kareen Tolson	2038	K.Tolson@uea.ac.uk
Office Administration (Maintenance)	Rebecca Topley	1456	r.duffin@uea.ac.uk
Office Administration	Suzie Long (SMT Strategy)	3535	Suzanna.long@uea.ac.uk
	Nuria Ortega (Compliance)	2660	N.Ortega@uea.ac.uk
	Nick Young (Facilities)	2623	Nick.Young@uea.ac.uk
	Harriet Lockwood (SMT)	1533	h.lockwood@uea.ac.uk
Campus Services			
Head of Campus Services	Christine Beveridge	2050	c.beveridge@uea.ac.uk
Access & Duty Operations Manager	Martin Leeder	3799	Martin.Leeder@uea.ac.uk
Security	The Lodge	2352	security@uea.ac.uk
Emergencies (24 hours)	Security	2222	
Barbeque Permits	The Lodge	2352	security@uea.ac.uk
Lost Property	The Lodge	2352	security@uea.ac.uk
Grounds (Management)	Tom Everett	2036	t.everett@uea.ac.uk
	Neil Gosling	1098	neil.gosling@uea.ac.uk
Grounds Work Requests		2121	jobdone@uea.ac.uk
Pest Control		2121	jobdone@uea.ac.uk
Facilities Support			
Head of Facilities Support	Clare Cole	2112	clare.cole@uea.ac.uk
Deputy Head of Facilities Support	Debbie Cook	2634	d.cook@uea.ac.uk
Facilities Support Enquiries	Joanne Woodrow	1306	j.woodrow@uea.ac.uk
	Lynn Edwards	2363	lynn.edwards@uea.ac.uk
Customer Services			
Customer Liaison Manager	Corinne Ashwell	3840	c.ashwell@uea.ac.uk

WHO DOES WHAT

SERVICE	CONTACT PERSON	EXT	EMAIL
Customer Liaison Officer	Justin Rhys	3778	j.rhys@uea.ac.uk
Breakdowns, portering requests, pest control issues, maintenance issues, car parks, footpaths & roads	Helpdesk	2121	jobdone@uea.ac.uk
General enquiries / feedback	Customer Services		estates.listening2u@uea.ac.uk
Design and Space Management			
Head of Design and Space Management	Josie Stevens	1115	Josie.Stevens@uea.ac.uk
Space Planning Co-ordinator	Rachel Brown	2361	Rachel.I.brown@uea.ac.uk
Space Planning and Space Design	Josie Stevens	1115	Josie.Stevens@uea.ac.uk
Room Numbering	Josie Stevens	1115	Josie.Stevens@uea.ac.uk
2D & 3D CAD Designs, models and presentations	Josie Stevens	1115	Josie.Stevens@uea.ac.uk
CAD Technician	Graham Wales	1031	g.wales@uea.ac.uk
Interior Design	Josie Stevens	1115	Josie.Stevens@uea.ac.uk
Space Design Standards	Josie Stevens	1115	Josie.Stevens@uea.ac.uk
Space Allocation, assistance and advice	Josie Stevens	1115	Josie.Stevens@uea.ac.uk
Move Management	Rachel Brown	2361	Rachel.I.brown@uea.ac.uk
Furniture Procurement and Recycling	Rachel Brown	2361	Rachel.I.brown@uea.ac.uk
Signage	Josie Stevens	1115	Josie.Stevens@uea.ac.uk
Campus plan/ordnance survey/aerial photographs	Graham Wales	1031	g.wales@uea.ac.uk
Site infrastructure	Graham Wales	1031	g.wales@uea.ac.uk
Campus Buildings floor plans and drawing archive management	Graham Wales	1031	g.wales@uea.ac.uk
Maintaining space databases	Rachel Brown	2361	Rachel.I.brown@uea.ac.uk
Buildings square meterage	Josie Stevens	1115	Josie.Stevens@uea.ac.uk
Conducting space use audits	Josie Stevens	1115	Josie.Stevens@uea.ac.uk
Space allocation	Josie Stevens	1115	Josie.Stevens@uea.ac.uk
Post and Portering (Management)	Andrew Brinded	2080	a.brinded@uea.ac.uk
Portering Work Requests		2121	jobdone@uea.ac.uk
Travel & Transport			
Transport Co-ordinator	Dawn Dewar	3754	d.dewar@uea.ac.uk
Parking Permits	Transport Assistant	2353	transport@uea.ac.uk

SERVICE	CONTACT PERSON	EXT	EMAIL
Enquiries	Transport Assistant	2353	transport@uea.ac.uk
Waste			
EMS - Waste and Water Manager	Andy Watts	2045	a.watts@uea.ac.uk
Disposal of electrical items, general waste, food waste, glass, metal, confidential waste	Andy Watts	2045	a.watts@uea.ac.uk
BMS			
BMS Manager	Paul Totton		paul.totton@uea.ac.uk
Environmental			
Head of Energy and Utilities	Richard Bettle	2104	r.bettle@uea.ac.uk
Environmental concerns, sustainability suggestions, sustainability network, energy saving ideas etc	Sustainability Hotline	3535	sustainability@uea.ac.uk
Projects and Estates Development			
Head of Projects & Estates Development	Andrew Burbidge	3640	a.burbidge@uea.ac.uk
Senior Estates Project Manager	Martin Lovatt	1113	m.lovatt@uea.ac.uk
Senior Estates Project Manager – Technical	Richard Wilkin	2211	r.wilkin@uea.ac.uk
Head of Engineering and Infrastructure	Paul Thacker	2228	p.thacker@uea.ac.uk
Engineering and Infrastructure	Steve Edwards	3751	steve.edwards@uea.ac.uk
Engineering and Infrastructure	Theo Jones	1264	theodore.jones@uea.ac.uk
Engineering and Infrastructure	Phil Hunt	3970	Phillip.hunt@uea.ac.uk
Maintenance			
Head of Maintenance	James Taylor	1112	j.taylor7@uea.ac.uk
Assistant Maintenance Manager - Contracts	Laurence Jerromes	1878	l.jerromes@uea.ac.uk
Assistant Maintenance Manager - Labour	Shaun Palmer	3841	Shaun.palmer@uea.ac.uk
Assistant Maintenance Manager – Assets & Compliance	Mark Pummell	1858	m.pummell@uea.ac.uk
Maintenance Work Requests		2121	jobdone@uea.ac.uk
Catering			
Head of Hospitality & Food Services	Darren Fennah	1711	d.fennah@uea.ac.uk
Catering Operations Manager	Debra Pittick	3618	d.pittick@uea.ac.uk

WHO DOES WHAT

SERVICE	CONTACT PERSON	EXT	EMAIL
Catering	General enquiries	2477	campuskitchendirect@uea.ac.uk
Hospitality Enquiries	Kate Saunders	2477	catering.services@uea.ac.uk
Restaurant and Function Manager	Agata Guziejko	2474	a.guziejko@uea.ac.uk
Catering Finance Manager	Gavin Utting	1616	Gavin.utting@uea.ac.uk
Admin Enquiries (gen)	Sharni Claxton	3772	sharni.claxton@uea.ac.uk
Admin Logistics & Procurement	Sophie Yates	3004	s.yates@uea.ac.uk
Admin Catering Maint enquiries (reporting vending faults, etc)	Sophie Jackson	1027	s.jackson4@uea.a.cuk sharni.claxton@uea.ac.uk
Finance			-
Assistant Director of Estates – Finance & Governance	Nick Syder	3731	n.syder@uea.ac.uk
Finance and Procurement Manager	Mark Thompson	2609	m.thompson@uea.ac.uk
Finance Queries	Lauren Rees	2675	l.rees@uea.a.cuk
Estates Deliveries	Paul Woods	2039	p.woods@uea.ac.uk

FINANCE, PLANNING AND GOVERNANCE (FPG)

ABW Finance System Support	Ian Hamshaw	3700	i.hamshaw@uea.ac.uk
	Jason Bird	2109	Jason.bird@uea.ac.uk
Academic Transcripts	Tina Murray	2200	student.records@uea.ac.uk
Accounts Payable enquiries	Gunnar Eigener	2681	creditors@uea.ac.uk
Accounts Receivable enquiries	Shirley Clapton	3781	debtors@uea.ac.uk
Almanac	Rebecca Phillips	3203	rebecca.phillips@uea.ac.uk
Assembly	Becky Price	1203	rebecca.price@uea.ac.uk
Audit Committee	Peter Courridge	2928	p.courridge@uea.ac.uk
Budgetary Control & Management Accounting	Gavin Clarke	2101	gavin.clarke@uea.ac.uk
Business Intelligence Unit			
Office Management	Garrick Fincham	3498	g.fincham@uea.ac.uk
Committee Office	Rebecca Phillips	3203	rebecca.phillips@uea.ac.uk
Destination of Leavers (DLHE)	Leon Doughty	2484	leon.doughty@uea.ac.uk
Management Information	Adam Green	2929	adam.green@uea.ac.uk
	Lucy Finnie	3419	lucy.finnie@uea.ac.uk
Market Research/ University Surveys	Becky Price	1203	rebecca.price@uea.ac.uk
	Rosie Hannant	1962	rosie.hannant@uea.ac.uk
	Johanna Hardy	2773	johanna.hardy@uea.ac.uk
Calendar Enquiries	Rebecca Phillips	3203	rebecca.phillips@uea.ac.uk
CAMS	Andrew Watson	2830	a.m.watson@uea.ac.uk
	Ant Griffiths	3052	ant.griffiths@uea.ac.uk
Cashier enquiries	Margaret Dye	2687	cashiers@uea.ac.uk
Committees:			
Management	Garrick Fincham	3498	g.fincham@uea.ac.uk
Senior Admin Asst	Rebecca Phillips	3203	rebecca.phillips@uea.ac.uk
Corporate Plan	Ian Callaghan	2227	i.callaghan@uea.ac.uk
	Lisa Williams (VCO)	2229	lisa.williams@uea.ac.uk
Council			

SERVICE	CONTACT PERSON	EXT	EMAIL
Agenda	Ian Callaghan	2227	i.callaghan@uea.ac.uk
Membership Committee	Ian Callaghan	2227	i.callaghan@uea.ac.uk
Council Tax Certificates	Tina Murray	2200	student.records@uea.ac.uk
Degree Parchments (Replacements)	Tina Murray	2200	student.records@uea.ac.uk
Director of Finance, Planning & Governance	Ian Callaghan	2227	i.callaghan@uea.ac.uk
Personal Assistant	Lynne Owen	2767	l.owen@uea.ac.uk
Executive Team - Plus	Ian Callaghan	2227	i.callaghan@uea.ac.uk
Fees:			
Enquiries/Invoices	Caroline Reynolds (FIN)	2995	caroline.reynolds@uea.ac.uk
Policy (Fees setting, Fees billing programme)	Peter Courridge	2928	p.courridge@uea.ac.uk
	Tracey Erskine	1188	t.erskine@uea.ac.uk
Finance Group	Jason Brown	2108	jason.brown@uea.ac.uk
Financial Control & Policy	Ian Callaghan	2227	i.callaghan@uea.ac.uk
Financial Planning	Jason Brown	2108	jason.brown@uea.ac.uk
Financial Returns & Statistics	Rhoda Wolf	3780	r.wolf@uea.ac.uk
	Gavin Clarke	2101	gavin.clarke@uea.ac.uk
GAYE/BUPA enquiries	Caroline Wells	3485	c.a.wells@uea.ac.uk
Graduation			
Office Management	Peter Courridge	2923	p.courridge@uea.ac.uk
Partner Colleges	Laurence Daly (LTS)	2776	l.daly@uea.ac.uk
Co-ordination and Administration	Louisa Griffiths	2775	l.griffiths@uea.ac.uk
Administration (Students)	Cath Pepper	3824	c.pepper@uea.ac.uk
Staff Gown Hire/Administration	Lynne Owen	2767	l.owen@uea.ac.uk
Honorary Graduands (VCO)	Frances Marson	2224	f.marson@uea.ac.uk
HEAR (Higher Education Achievement Report)	Ant Griffiths	3052	ant.griffiths@uea.ac.uk
HEBSS/Bursaries:			
Management	Peter Courridge	2928	p.courridge@uea.ac.uk
Senior Admin Assistant	Carole Timm	1891	c.timm@uea.ac.uk
HEFCE Liaison	Ian Callaghan	2227	i.callaghan@uea.ac.uk
HESA Statistical Returns:			
Student Returns			
DLHE	Leon Doughty	2484	leon.doughty@uea.ac.uk
Co-ordination (Students)	Travis Bowditch	2927	t.bowditch@uea.ac.uk
Finance Return			
Insurance enquiries	Caroline Wells	3485	insurance@uea.ac.uk
Key Information Sets (KIS)	Andrew Watson	2830	a.m.watson@uea.ac.uk
Management Information			
Co-ordination	Garrick Fincham	3498	g.fincham@uea.ac.uk
Statistical Reports and Research	Adam Green	2929	adam.green@uea.ac.uk
	Lucy Finnie	3419	lucy.finnie@uea.ac.uk
Market Research	Becky Price	1203	rebecca.price@uea.ac.uk
	Rosie Hannant	1962	rosie.hannant@uea.ac.uk
	Johanna Hardy	2773	johanna.hardy@uea.ac.uk
Module, Programme and Assessment Data Management	Andrew Watson	2830	a.m.watson@uea.ac.uk
	Ant Griffiths	3052	ant.griffiths@uea.ac.uk
	Sophie Edwards	1052	s.edwards@uea.ac.uk
National Student Survey (NSS)	Becky Price	1203	rebecca.price@uea.ac.uk
Nominal Ledger	Rhoda Wolf	3780	r.wolf@uea.ac.uk

WHO DOES WHAT

SERVICE	CONTACT PERSON	EXT	EMAIL
Payroll enquiries	Gary Reynolds	1082	g.d.reynolds@uea.ac.uk
	Tracy Irons	3021	t.irons@uea.ac.uk
	Kerry Powles	1083	k.powles@uea.ac.uk
	Tracy Seville	1080	T.Seville@uea.ac.uk
Payroll/Pensions			k460@uea.ac.uk
Pensions Enquiries	Duncan Sides	2676	D.Sides@uea.ac.uk
	Susan Squires	1081	s.squires@uea.ac.uk
	Teresa McCarthy	1211	t.mccarthy@uea.ac.uk
	Michelle Carey	2674	michelle.carey@uea.ac.uk
Post Release	Ian Callaghan	2227	i.callaghan@uea.ac.uk
Administration	Lynne Owen	2767	l.owen@uea.ac.uk
Purchasing/ Tendering enquiries	Robert Dumolo	2194	r.dumolo@uea.ac.uk
QR Funding	Ian Callaghan	2227	i.callaghan@uea.ac.uk
Registration	Travis Bowditch	2927	t.bowditch@uea.ac.uk
Resource Allocation Model	Ian Callaghan	2227	i.callaghan@uea.ac.uk
Risk Register	Ian Callaghan	2227	i.callaghan@uea.ac.uk
	Brian Summers (REG)	2208	b.summers@uea.ac.uk
SIS Support	Student Records Office	2169	sis.records@uea.ac.uk
Statutory Returns	Travis Bowditch	2927	t.bowditch@uea.ac.uk
Student Finance:			
Office Management	Peter Courridge	2928	p.courridge@uea.ac.uk
Administrator	Tracey Erskine	1188	t.erskine@uea.ac.uk
Senior Admin Assistant	Emma Lisette	2769	emma.lisette@uea.ac.uk
Student Placements:			
Systems Support	Andrew Watson	2830	a.m.watson@uea.ac.uk
	Elaine Eley	3242	e.eley@uea.ac.uk
Student Records:		2200	student.records@uea.ac.uk
Office Management	Travis Bowditch	2927	t.bowditch@uea.ac.uk
Administrator	Elaine Eley	3242	e.eley@uea.ac.uk
		2200	student.records@uea.ac.uk
Senior Admin Assistant	Chrissie Norris	2122	c.norris@uea.ac.uk
Administrative Assistant	Tina Murray	2200	tina.l.murray@uea.ac.uk
	Cath Pepper	2200	c.pepper@uea.ac.uk
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<ul style="list-style-type: none"> • Virtual meeting room (Video Conferencing) • Access Grid • TV Studio • Audio Studio 		1595	
Edit Suites			
Switchboard:		0	telephonists@uea.ac.uk
<ul style="list-style-type: none"> • Dialling facilities • Changes to handset caller display • Voicemail • Diverts and pick-up groups • Location updates • General enquiries 			
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Vacant

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Mrs Lesley Knightley 1728
Mrs Amberle Rose 3927

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Lecturer in Graduate Education and Training
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BIOLOGICAL SCIENCES, School of

See page 23

**ECOLOGY, EVOLUTION AND CONSERVATION,
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See page 18

**BRITISH CENTRE FOR LITERARY
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CHEMISTRY, School of

See page 23

COMPETITION POLICY, Centre for (CCP)

See page 26

COMPUTING SCIENCES, School of

See page 23

SYS Consulting Ltd
See page 26

COUNSELLING STUDIES, Centre for (EDU)

*Director: Diploma in Counselling, Certificate in
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*Director: MA in Counselling, Certificate in
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HIS-CEAS

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ENV Co-ordinator Dr Paul Dolman 3175

ECONOMICS, School of

See page 25

BEHAVIOURAL AND EXPERIMENTAL SOCIAL SCIENCES, Centre for

See page 16

EDUCATION AND LIFELONG LEARNING, School of

See page 25

Applied Research in Education, Centre for
 See page 15

Counselling Studies, Centre for
 See page 17

ENVIRONMENTAL SCIENCES, School of

See page 24

HISTORY, School of

See page 15

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

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INTERNATIONAL DEVELOPMENT, School of

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 Mrs Hannah Grey 2341

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INTERPROFESSIONAL PRACTICE, Centre for (CIPP)

See page 20

POLITICS, PHILOSOPHY, LANGUAGE AND COMMUNICATION STUDIES, School of

See page 16

LAW, School of

See page 25

LITERATURE, DRAMA AND CREATIVE WRITING, School of

See page 16

British Centre for Literary Translation (BCLT)
See page 17Creative and Performing Arts, Centre for
See page 17UEA Drama Studio
See page 26**MATHEMATICS, School of**

See page 23

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FMH & PPE Finance Team	
<i>Finance Manager</i>	
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Mrs Sally Bailey	1474
<i>Administrator</i>	
Mrs Sarah Walker	1075

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Mrs Maxine Molly (Wed-Fri 9:00-17:00)	1430
Ms Katharine Royle (Mon-Wed 9:00-17:00)	1495
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Mrs Madeleine Le Grice	1724
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Mrs Lisa Richards	7070
Mrs Jennifer Secker	7116
Mrs Christine Sellgren	1438
Miss Emma Jones	3623
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SCHOOLS/ACADEMIC

Clerical Assistant/Receptionists

Mrs Anita Vaughan, ECB	7001
Miss Jayne Rogers, Queens	3891
Mrs Claire Phillips-Hill, ECB	3891/7001

NORWICH MEDICAL SCHOOL (MED)

General Enquiries: 3061

Fax: 01603 593752

Med.reception@uea.ac.uk

FMH

Head of School (MED)

Professor Michael Frenneaux	2376 BCRE/ 3971 MED
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Faculty Manager (MED)

Mr Stephen Chapman	7538
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School Manager

Ms Catherine Butcher	1955
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Team Leader

Mrs Sharon Davies	1175
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PA to Head of School (MED)/Faculty Manager

Mrs Simona Florescu	3959
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Senior Administrative Assistants

Mrs Sharon Vout – Personnel	1062
Mrs Ingrid Matthews – Personnel	2377
<i>Medical Education/ PA to MB BS Course Director</i>	
Mrs Ruth Flather	1128

Group PAs/Senior Administrative Assistants

Nutrition/ Gut Biology

Mrs Sophie Morley	1967
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Health Economics/Research

Mrs Val Knights	3602
Miss Lisa Rowe/Jessica Walker	1641

Administrative Assistants

Medical Education

Miss Llse King	3929
Ms Barbara Jane	1026
Mrs Amy Waller/Paula Didwell	3746/1072

Biomedicine

Vacancy

ClinPsyD

Miss Helen Sayer	3177
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Department of Medicine

Mr Daniel Leeson	1953
Mrs Amanda Wheeler (ClinPsyD)	3540

Population Health and Primary Care / Clinical Trails

Mr Andrew Sanders	2693
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Project Co-ordinator Seesaw / Athena Swan

Miss Pascale Gallagher	1620
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Clerical Assistants/Receptionists

Mrs Kay Tate	3061
Mrs Janet Higgs	3061

CENTRE FOR INTERPROFESSIONAL PRACTICE (CIPP)

General Enquiries

Mrs Gillian Blunt ext 1888

Email: g.blunt@uea.ac.uk

FMH

Administrator

Mrs Elizabeth Davison	1219
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Administrative Assistant

Mrs Gillian Blunt	1888
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WORKFORCE HUB

General Enquiries

ext 7199

Email: fmh@cpd@uea.ac.uk

FMH

CPD Service Administrator

Mrs Louise Addison	7008
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Administrative Assistants

Mrs Linda March	7630
Mr Kevin Sides	7624
Mrs Sharon Ingham	7629
Mrs Sherry Beard	7068
Mrs Susan Mitchell	1397
Miss Amber Raven	1596

NHS Contracts & CPD Administrator

Mr Mario Salts	7119
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On-line Learning Technologist

Mr Eoghan O'Maolain	7168
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NORWICH BUSINESS SCHOOL (NBS)

See page 25

NORWICH RESEARCH PARK MANAGEMENT OFFICE

E-mail: enquiries@norwichresearchpark.com

Chief Executive Officer

Sally Ann Forsyth	Nor 673670
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<i>PA to Chief Operating Officer</i> Ms Alison Cooper	Nor 673677	<i>Executive Officer</i> Ms Rachel Hoxley-Carr	2467
<i>Business Development Director</i> Mr Kenny Lang	Nor 673671	<i>Finance and Administration Officer</i> Mrs Karen Parsons	2499
<i>Head of Marketing</i> Ms Victoria Thompson	Nor 673675	<i>Administrative Assistant</i> Miss Lizzie Brien	3488
<i>Marketing Officer</i> Ms Alexia Mlynarska	Nor 673678	<i>Head of Collections Management & Conservation</i> (Acting Deputy Director until Feb 2017) Mr Calvin Winner	1034
<i>Development & Leasing Manager</i> Mr Jonathan Barnard	Nor 673673	<i>Curator</i> Miss Claudia Millburn	2466
<i>Estates & Facilities Manager</i> Mr Matthew Poll	Nor 673683	Miss Monserrat Pis Marcos	1171
<i>Operations Assistant</i> Ms Karen Newson	Nor 673602	<i>Exhibitions Co-ordinator</i> Miss Laura Peterle	2472
<i>Finance Controller</i> Paul Reed	Nor 673674	Ms Maria Ledinskaya	2777
<i>Accounts Assistant</i> Kennedy Van Zanten	Nor 673676	<i>Assistant Conservator</i> Ms Maria Ledinskaya	2777
<i>Centrum Reception</i>	Nor 673600	<i>Registrar</i> Mrs Joanna Roberts	1057
<i>Centrum Meetings/Events</i>	Nor 673601	<i>Assistant Registrar</i> Miss Olivia Maguire	

PHARMACY, School of

See page 23

**RESEARCH ON CHILDREN AND FAMILIES,
Centre for (SWK)**

<i>Director</i> Professor Marion Brandon	2054
<i>Centre Administrator</i> Mrs Alice Francis	2086

SAINSBURY CENTRE FOR VISUAL ARTS

General enquiries
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Fax: (01603) 591053
E-mail: scva@uea.ac.uk

SCVA

<i>Director (on sabbatical until Feb 2017)</i> Professor Paul Greenhalgh	3193
<i>Deputy Director (Acting Director until Feb 2107)</i> Ghislaine Wood	3201

<i>Head of Technical Services</i> Mr David Rees	2464
<i>Gallery Technician</i> Mr Paul Kuzemczak	2464
<i>Head of Learning</i> Dr Alexandra Woodhall	2465
<i>Education Officer</i> Miss Nell Croose Myhill	3726
Vacant	3725
<i>School and Group Bookings Coordinator</i> Mrs Becca Sturgess	3936
<i>Education Secretary</i> Mrs Lisa Blowers	1033
<i>Head of Marketing and Communications</i> Ms Penelope Lucas	3649
<i>Marketing and Communications Officer</i> Mr Richard Smith	2448
<i>Head of Development (Sainsbury Centre)</i> Ms Jocelyn Poulton	7577

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Ms Rosie Evans 2476

Shop and Front of House Assistant Manager
Ms Carla Marfleet 3199

Front of House Assistants
Mr Duncan Borrett
Ms Philippa Lacey
Mr Jason Masala 2468/3199
Ms Kiran Miller-Burton
Ms Rachel Page

Events and Hospitality Officer
Mrs Debbie Longordo 3202

Gallery Assistants
Mr Lee Heath 2469
Ms Lisa Brooks
Mr Nigel Clarke
Mrs Helen Clarke
Mr Andy Crouch
Mr Duncan Donaldson Davidson
Mr Jason Gotts
Mr Gary Laidlaw
Vacant

SAINSBURY INSTITUTE FOR THE STUDY OF JAPANESE ARTS AND CULTURES (SISJAC)

64, The Close, Norwich, NR1 4DH
Tel: 597507
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SISJAC

Executive Director
Ms Mami Mizutori 7514

Research Director
Professor Nicole Rousmaniere 7507

*Head of Centre for Japanese Archaeology and
Heritage*
Dr Simon Kaner 7512

Institute Administrator
Ms Sue Womack 7505

Development and Finance Officer
Ms Keiko Nishioka 7507

Research, Planning and Publications Officer
Ms Kazuko Morohashi 7513

Librarian
Mr Akira Hirano 7511

Networking and Finance Officer
Ms Denisa Edwards 7509

Office Coordinator
Miss Jane Emerson 7507

Senior Research Associate
Dr Sam Nixon 7502

SAINSBURY RESEARCH UNIT FOR THE ARTS OF AFRICA, OCEANIA AND THE AMERICAS

General enquiries
Miss Lisa Farrington ext. 2498
Fax: (01603) 591053
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SRU

Director
Prof Steven Hooper 3022

Academic Secretary
Miss Lisa Farrington 2498

Administrator
Mrs Lynne Crossland 3005

Lecturers:
Dr George Lau 3198
Dr Karen Jacobs 2747
Dr Anne Haour 1006
Dr Aristoteles Barcelos Neto 3646
Prof John Mack 2463

Librarian
Ms Patricia Hewitt 1645
Assistant Librarian
Jeremy Bartholomew 2659

Library Assistant
Dr Laura Armstrong 2659

Fiji Project Office
Ms Katrina Igglesden 3756

25th Anniversary Fellow
Dr Fiona Savage 3194

Project Office
Dr Annalisa Christie 2642

SCIENCE, Faculty of (SCI)*General enquiries and office:***Paula Joannou, ext 3026****Email: p.joannou@uea.ac.uk***SCI**Executive Dean of Faculty*

Prof Philip Gilmartin 7544

Personal Assistant

Mrs Paula Joannou 3026

Senior Faculty Manager

Mrs Laura McGonagle 3296

Faculty Manager

Mrs Sarah Lucas 2571

Admin Support for Associate Deans

Mrs Elaine Dawson 2131

Miss Emma Smith 1068

Finance Officescifin.school@uea.ac.uk 1704*Finance Office Manager*

Mr Alan Dawson 2088

Finance Office Supervisor

TBC 2704

Senior Administrative Assistants

Mrs Clare Collison 1664

Mrs Pauline Slowiok 1266

Mr Darren Spauls 1462

Administrative Assistants

Mrs Hilary Hopley 1017

Mr William Delf 2780

Ms Helen Woods 1016

Clerical Assistant

Ms Julia Crook 1704

SCHOOLS**BIOLOGICAL SCIENCES, SCHOOL OF (BIO)***SCI**School Manager*

Ms Charlotte Price 2712

PA to Head of School

Miss Emma Godbold 2782

Ms Ros Brown 2782

Fax: 2250

Admin support

Mr Simon Burroughs 3722

Ms Emma Hall 3719

Miss Georgina Hallsworth 1792

Mrs Vicky Walklate 1714

Miss Sarah Pike 3820

Clerical Support/Reception

Jenny Phillips 2269

CHEMISTRY (CHE) & PHARMACY (PHA), SCHOOLS OF*SCI**School Manager*

Mrs Joanne Burd/Ms Jenny West 3062

PA to Heads of School

Ms Kate Millard 3143

Admin support

Miss Rachel Smith/Mrs Sharron Haines 3031

Mr John Pullinger 7327

Mrs Rebecca Fisher 3748

Clerical Support

Mrs Jessica Livermore/Mrs Sharron Haines 3145

COMPUTING SCIENCES (CMP) & MATHEMATICS (MTH), SCHOOLS OF*SCI**School Manager*

Mrs Nadia Mobbs 3253

PA to Heads of School

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Admin support

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Mrs Cindy Hammond 2844

Mrs Hannah Colbourn/Kathryn Brandish 3006

Clerical Support

Miss Teresa Cornwall 3054

ENVIRONMENTAL SCIENCES, SCHOOL OF (ENV)

SCI

<i>School Manager</i>	
Mr Simon Allen	2576
<i>PA to Head of School</i>	
Mrs Rachel Snow/Mrs Sarah Wayne	2836
Fax:	1327
<i>Admin support</i>	
Mrs Sarah Clarke	3176
Miss Mandy Hamer	1326
Mrs Tina Sills	3224
Miss Liz Jones	3739
<i>Clerical Support</i>	
Ms Caroline Chastney	2542

OCEAN AND ATMOSPHERIC SCIENCES, Centre for (COAS) (ENV)

<i>Director</i>	
Prof Tim Jickells	3117
<i>Deputy Director</i>	
Prof Ian Renfrew	2557

SOCIAL SCIENCES, Faculty of (SSF)

General enquiries: 01603 597370
Email: sarah.finch@uea.ac.uk

SSF

<i>Executive Dean of Faculty of Social Sciences</i>	
Professor Jacqueline Collier	2064
<i>Senior Faculty Manager</i>	
Ms Eve Dewsnap	3444
<i>Personal Assistant to Executive Dean and Senior Faculty Manager</i>	
Miss Sarah Finch	1450
<i>Faculty Administrator</i>	
Ms Hannah Clarke	7370
<i>Faculty Support Assistant</i>	
Mrs Clare Sandall	3669

SOCIAL SCIENCES FINANCE TEAM (SSF-FIN)

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Email: ssffin.general@uea.ac.uk

SSF - FIN

<i>Faculty Finance Manager</i>	
Mrs Barbara Johnson	7320
<i>Finance Administrator</i>	
Mr Chaz Mathews	7381
<i>Senior Finance Assistants</i>	
Mrs Angela McMullan	3156
Mrs Penny Joy	2802
Mr Andy Taplin	2657
Miss Sarah Marshall	7527
<i>Finance Assistants</i>	
Ms Chelsie Bracking	3692
Mr Matt Settle	1454

SCHOOLS**INTERNATIONAL DEVELOPMENT, SCHOOL OF (DEV)**

General enquiries: 01603 591472
Fax: 01603 451999
Email: dev.general@uea.ac.uk

SSF

<i>Head of School</i>	
Dr John McDonagh	3371
<i>Head of School's Secretaries</i>	
Mrs Esther Palin (Mon, Tues, Weds AM)	2893
Ms Leanne Rhodes (Weds PM, Thurs, Fri)	2893
<i>Faculty Manager</i>	
Ms Kirsty Walne	1183
<i>School Manager</i>	
Mr Robert Gray	3724
<i>Administrative Assistant</i>	
Ms Verity Burton	2329
<i>Clerical Assistant</i>	
Mrs Liz Monahan (Mon, Tues, Wed AM)	1472
Mrs Chris Hall (Wed PM, Thurs, Fri)	1472

ECONOMICS, SCHOOL OF (ECO)General enquiries: **01603 592941**

Fax: 01603 456259

Email: shiona.brereton@uea.ac.uk

SSF

Head of School

Professor Enrique Fatas 3145

Personal Assistant to Head of School

Dr Kajsa Berg 7535

Faculty Manager

Ms Kirsty Walne 1183

School Manager

Ms Gina Neff 2065

Administrative Assistant

Mr Thomas Cushan 1090

Clerical Assistant

Mrs Shiona Brereton 2941

**EDUCATION AND LIFELONG LEARNING,
SCHOOL OF (EDU)**General enquiries: **01603 591451**

Fax: 01603 593446

Email: edu.reception@uea.ac.uk

SSF

Head of School

Prof Richard Andrews 2646

Head of School's Secretaries

Mrs Trudy Gust (Mon, Tues, Weds AM) 2853

Mrs Claire Crosthwaite (Weds, Thurs, Fri) 2853

School Manager

Dr Jane English 2622

Laboratory Technician

Mrs Jacqueline Rockett 3148

Teaching Resources Technician

Mrs Louise Allmark 7234

School Administrator

Ms Zara Owen (Mon/Fri) 2869

Mrs Dawn Corby (Tues-Thu) 2869

Clerical Assistants

Mrs Claire Jerromes (Mon/Thu) 1451

Vacancy (Mon/Thurs) 1451

LAW, SCHOOL OF (LAW)General enquiries: **01603 597563**

Fax: 01603 250245

Email: Carly.Baldwin@uea.ac.uk

SSF

Head of School

Professor Peter Kunzlik 2526

Head of School's Secretary

Mrs Kaye Mackay 2427

Faculty Manager

Mrs Amanda Dorr 3456

Administrative Assistant

Jeffrey Smith 7380

Clerical Assistant

Ms Carly Baldwin 7563

NORWICH BUSINESS SCHOOL (NBS)General enquiries: **01603 592263**

Fax: 01603 593343

Email: nbs@uea.ac.uk

SSF

Head of School

Professor Paul Dobson 7270

School Co-ordinator/PA to Head of School

Miss Samantha Wright 2624

Faculty Manager

Miss Kirsty Walne 1183

School Manager

Mrs Louise Cutting 1673

Administrator

Mrs Liane Ward 1820

Marketing & Business Relationship Executive

Ms Alexandra Lynch 1002

MSc Support

Mrs Jessica Hinton 1429

MBA Support

Mrs Claire Filby 1753

UG Support

Miss Helen Mounser 1908

SCHOOLS/ACADEMIC

<i>Administrative Assistants</i>	
Miss Katy Watkins	2068
Miss Lucy Coupe	7202
Miss Emily Beck (Mon-Fri am)	1399
Mr Ben Auld (Mon-Fri pm)	1715

<i>Clerical Assistant</i>	
Miss Rebecca Attoe	2263

PSYCHOLOGY, SCHOOL OF (PSY)
General enquiries: 01603 597147
Fax: 01603 591622
Email: psy.reception@uea.ac.uk



<i>Head of School</i>	
Prof Kenny Coventry	7145

<i>Faculty Manager</i>	
Mrs Joanne Ashman	1320

<i>School Manager</i>	
Ms Katy Quigley	1653

<i>School Co-ordinator/PA to Head of School</i>	
Mrs Jackie Orford	7146

<i>School Administrator</i>	
Mr Scott Steward	7380

<i>School Support Assistant</i>	
Miss Roanne Ephithite	7147

SOCIAL WORK, SCHOOL OF (SWK)
General enquiries: 01603 592068
Fax: 01603 593552
Email:



<i>Head of School</i>	
Professor Jonathan Dickens	3634

<i>School Co-ordinator/PA to Head of School</i>	
Mrs Eve Slaymaker	2057

<i>Faculty Manager</i>	
Mrs Joanne Ashman	1320

<i>School Manager</i>	
Miss Jenni Maxwell	7564

<i>School Support Assistant</i>	
Mrs Rachel Carver	2068

**COMPETITION POLICY, Centre for (CCP)
 ECO/LAW/NBS/PPL**
General enquiries: 3715
Email: ccp@uea.ac.uk



<i>Director</i>	
Prof Morten Hviid	3457

<i>Deputy Directors</i>	
Prof kai-Uwe Kuhn	1751
Prof Amelia Fletcher	3715

<i>Centre Manager</i>	
Ms Laurence Wild	1624
<i>Administration Assistant</i>	
Miss Nicolette Neile	3715

SYS CONSULTING (SYSCO)
Consultancy enquiries
Mrs Sue Johnson, ext 1578
E-mail: info@sys-consulting.co.uk

<i>General Enquiries & Accounts</i>	1489
---	------

**TYNDALL CENTRE FOR CLIMATE CHANGE
 RESEARCH (TYN) (ENV)**

<i>Director</i>	
Professor Corinne Le Quéré	2840

<i>Communications and Centre Manager</i>	
Mr Asher Minns	3906 or 07880 547843

<i>Communications Officer</i>	
Mr Bob Wooliams	3125

<i>Tyndall Assistant Administrator</i>	
Mr Alfie Kirk	3900

UEA DRAMA STUDIO (LDC)
Enquiries: ext 2272



<i>Drama Studio Administrator</i>	
Mr Scott Brown	2272

<i>Senior Drama Technician</i>	
Mr Robert Little	3023

<i>Drama Technician</i>	
Mr Chad Mason	3025

<i>CAST Co-ordinators</i>	
Ms Irene Baena-Cuder & Ms Kaja Holloway	3024

WEATHERQUEST LTD (ENV)

Admin Phone 01603 507605
Fax 01603 505146
Premium Rate Telephone Line 09065 77 76 75

E-mail: info@weatherquest.co.uk

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

Enquiries

ENV Reception	2542
Graduate Student Room (Z) 01.01	1343
Zicer Post Graduate Office	1346
Learning and Teaching Hub Reception	7581

UEA ACCOMMODATION OFFICE (SSS)

General enquiries and office: ext 2092

Email: accom@uea.ac.uk

ACCOM

<i>Accommodation Manager</i>	
Mr Paul Bailey	3690
<i>Assistant Accommodation Manager</i>	
Mr Julian Richardson	3208
<i>Student Accommodation Coordinators</i>	
Mrs Pauline Coats	3239
Miss Anne Murray	3539
Mr David Newson	2032
Mrs Wendy Steggall	3479
Mr Alex Carter	7330
<i>Accommodation Administrator</i>	
Mr Jonathan Moore	7329
<i>Student Accommodation Assistants</i>	
Mrs Amelia Stevens	2092/2960
Ms Karen Overland	2092/2960

ADAPT LOW CARBON GROUP

General enquiries
ext 1366

Adapt

<i>Chief Executive</i>	
Dr John French	7185
<i>Chief Operating Officer</i>	
Penny Wright	7184
<i>CEO and COO PA</i>	
Joanna Elks	7183
Jo Holland	7183

Consultancy & Special Projects

<i>Consultancy Services Manager</i>	
Matt Taylor	2583
<i>Project Officer</i>	
Pete Metcalfe	2538
<i>Finance Officer</i>	
Andrea Walker	7343

The Enterprise Centre Commercial Services

<i>The Enterprise Centre Commercial Services Manager</i>	
Fergus Rolfe	1049
<i>The Enterprise Centre Commercial Services Coordinator</i>	
Rebecca Roe	1049
<i>Tenancy and Business Development Manager</i>	
Angela Macdonald	1379
<i>Finance Officer</i>	
Marisse Slack	1497
<i>Events Co-ordinator</i>	
Julia O'Rourke	1765
<i>Front of House Manager</i>	
Alice Manson	1366

Innovation Funding

<i>Innovation Funding Team Manager</i>	
Saffron Myhill-Hunt	7248
<i>Investment Analyst</i>	
Samantha Burton	7342
<i>Project Administrator and Coordinator</i>	
Sue Coleman	7342

Adapt Cocoon Equity Team

<i>Chief Investment Manager</i>	
James Griffiths	7539
<i>Associate</i>	
Linn Clabburn	2548

ADMISSIONS, RECRUITMENT AND MARKETING (ARM)

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Fax: 01603 591523

ARM

<i>Director of Admissions, Recruitment and Marketing</i>	
Mrs Angelina Bingley	2654
<i>Personal Assistant to the Director of Admissions, Recruitment and Marketing and Heads of Department</i>	
Mrs Daisy Mailey/Annabel Allison	3773

Admissions and Internationalisation

PA to Academic Director for Admissions and Internationalisation

Professor Richard Harvey 3257

PA to Academic Director for Admissions and Internationalisation

Tara Welsh 2283

Marketing and Communications

Head of Strategic Marketing

Mr Giles Whattam 1582

Assistant Head of Strategic Marketing

Mr Chris Hill 1887

Head of Corporate Communications

Andrew Stronach 1520

Marketing Manager Research and PG

Mrs Cerian Hutchings/Mrs Kate Franklin 1572

Marketing Manager HUM

James Smith 1688

Marketing Officer HUM

Vacant n/a

Marketing Manager SSF

Tom Bamford (Maternity cover for Amy Jones) 7641

Marketing Officer SSF

Angela Hook 2066

Marketing Manager FMH

Sophie Rosas 1415

Marketing Officer FMH

Suzanne Harvey 2013

Marketing Manager SCI

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Marketing Officer SCI

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Marketing Officer

Vacant n/a

CRM Officer

Vacant n/a

Marketing Administrator

Vacant n/a

Marketing Administrative Assistant

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Social Media Coordinator

Mr Jono Read 1590

Web Analyst and SEO Coordinator

Adam White 1591

Marketing Innovation Project Manager

Vacant n/a

Marketing Innovation Project Officer

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Website Co-ordinator

Claire Zamorski 3449

Harry Edwards 7640

Publications Officer

Ms Anne-Marie Triggs 3753

Publications Administrator

Miss Rachel Lavender 1015

Mrs Jo Durrant 3283

Assistant Head of Communications

Mr Simon Dunford 2203

Media Relations Managers

Ms Cat Bartman 3007

Miss Lucy Clegg 2764

Ms Laura Potts 1069

Internal Communications Officer

Miss Fiona Billings 2226

Corporate Communications Officer

Mrs Clare Parry 1205

Communications Assistants

Mrs Sundari Faraday-Drake 3496

Mrs Emily Lowthorpe 3496

Communications Assistant

Mr Lawrence Brown 3815

Assistant Head of Alumni, Conferences and Events

Ms Maresa Padmore 3492

Alumni Relations Manager

Miss Charlotte Burford 2220

Alumni Relations Administrator

Mrs Claire Eden 3978

Database Administrator

Mr Chris Livermore 2915

Database Administrative Assistant

Ms Kaoru Sakurai 3069

Events Manager

Miss Holly Leonard 1926

SERVICES

<i>Alumni and Events Co-ordinator</i>	
Miss Emily Mondon	2130
<i>Engagement Administrative Assistant</i>	
Mrs Ruth Selwyn-Crome	1561

<i>Conferences Manager</i>	
Mrs Anna-Marie Moody	1881
<i>Conference and Events Administrators</i>	
Miss Kathryn Downes	1111
Mrs Nicola Stead	1924

<i>Alumni, Conferences and Events Administrative Assistant</i>	
Vacant	1111

International Recruitment Office

<i>Head of International Office</i>	
Ms Karen Blackney	3214

<i>PA to Head of International</i>	
Miss Tara Welsh	2283

<i>Assistant Heads of International Recruitment</i>	
Mr Craig Smitherman	2212
Ms Victoria Isherwood	3438

<i>Country Development Managers</i>	
Ms Nilu Rashidova	3827
Miss Tracey Hearn	2110
Mr Mark Bentley	3514

<i>Country Development Officers</i>	
Ms Basma Hakim	3499
Mr Jack Whaley	2772

<i>International Office Recruitment Co-ordinator</i>	
Mrs Caroline Kavanagh	3280
<i>International Office Administrative Assistants</i>	
Mr Graham Wise	2616
Mrs Helen O'Flynn	2908
Miss Vicky Lambert/Mrs Hayley Smith	3055

International Programmes and Study Abroad

<i>Assistant Head of International – International Programmes including Study Abroad</i>	
Ms Alexandra Cole	1514

<i>Study Abroad Team Leader</i>	
Ms Katrien Verbruggen	2048
<i>Study Abroad General Office</i>	1871

<i>Institutional ERASMUS Co-ordinator</i>	
Miss Clementine Jones	3967

<i>Study Abroad Co-ordinators</i>	
Miss Emma Pinder (Outgoing students)	2742
Mr Brook Newton (Incoming students)	3728

<i>Study Abroad Administrative Assistants</i>	
Miss Angela Murgatroyd (Outgoing)	2742
Miss Alexandra Gibson	2797
Miss Claire Canning	1871
Miss Rose Kemmy (Temp)	7322

<i>International Programmes Officers</i>	
Miss Claire Arnup	2249
<i>International Programmes Co-ordinator</i>	
Miss Maren Albrigtsen	2255

<i>International Progressions Officer</i>	
Miss Charlotte Richardson	1352
<i>International Progressions Assistant</i>	1872

Admissions

<i>Head of Admissions</i>	
Miss Alix Delany	7073

<i>PA to Head of International</i>	
Miss Tara Welsh	2283

<i>Assistant Head of Undergraduate Admissions</i>	
Mr Luke Gibbons	1730

<i>UG Admissions Officers</i>	
Mrs Lindsey Green	3711
Mrs Avril Fray	1729
Miss Kay Phoenix	3113
Mr Luke Gibbons	3085
Ms Eloise Gafney/Ms Jordana Barnes	2073

<i>UG Admissions Administrative Assistants</i>	
Ms Elizabeth Hindle	7120
Ms Chris Moore	1902
Ms Joanna Yaxley	2332
Ms Kate Bartrum	2187
Ms Josephine Carter	7136
Miss Sarah Pike	3115
Ms Emma Waters	1072
Miss Kay Baker	2819
Miss Alannah Chilvers	3894
Ms Emma Eden	2455
Miss Catherine Thornett	1894
Mr Paul Thorpe	1228
Miss Anna Sandford	1886

<i>Assistant Head Postgraduate Taught Admissions</i>	
Mr Steve Carruthers	2331

<i>PGT Admissions Officers</i>		<i>Outreach Academic Officers</i>	
Miss Helen Codling	1901	Dr Kim Ridealgh (HUM)	3437
Ms Sarah Park/Ms Victoria Pritchard	2302	Mr John Taylor (SCI)	2178
Ms Amanda Edwards-Sutton	3366	Miss Kristina Garner (SSF)	3509
<i>PGT Admissions Administrative Assistants</i>		<i>Outreach Academic Fellow</i>	
Mrs Emma Jennings/Mr Simon Osborne	1393	Miss Patricia Harris (FMH)	2175
Mr Aiden Lessiter	3209	<i>Recruitment and Outreach Team Leader</i>	
Mrs Fiona Brown	2154	Mrs Charlotte Torbitt	1738
Miss Eileen Wallace	7115	<i>Outreach Evaluation Co-ordinator</i>	
Mr Andrew Hunt	2063	Mr James Ferguson	1525
Ms Dan Li	7230	<i>Outreach Administrative Assistants</i>	
Ms Susan Morgan	2216	Mrs Lauren Starkey	1337
Mr Patrick Giles	2297	Ms Hannah Tough	1521
Miss Katherine Bradley	3717	Miss Emily Patterson	3490
Ms Nicola Shearing	3503	Mr David Hicks	3919
Ms Libby Tanner	3252	<i>Outreach Clerical Assistant</i>	
<i>UKBA Policy and Operations Manager</i>		Miss Lauren Middleton	1465
Ms Ruth Courridge/Mr Mel Risebrow	1512	<i>Assistant Head of Recruitment (UK/EU)</i>	
<i>UKBA Senior Administrative Assistants</i>		Mrs Lauren Thompson	1510
Mrs Katie Harrington/Mrs Maria Sides	1701	<i>Recruitment Events Manager</i>	
Ms Kerry Lomax	1252	Mrs Sally Rix	3301
<i>Operations and UCAS Manager</i>		<i>Recruitment Events Officers</i>	
Mrs Helen White	1511	Dr Jane Bryan	1767
<i>Operations Officer</i>		Mrs Vicki Gaff	1775
Miss Emily Kreetzer	3295	<i>Recruitment Events Administrative Assistants</i>	
<i>Operations and Training Assistants</i>		Miss Aisling Musgrove	1522
Mr Jack Camplin	1519	Miss Caroline Stewart	3164
Mr Darren Rye	1395	Miss Louise Ramsbottom	3251
<i>PGCE Co-ordinator</i>		<i>Recruitment Administrative Assistants</i>	
Mrs Sue Armes	2852	Sarah Brodie/Sam Osborne	1957
<i>PGCE Administrative Assistant</i>		<i>HE Advisers</i>	
Ms Ruth Phillips	2805	Miss Stephanie Copsey	2944
Miss Ruth Nuttall	2855	Mr Bradley Farrows	1963
UK/EU Recruitment and Outreach		Mr Roshan Walkerley	1959
<i>Head of Recruitment and Outreach UK/EU</i>		Miss Jess Smith	07810 358198
Mrs Claire Petley	1956	Mr Myles Smith	07887 831773
<i>Assistant Head of Outreach</i>		Miss Hannah Dunlop	07764 998307
Ms Charlotte Wheatland	1524	<i>Enrichment Team</i>	
<i>Outreach Managers</i>		Mrs Laura Anderson	1487
Mr Trevor Smith	1513	Mrs Gabrielle Copping	1961
Mrs Katie Francis	3919	Ms Natalie Bailey	1762
<i>Outreach Officers</i>		<i>Enquiries Manager</i>	
Dr Carl Harrington	2914	Ms Sarah Cox	3854
Miss Hannah Robinson	1516	<i>Enquiry Handling Assistants</i>	
Miss Lucy Nottingham	1518	Mrs Jo Clarke	2807
Mrs Liz Ferguson	1960	Mrs Peninna Hicks	1515
Miss Gemma Standen	1758		

SERVICES

Mrs Anne-Marie Cox 1791

ALUMNI OFFICE (ARM)

See page 29

BANKS

Barclays 08457 555555

BOOKSHOP (WATERSTONES)

See Shops on Campus, page 47

BROADVIEW LODGE (SSS)

Broadview Lodge Manager
Mrs Olwyn Emerson 1921

UEA CAREERS SERVICE (CCEN)

www.uea.ac.uk/careers

General enquiries and office: ext 3452

Email: career.central@uea.ac.uk

CCEN

Careers Team:

Joint Head of Careers (Academic Engagement)
James Goodwin 2826

Assistant to Joint Head of Careers (Academic
Engagement) & the Academic Director of
Employability
Sarah Lane 2485

Careers Advisers (SCI)
Rachael Rose 2579
Isla Hosking 2829

Careers Advisers (SSF)
Gaynor Egan 7255
Andrew Holdsworth 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

Initial Client Contact Officers
Lydia Squire 3452/3282
Lucy Crook 3452/3282

Systems Officer

Jonathan Haylock 3450
Skills Award Officer
Rebecca Ellis 2201

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 Turner 7638

Internships & Mentoring Officer
Evan Hancock 1435

Internship & Mentoring Administrator
Lorna Savage 3917
Kerensa Rands 7637
Suzanne Edwards 3036

Events Officer
Laura Johnson 7256

Careers Events Organisers
Susi Waters 2831
Heidi Sinclair 1659

Volunteering Administrator
Sophie Cabot 2103

Opportunities Co-ordinator
Alice Burnett 3276

Opportunities Administrative Assistant
Joe Rejek 2527

Opportunities Assistant
TBC 2803

Digital & Relationship Marketing Officer
Sarah Waterhouse 3070

Marketing Administrator
Terence Tasker 3455

Business Engagement Officer
Lisa-Rose Moller 3038

Student Enterprise Development Manager
TBC 3785

Enterprise Development Officer
Finbarr Carter 3248

MULTIFAITH CENTRE (SSS)

General enquiries and office: ext 2166

Email: chaplaincy@uea.ac.uk

CHAP

Chaplains and Faith contacts

Coordinating Chaplain

Fr Darren Thornton 2166

Roman Catholic

Fr Andrew Eburne 2168

Anglican Chaplain

Fr Darren Thornton 2166

Free Churches

Deacon Jen Woodfin 2167

Jewish

Daniel Rosenthal 07828205997

*Coptic Orthodox*Fr Shishoy El Antony 01603 881646
07813558089*Muslim*

Masoud Gadir 07846456221

Buddhist

Alokadhara Haworth 2167

Eastern Orthodox

Fr Julian Sadowski 01603 455273

Quaker

Prof Peter Belton 2167

*Hindu*Dr Suresh C Vasishtha 0208 556231
01865 304300*Sikh*

Bhupindor Sually 2167

CONFERENCE OFFICE (ARM)

See page 29

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

See page 48

ESTATES & FACILITIES DIVISION (EST)

General enquiries: ext 2121

email: jobdone@uea.ac.uk

EST

Director of Estates & Facilities Division

Mr Roger Bond 2213

PA to Director

Miss Anna Russell 2774

Deputy Director: Strategy and Development

Mrs Rose Jenkins 1088

Head of Energy and Utilities

Mr Richard Bettle 2104

Energy Officer

Mrs Vikki Rees 3180

EMS - Waste and Water Manager

Mr Andy Watts 2045

Environmental Officer

Miss Catrin Darsley 3962

Transport Co-ordinator

Mrs Dawn Dewar 3754

Transport Assistant 2353*Lodge Assistants* 3792*EST Health & Safety Manager*

Miss Jessica West 2650

Assistant Director of Estates - Operations

Mr Richard Hipperson 1087

Customer Liaison Manager

Ms Corinne Ashwell 3840

Customer Liaison Officer

Mr Justin Rhys 3778

Helpdesk2121 (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*Office Manager*

Mrs Jean Miller 1030

Senior Administrator

Miss Sharon Weekley (SMT) 2726

Miss Stephanie Klippel 2569

SERVICES

Administration Assistants

Miss Suzie Long (Built Assets)	3535
Mrs Harriet Lockwood (Built Assets)	1533
Miss Holly Leveridge (Built Assets)	
Mrs Tina Gill (Projects)	3652
Mrs Nuria Ortega (Compliance & Built Assets)	2660
Mr Nick Young (Facilities Support)	2623
Mr David Weekley (Projects)	2668
Ms Karen Tolson (Built Assets)	2038
Mrs Rebecca Topley (Built Assets)	3215

Space Management

Email: space@uea.ac.uk

Head of Design and Space Management

Mrs Josie Stevens 1115

Space Planning Co-ordinator

Ms Rachel Brown 2361

CAD Technician

Mr Graham Wales 1031

Post and Portering

(Ext 2080)

Email: postroom@uea.ac.uk

Post & Portering Manager

Mr Andrew Brinded 2082

Lost Property

(Located in The Lodge - Ext 2230)

Email: security@uea.ac.uk

Head of Projects & Estates Development

Mr Andrew Burbidge 3640

Estates Negotiator

Mr John Wilson Mobile: 07889279629

Senior Estates Project Managers

Mr Martin Lovatt 1113

Senior Estates Project Manager – Technical

Mr Richard Wilkin 2211

Estates Project Managers

Mr Peter Silverstone 3016

Mr Glen Soanes 2004

Mr Richard Loveland 1116

Mr Neil Wilson 1209

Assistant Estates Project Managers

Mr Phil Page 2051

Mr Austen Williams 1418

Head of Engineering and Infrastructure

Mr Paul Thacker 2228

Engineering & Infrastructure Managers

Mr Steve Edwards 3751

Mr Theo Jones 1264

Mr Phil Hunt 3970

Maintenance

Maintenance Fault Reporting / Work Requests

24-hour cover for emergencies

Helpdesk: Ext 2121

Head of Maintenance

Mr James Taylor 1112

Assistant Maintenance Managers

Mr Laurence Jerromes (Contracts) 1878

Mr Shaun Palmer (Labour) 3841

Mr Mark Pummell (Assets & Compliance) 1858

Maintenance Team Co-ordinators

Mr Neil Irons (Accommodation) 2611

Mr Kevin Duffin (Academic East) 2153

Mr Jez Seville (Academic West) 2153

Mr Shawn Curson (Central Plant & Infrastructure)

Mobile: 07747 460630

Maintenance Technical Support

Mrs Lindsay Lane 1456

Asbestos Manager

Mr Simon Corke 1114

Assistant Director: Finance, Risk & Governance

Mr Nick Syder 3731

Finance and Procurement Manager

Mr Mark Thompson 2609

Business Systems Manager

Mr Miguel Rios 1637

Finance Officer

Miss Lauren Rees 2675

Finance Assistants

Miss Eva Macia 3750

Mrs Glynis Watling 2046

Finance Assistant (Facility Support)

Mrs Chris Lawrence 1322

Purchasing Assistant

Stuart Perrins 3495

Stores 2039

Security Service

General Enquires: 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)

Head of Campus Services
 Mrs Christine Beveridge 2050

Access and Security Manager
 Martin Leeder 3799

Facilities Support

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

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

Landscape Manager
 Mr Tom Everett 2036
 Mobile: 07765 073909

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

Facilities Support Managers
 Mrs Joanne Woodrow 1306
 Mobile: 07500 814050

Mrs Lynn Edwards 2363
 Mobile: 07747 476305

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

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

EFRY, Queens, JSC, MED, SCVA, Colney Pavilion, BIO & BMRC
 Mrs Carol Turberfield 1629
 Mobile: 07881 264494

CAP, ITCS, Union House, Congregation Hall, Drama, Registry, Street & Square
 Mr Luiginio Velez 7009
 Mobile: 07881 264495

The Village
 Mrs Sandra Turner 3979
 Mobile: 07771 775032

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

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

Barton, Hickling, Paston
 Mr Tom Bohan 2140
 Mobile: 07747 006847

Victory, Kett, Brown, Orwell, Wolfson, Crome Court, Britten
 Mrs Donna Reynolds 3813
 Mobile: 07825 676870

Mary Chapman Court
 Mrs Sue Kent 7546
 Mobile: 07900 688276

Evenings (Zicer, Restaurant, Nursery, Sec Lodge)
 Mr Luis Guimaraes 7009
 Mobile: 07764 162717

Catering Services

General enquiries: ext 2477
 Fax: 01603 592478

EST

email: campuskitchendirect@uea.ac.uk

Head of Food & Hospitality
 Mr Darren Fennah 1711

Catering Operations Manager
 Mrs Debra Pittick 3618

Central Production Head Chef
 Miss Gemma Claxton (Maternity) 2825

SCVA Head Chef
 Mr Matt Durrant 2106

SCVA Restaurant and Function Manager
 Ms Agata Guziejko 2474

Catering Logistics and Procurement Manager
 Miss Karen Gallant 7193

Departmental Catering Managers
 Mr Geoff Mayers 3665

Natasha Gales 2471
 Ms Susan Estall 2897

Hospitality Manager
 Vacant

Hospitality Bookings and Enquiries
 Kate Saunders 2477

Catering Finance Manager
 Mr Gavin Utting 1616

Catering Finance
 Ms Karina Stares 1027

SERVICES

<i>Catering Admin</i>	
<i>Miss Sharni Claxton (general admin)</i>	3772
<i>Miss Sophie Yates (Logistics/Procurement)</i>	3004
<i>Miss Sophie Jackson (Maint/Production)</i>	1027

FINANCE, PLANNING & GOVERNANCE (FPG)

General enquiries and office: ext 2767/2729
Fax: 01603 593718/1110

FPG

<i>Director of Finance, Planning & Governance</i>	
<i>Mr Ian Callaghan</i>	2227

<i>PA to Director of Finance, Planning & Governance</i>	
<i>Ms Lynne Owen</i>	2767

<i>Finance Administrator</i>	
<i>Mrs Maggie Gore</i>	2729

Senior Faculty Managers (SFM)

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

Management Accounting

<i>Head of Management Accounting</i>	
<i>Mr Gavin Clarke</i>	2101

<i>Central Management Accountants</i>	
<i>Mrs Maxine Newey</i>	3788
<i>Mr Jason Dewhurst</i>	3807

<i>Management Accountant Costing & Capital</i>	
<i>Mr Stuart Laws</i>	2113

<i>Systems Accountant</i>	
<i>Mr Ian Hamshaw</i>	3700

<i>Finance Systems Support Officer</i>	
<i>Mr Jason Bird</i>	2109

Financial Accounting

<i>Head of Financial Accounting</i>	
<i>Ms Rhoda Wolf</i>	3780
<i>Financial Accountant</i>	
<i>Ms Manuela Moxon</i>	1695

<i>Accounts Assistants</i>	
<i>Mrs June Streeter</i>	2683
<i>Mr Matthew Russen</i>	2111

<i>Company Accountant</i>	
<i>Mrs Lesley Hanner</i>	1162

Accounts Payable

<i>Supervisor</i>	
<i>Mr Gunnar Eigener</i>	2681

<i>Accounts Assistants</i>	
<i>Mrs Jayne Fossitt</i>	2613
<i>Mrs Elaine Osbourne</i>	2273
<i>Miss Nicola Mainwaring</i>	2473

Accounts Receivable

<i>Supervisor</i>	
<i>Mrs Shirley Clapton</i>	3781

<i>Accounts Assistants</i>	
<i>Mrs Lynn Kerin</i>	3695
<i>Mrs Angela Clover</i>	2686
<i>Miss Caroline Reynolds</i>	2995
<i>Ms Joanne Jackson</i>	2685
<i>Mr James McDonald</i>	2209

Cashiers Office

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

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

Financial Planning

<i>Head of Financial Planning</i>	
<i>Mr Jason Brown</i>	2830

Student Finance and Planning

<i>Manager</i>	
<i>Mr Peter Courridge</i>	2928

<i>Administrator</i>	
<i>Mrs Tracey Erskine</i>	1188

<i>Senior Administrative Assistants</i>	
<i>Miss Emma Lisette</i>	2769
<i>Ms Carole Timm</i>	1891

Payroll and Pensions

<i>Payroll/Pensions Manager</i>	
<i>Mrs Ann Henwood</i>	3484

<i>Accounting Technician</i>		<i>Market Research Officer</i>	
Miss Caroline Wells	3485	Mrs Rosie Hannant	1962
<i>Superannuation Administrator</i>		<i>Market Research Assistant</i>	
Mr Duncan Sides	2676	Miss Johana Hardy	2773
<i>Pension Administrators</i>		Management Information	
Mrs Teresa McCarthy	1211	<i>Management Information Manager</i>	
Mrs Susan Squires	1081	Mr Adam Green	2929
<i>Pension & Payroll Assistant</i>		<i>Management Information Officer</i>	
Mrs Michelle Carey	2674	Mrs Lucy Finnie	3419
<i>Senior Payroll Administrator</i>		<i>Monitoring and Evaluation Co-ordinator (Student Success)</i>	
Mr Chris Lynds	2678	Miss Charlotte Chapman	2354
<i>Payroll Administrator</i>		DLHE	
Ms Margaret Jennis	2677	<i>DLHE and Reporting Manager</i>	
<i>Payroll Clerks</i>		Mr Leon Doughty	2484
Mr Gary Reynolds	1082	<i>DLHE Report Writing Assistant</i>	
Mrs Tracy Irons	3021	Mr David Astley	3871
Mr Matthew Horlock	1083	Committee Office	
Mrs Kerry Powles	3963	<i>Senior Administrative Assistant</i>	
Mrs Tracy Seville	1080	Mrs Becky Phillips	3203
<i>Pension & Payroll Assistant</i>		Graduation Office	
Mrs Michelle Carey	2674	<i>Graduation Office Manager</i>	
Procurement		Mr Andrew Watson	2830
<i>Head of Procurement</i>		Mr Peter Courridge	2928
Mr Robert Dumolo	2194	<i>Graduation Officer</i>	
<i>Sustainable Purchasing Officer</i>		Mrs Louisa Griffiths	2775
Mrs Claire Woodcroft	2728	<i>Administrative Assistant</i>	
<i>Assistant Purchasing Officer</i>		Miss Cath Pepper	3204
Mr Steve Whitehead	2402	Student Records	
<i>Purchasing Assistant</i>		<i>Student Records Manager</i>	
Mrs Lisa Donaldson	2401	Mr Andrew Watson	2830
<i>Project Administrator</i>		Student Records and Statutory Returns	
Mr Michael Howes	3632	<i>Manager</i>	
Business Intelligence Unit (BIU)		Mr Travis Bowditch	2927
<i>Head of Business Intelligence Unit</i>		<i>Administrator</i>	
Dr Garrick Fincham	3498	Miss Elaine Elsey	3242
Market Research			
<i>Market Research Manager</i>			
Mrs Becky Price	1203		

SERVICES

<i>Senior Administrative Assistant</i>	
Mrs Chrissie Norris	2122
<i>Administrative Assistants</i>	
Mrs Tina Murray	2200
Miss Cath Pepper	2200

Systems and Processes

<i>Manager</i>	
Mr Ant Griffiths	3052
<i>Administrator</i>	
Miss Sophie Edwards	1052

GRADUATE STUDENTS' CLUB

Common Room Bar	2513
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GROUNDS SERVICES (EST)

See page 35

DIGNITY & RESPECT IN THE WORKPLACE

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

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

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

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

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

<i>Human Resources Managers/Senior Advisers</i>	
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 43

HUMAN RESOURCES DIVISION (HRD)

General enquiries and Reception: ext 3034

Email: hr@uea.ac.uk

HRD

<i>Director of Human Resources</i>	
Mrs Cécile Piper	2123
<i>Human Resources Administrator</i>	
Mrs Diane Whalen	2733
<i>Human Resources Support Assistant</i>	
Miss Sarah Lambert	3034
Miss Katt Sutherland	3624
<i>Human Resources Systems Manager</i>	
Mr Stuart Gascoyne	2732
<i>Human Resources Systems Assistant</i>	
Mr Matthew Bond	2059
<i>Human Resources Data Assistant</i>	
Miss Sian Williams	3698
<i>Human Resources Manager (CEN, SCVA)</i>	
Mrs Alison Clements	2193
<i>Senior Human Resources Adviser</i>	
Mrs Alison Boucher	3046
<i>Human Resources Assistant</i>	
Mrs Jill Rice	2314
<i>Human Resources Manager (HUM and ARM)</i>	
Mrs Linda Cole	3582
<i>Senior Human Resources Adviser</i>	
Mrs Kirsty Webb	3729
<i>Human Resources Assistants</i>	
Mrs Gillian Jaffrey & Mrs Natasha Garforth	3809
<i>Human Resources Manager (SSF and L&T)</i>	
Mrs Santha Forder	2936
<i>Human Resources Advisers</i>	
Mrs Sophie Forsey	7542
Mrs Felicity Close	7542
<i>Human Resources Assistants</i>	
Mrs Jennifer Tanner	3494
Miss Jude De'Ath	7541
<i>Human Resources Manager (FMH, HRD)</i>	
Mrs Julie Goodridge	2126
<i>Human Resources Adviser</i>	
Miss Fay Tooke	7543
<i>Human Resources Assistant</i>	
Mrs Julie Wilderoder	2581

<i>Human Resources Manager (SCI and REN)</i>	
Ms Jenny Summers	2124
<i>Human Resources Advisers</i>	
Miss Rebecca Jones	3458
<i>Human Resources Assistants</i>	
Mrs Karen O'Brien	2734
Miss Jude De'Ath	7541

INFORMATION SERVICES (ISD)

www.uea.ac.uk/is

General enquiries and office: ext 2425

Fax: 01603 591010

IT servicedesk: ext 2345 it.helpdesk@uea.ac.uk

Library helpdesk: ext 2993 lib.helpdesk@uea.ac.uk

Library feedback: library.feedback@uea.ac.uk

IT feedback: it.feedback@uea.ac.uk

Freedom of Information enquiries: ext 2431/3523

foi@uea.ac.uk

Archives and Special Collections: ext 3491

archives@uea.ac.uk

ISD

<i>Director of Information Services</i>	
Mr Jonathan Colam-French	3858
<i>Personal Assistant</i>	
Mrs Jane Baker	2102

ISD-wide

<i>Assistant Director, Strategy, policy & compliance</i>	
Mr Raymond Scott	3651
<i>Information Security Manager</i>	
Mr Philip Ayers	3994
<i>Information Security Analyst</i>	
Mr James Hodge	2438
<i>Information Compliance Manager</i>	
Mr Dave Palmer	3523
Ms Ellen Paterson	2431
<i>ISD Project Managers</i>	
Mr Chris Goldswain	2562
Mr Iain Husband	1247
Dr Helen McSparron	3576
<i>ISD Project Officer</i>	
Mr Ian Prior	2248
<i>ISD Office Manager</i>	
Mrs Janet Hayward	2425
<i>IT Office Manager</i>	
Mr James Alborough	2365

ITCS

ICT Systems

<i>ICT Systems Director</i>	
Mr Iain Reeman	2926
<i>Head of Systems</i>	
Mr Jon Woodley	2415
<i>Head of Networking</i>	
Mr Pete Andrews	3804
<i>Head of Research & Specialist Computing</i>	
Mr Leo Earl	3856
<i>Data Centre Manager</i>	
Mr Dominic Belisario	3207

Corporate Information Services

<i>Assistant CIS Director</i>	
Mr Paul Hooper	1029
<i>Head of Operations</i>	
Mr Thompson Zulu	1975
<i>Head of Development</i>	
Mr Ben Petley	3662
<i>Senior Development Specialist</i>	
Mr Robin Keith	2691
<i>Team Leader of Database Administration</i>	
Mr David Lord	2344
SITS Enquiries	
SIS Application Support Advisor	
Mrs Joanne Champeney	1707

Faculty IT Support

<i>Assistant Director, Faculty IT Support</i>	
Mr Mark Jones	2442
<i>IT Support Manager (HUM, SSF & Cent)</i>	
Mr Keith Porter	3560
<i>IT Support Manager (SCI & FMH)</i>	
Mr Malcolm Rae	3305
<i>IT Service Desk Manager</i>	
Mr Anthony Robinson	2439
<i>IT Service Desk Team Leader</i>	
Mr Paul Martinez	2345

SERVICES

Print Services

Email: printservices@uea.ac.uk 2204

Print Services Manager
Mr Chris Browne 2488

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
Mr Richard Jardine (FMH) 7044
Mr Ian Davis 2384

Media Learning Technologist
Mrs Tracey Tutt 7482

Digital Learning Designer Team Leader
Mr Paul Wright 3855

VLE System Administrator
Mr Oliver Watkins 2917

Library

Library Director
Mr Nicholas Lewis 2382

Library Academic Services

Head of Academic Liaison
Ms Jane Helgesen 2221

Academic Engagement Librarians
Mr Grant Young (HUM) 2426
Ms Sian Blake (SSF) 1712
Dr Elizabeth Clarke (SCI) 1249
Ms Rachel Henderson
(SCI and Research support) 2428
Mr William Jones (FMH) 2412

E-Services team

Information Skills Librarian
Dr Emma Coonan 2430

E-Services Manager
Ms Alli Carroll 2411

E-Services team leader
Mrs Victoria Hay 3472

Systems Librarian
Mr Alan Exelby 2432

Digital Services Librarian
Ms Alison Dyer 2409
Digitisation Librarian
Mr Robin Farndon 3831

Collections Team

Head of Resources
Mr Edmund Chamberlain 2429

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

Learning and Resources Centre (LaRC)
Email: larc@uea.ac.uk

User Services

Head of User Services
Mrs Heather Wells 3440

Library User Services Manager
Mrs Catherine Breame 3507

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

User Services Team Leader
Ms Zoe Cross 1165
Ms Abigail Chaney 2414
Ms Susie Rosser-Davies 2414

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

Studio Technology Services

Studio Technology Team Leader
Mr Sean Thompson 1595

Media Production Support Technicians
Mr Matthew North 7159
Miss Hannah Merridale 7225
Mr Chris Davis 2487

SwitchboardDial : 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

Telephonist

Miss Wendy Brown 0

IT AND COMPUTING SERVICE (ITCS)

See page 39

LEARNING AND TEACHING SERVICES (LTS)*LTS**Director of University Services*

Dr Andrea Blanchflower 2618

Office Administrator

Miss Gemma Thurston 2025

Administrative Assistants

Mrs Johanna Hammersley 1844

Mrs Rhian Brooke 7214

Dr Janja R. Avgustin 2210

Head of Services (Quality)

Vacancy 7374

Head of Services (Systems)

Mrs Caroline Sauverin 7371

L&T HUB - Arts Building (East UG + PGT)*Enquiries* 7580arts1_ug.hub@uea.ac.ukarts1_pgt.hub@uea.ac.uk*Manager*

Ms Michele Pavey 2097

Co-ordinators

Mrs Heather Reynolds 2517

Vacancy 2157

Mrs Clare Walker 7608

Team Leaders

Mrs Louise Davison 2896

Mrs Helen Mount 3597

Mrs Audrey Richardson 3168

Miss Emma Hutchinson 2790

Mrs Patricia Goodwins 3042

Senior Administrative Assistants

Mrs Kerry Singleton 2062

Administrative Assistants

Miss Kelly Myhill 2516

Miss Christina Lane 3924

Miss Wendy Hooke 2723

Ms Jane Setford 7604

Mrs Lorraine Whiting 2744

Miss Christina Jeffrey 2592

Ms Helen Clarke 2282

Mr Tom Miller 2191

Mrs Alice McLaughlin 3595

Ms Ginette Irvine 2894

Mr Juha Agren 2364

Mrs Jess Kerry 2098

Mr Ben Pavey 7111

Mr Joshua Sowter 7605

Miss Klara Krcova 3924

Miss Holly Chatburn 2299

Miss Anwulka Emesseri 2217

Miss Hannah Adcock 2744

Front Desk Supervisor

Mr Adam Everett 7562

Clerical Assistants

Miss Krissie Lessiter 2520

Vacancy 1843

Vacancy 3532

Vacancy (TBC)

L&T HUB - Elizabeth Fry Building*Enquiries* 7578efb_ug.hub@uea.ac.uk*Managers*

Ms Christina Chan (Mon, Tues, Wed AM) 2626

Mrs Rachel Paley (Wed, Thurs, Fri AM) 2254

Co-ordinators

Mrs Louise Firman 3270

Miss Karin Goodby 3505

Miss Alexandra Hupton 7372

Mrs Caroline Rose 1700

Mr Jeff Davison 7557

Team Leaders

Ms Alicia Campbell Hemingway 3267

Ms Diana Cook 2804

Mrs Caroline Woolsgrove 2804

Mrs Karen Bezants 7547

Mrs Sue King 3569

SERVICES

Mr James Colley	2016	<i>Co-ordinators</i>	
Miss Louisa Ball	1842	Mrs Antonia Shorten-Marsh	7113
		Mrs Robbie Meehan	3083
Administrative Assistants		Mrs Carole Bull	3217
Miss Kate Brown	2490	<i>Team Leaders</i>	
Mrs Sue Johnson	3056	Ms Sarah Randall	3349
Miss Louise Land	2597	Ms Clare Cooper	2756
Mrs Tracey Elley (no e)	2837	Mr Jeff Davison	7557
Mrs Julie Penton	7552	Mr Richard Sapiano	3159
Mrs Catherine Harris	2017	Ms Theresa Wilson	7042
Mrs Julie Cullis	2234	Ms Linda Granger	3349
Mr Alex Dean	7551		
Mr Stephen Terry	7626	Senior Administrative Assistant	
Vacancy	3881	Ms Jane Nightingale	3497
Ms Silke Hunter	7061	Miss Sue Dolby (Placements)	7060
Mr Malcolm Robertson	2266		
Mrs Rebecca Rios	1230	Administrative Assistants	
Ms Julie Loughridge	1722	Mrs Teresa Armes	3515
Ms Sally Sutton	7613	Mrs Julie Winner	3721
Mr Nathan Byram	2979	Mr Isaac Mace-Tessler	1643
Miss Kat Unsworth	7627	Mrs Samantha Sims	7114
Miss Amanda Killington	2031	Mrs Kim Spinks	1911
Miss Hannah Stroud	2649	Ms Amanda Holland	2071
Vacancy	2705	Mrs Christine Halliday	1717
Mr Michael Mason	TBC	Mr Kristopher Harper	2144
Miss Ruth Kemp	1614	Miss Erin Rawcliffe	3691
Miss Lauren Kellett	1416	Ms Lee Nairn	7118
		Ms Julie Burgess	7558
Front Desk Supervisor		Miss Sonia Moppett	1718
Ms Elizabeth Rowe	3346	Mr Daniel Gathergood	2567
		Tim Barker	2383
Clerical Assistants		Jane Nightingale	3497
Miss Rachel Hurren	7554	Mr Dane Boyle-Smith	1117
Ms Frances Caynes	7553	April Howlett	7011
Mr Adam Veale	7555	Mandy Holland	2071
Joanna Eames	4550		
		Front Desk Supervisor	
PAL Administrator		Mrs Jennifer Lawrence	7607
Mrs Vicky Hawkes	1028		
L&T – Timetabling (Elizabeth Fry Building)		Clerical Assistants	
Manager		Ms Nicola Ward	7606
Mr Nigel Shed	2217	Ms Adella Forder-Gore	7548
		Miss Vicky Myhill	7566
Administrative Assistant			
Mr Merik Rose	3946	L&T Assessments and Quality Office	
		<i>Enquiries</i>	3596
Web Administrator		exams@uea.ac.uk	
Ms Samantha Rajasingham	1434		
		<i>Manager</i>	
L&T HUB - Zicer Building		Mrs Jean Whiting	2801
<i>Enquiries</i>	7581		
zicer.hub@uea.ac.uk		<i>Co-ordinator</i>	
		Miss Lisa Marie Atthowe	2315
<i>Manager</i>			
Ms Becky Fitt	1157		

Team Leaders

Mr Andrew Miller 7373
Mrs Sally Wilkinson 2821

Administrative Assistant

Miss Holly Dyer 1154
Miss Nicky Skivington 7611
Miss Amy Leach 3616

Clerical Assistant

Mr Kieren Ward 7484

LTS Partnerships

Enquiries 1639
Partnerships@uea.ac.uk

Head of Partnerships

Dr Louise Bohn 2205

Senior Managers

Mr Laurence Daly 2776
Mr Gavin Tash 2672

Managers

Mrs Sharon Davies 1603
Mr Stephen Knock 1639

Senior Administrative Assistants

Mrs Jeanette White 7190
Miss Coelis Witcher 3206

Dr Sam Lines
Dr Rachel McShane
Dr Wendy Nixon
Dr Fran Sargen
Dr Clare Shephard
Dr Roohi Singh
Dr Helen Tabberer
Dr Charlotte Turner

Business Manager

Christina Fielding 251625

Operations Manager

Karen Holland 251628

IT Coordinator

Oliver Tyrrell 251623

Staff Administrator

Zoë Barr 251616

Computer Operator

Steve Hembling 251600
Ania Spurdens

Medical Secretaries

Rebecca Cates 251601
Linda Horsnell
Sally Richardson
Di Fielding

Receptionists

Katie Still 251600
Chris Gough
Imogen Bruce
Sharon Clark

Nursing Staff

Michaela Dearlove 251600
Charlie Sutton
Lynda Greenwood
Helen Atkinson
Sara Read
Vanja Briggs

Health Care Assistant

Paula Winter 251600

CBT Therapist

Sheridan Chaffe 251601

Occupational Health

Main Reception 592174

Internal ext. 2174

Email: ums.occupational.health@uea.ac.uk

University Health Physician

Dr Rachel McShane 2174

LIBRARY (LIB)

See page 40

LOST PROPERTY (EST)

See page 34

MEDICAL CENTRE

General enquiries

Main Reception: (01603) 251600

Secretaries: (01603)251601

Fax: 01603 506579 UMS

E-mail: umsuea@nhs.net

Website: www.umsuea.co.uk



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

Doctors

Dr Jane Calne 251600
Dr Bernie Cant
Dr Louise Francis
Dr Angela Gillibrand
Dr Matt Green
Dr Claire Hughes
Dr Henry Jones

SERVICES

<i>Occupational Health Doctors</i>		<i>Doctoral Training and Quality Manager</i>	
Dr Bernie Cant	2174	Ms Melanie Steele	3870
Dr Matt Green			
Dr Wendy Nixon		<i>Quality and Information Team</i>	
<i>Occupational Health Adviser</i>		Mr Robin Braysher	2856
Jerry Gyde	2174	Mr Paul Vazquez	2164
Rachel Doktor			
<i>Occupational Health Nurse</i>		Doctoral Training Partnership Team	
Emily Bilverstone	2174	(EnvEast, NEXUSS, SeNSS)	
		Dr Alice Brewer (Officer)	3947
<i>Occupational Health Administrator</i>		Mr David Craythorne/ Ms Alison Henry	3558
Mary Mooney	2174		
<i>Occupational Health Receptionists</i>		Chase and Digital Humanities Manager	
Christian Mercer	2174	Miss Daphne Rayment	1453
Sue O'Leary			

NURSERY (HRD)

General enquiries and office: ext. 2884

Email: nursery@uea.ac.uk

<i>Manager</i>		International and PGR Funding Manager	
Mrs Anne Meyer	2884	Dr Audrey Heppleston	3106
<i>Deputy Manager</i>		Research Degrees Manager	
Miss Angela Cooper	2884	Mrs Tracey Oak	1800
<i>Secretary</i>		SSF Faculty Team	
Mrs Debbie Smith	2884	Miss Fiona Nairn (Officer)	2308
		Miss Gilly Potter	7231
		Miss Nicola Howlett	3923
<i>Receptionist</i>		HUM Faculty Team	
Ms Tina Hurn	2884	Mrs Lyn Marsh (Officer)	3040
		Miss Clare Thornett	3771
		Mrs Ann Nicholls	2546
		SCI Faculty Team	
		Mrs Sonia Fagan (Officer)	2544
		Miss Michelle Lane	2625
		Mrs Catherine Taylor	3002
		Miss Shannon Watkins	1705

POSTGRADUATE RESEARCH (PGR)

General enquiries: 01603 591709

General Emails:

pgr.enquiries.admiss@uea.ac.uk

fmh.pgr@uea.ac.uk

humgrad.school@uea.ac.uk

scigrad.school@uea.ac.uk

ssfpgr.admiss@uea.ac.uk

graduates.nrp@jic.ac.uk

PGR

Postgraduate Research Service

<i>Head of Postgraduate Research Service</i>		NBI Graduate Studies Office Manager	
Dr Vivien Easson	1835	Dr Kate Conway	01603 450772
		NBI Graduate School Office	
		Mr Mark Meehan	01603 450768
<i>PA to Head of Postgraduate Research Service</i>		Dr Sarah Eglington	01603 450774
Mrs Nicky Bastian	2202	Mrs Kelly Gibbons	01603 450777
		Vacancy	01603 450646
		Miss Jane Allen	01603 450769
<i>PGR Admissions Enquiries (All Schools)</i>			
Sandra Rye	1709		

PHYSICAL EDUCATION AND SPORT (PES)

General enquiries and office: Mrs Jane Rumball
ext 3779

Fax 01603 593779

Email: j.rumball@uea.ac.uk

Bookings/Reception: ext 2398

PES

Director

Phil Steele 2399

Assistant Directors

Maria Rowe 3645

Rachel Tomes 2301

Ben Price 3566

Administration Manager

Jane Rumball 3779

PLANNING (FPG)

See page 36

POST AND PORTERING (EST)

See page 35

PRESS AND PUBLIC RELATIONS OFFICE (ARM)

See page 29 (Communications and Media Relations)

PROCUREMENT/PURCHASING OFFICE (FPG)

See page 36

RESEARCH AND ENTERPRISE SERVICE (REN)

General enquiries: ext 1574

Fax: (59)1550

REN

Email: ResearchandEnterprise@uea.ac.uk

Director of Research and Enterprise Division

Helen Lewis 3307

Executive Officer

Alison Cooper 1599

Personal Assistant

Jackie Wright 1574

Head of Enterprise

Jon Carter 1577

Head of Research

Rachael Mold 3949

Relationship Managers

Chris Blincoe (*Digital, Heritage and Creative*) 3445
07785 456604

Richard Clarke (*Healthcare & Social Science*) 3178
07917 163482

Karen Smith (*Medical and Life Sciences*) 3147

Vacancy (*Business, Financial and Legal Services*)

Ruth Welters (*Marine, Agriculture and Environmental Sciences*) 1569

Andrew Whilding (*Engineering*) 1488

Relationship Administrators

Claire Bushell (East) 7670

Elizabeth Fearnley (West) 1604

Degree Apprenticeships Manager

Sharon Davies 1484

Communication, Marketing & Events Officer

Safiya Waley 3368

Katie Hupton 3443

Intellectual Property Managers

Georgina Pope 1575

Joita Dey 1576

Intellectual Property Officer

Faye Outram 1248

Intellectual Property Administrator

Alison Stebbing 1810

Consultancy Manager

Sue Johnson 1578

Consultancy Officer

Matt Hume 1489

Consultancy Administrator

Katherine Humphries 1610

Contracts Manager

Tracy Moulton 1482

Research Integrity Manager

Helen Brownlee 3435

Research Managers

Julia Warner (*Science*) 3619

Cassy Spearing (*Arts and Humanities and Social Science*) 7483

Sarah Ruthven (*Medicine and Health Sciences*) 1486

Research Information Manager

Jacqui Farrar 2710

PGR International Funding Manger

Audrey Heppleston (REN East) 1279

SERVICES

<i>EU Funding Manager</i>					
Ian Beggs		3399			
<i>EU Administrator</i>					
Simon Dowsett		3394			
<i>Open Access and Research Data Officer</i>					
Anna Collins		1807			
<i>Open Access Administrators</i>					
Constance Roberts-Croot		1560			
<i>Research Impact Officer</i>					
Claire Gallant		3189			
<i>Impact & Engagement Administrator</i>					
Emily Stewart-Rayner		2303			
<i>Project Officers</i>					
Rachel Lindley		3475			
Polly Harrison		1566			
Sarah Green		1721			
Graham Horne	West 1477/East	2851			
Chris Killen		3713			
Emma King		1598			
Yvonne Kirkham		7197			
Sam Hills		2994			
Svetlin Mitov		1483			
Jason Rust		1479			
<i>Administrators</i>					
Isobel Appleton		7074			
Natasha Cobb		1550			
Deborah Clemitshaw		1191			
James Epps		3688			
Claire Filby		1573			
Laura Glibbery		7208			
Paula Cole		1490			
Maya Kumar		1720			
Natasha McGowan		1478			
Rosanna Miller		3593			
Mercedes Mills		7671			
Jayne Riley		1579			
Anna Seecharan		1726			
Antoni Wojcik		1663			
<i>Systems and Information Administrator</i>					
John Stewart-Rayner		1809			
<i>Administrative Assistants</i>					
Victoria Hamilton		2601			
Tracey Hobbs		3235			
Caroline Middleton		1702			
Lauren Lessiter		1480			
Joshua Ludkin		1573			
<i>Finance</i>					
<i>Research Finance Officer</i>					
Shirley Brackenridge		1703			
<i>Research Finance Administrators</i>					
Steph Byng/Lynn Elliott		2127			
Yvonne Formanski-Nicholson		3486			
Eva Macia		1808			
Colin McDermott		3749			
Christopher Orr		1077			
Kersha Rosembert		1078			
Stephen Le Grice (West)	1570 (East)	7328			
<i>Finance Administrative Assistant</i>					
Sam Cooper		3216			
RED Meeting Rooms					
RED West Meeting Room, SCI 0.01			1604		
RED East Meeting Room, ARTS II, 0.54			1583		

REGISTRAR AND SECRETARY'S OFFICE (REG)

<i>Registrar and Secretary</i>			
Mr Brian Summers		2208	
<i>Personal Assistant</i>			
Mrs Elaine Rymarz		2771	
<i>Office Assistant</i>			
Mrs Jennifer Jones		3821	

REGISTRY SERVICES (REG)

General enquiries: ext 2223

Fax: 01603 458553

REG

<i>Senior Assistant Registrar VCO</i>			
Ms Lisa Williams		2229	
<i>Registry Services Co-ordinator</i>			
Mrs Kate Faire		2731	
<i>General Office</i>			
Mr James Beggs		3694	
<i>Registry Reception</i>			
Mrs Lois McCormack/Mrs Tessa Brewer		2223	

RESIDENT TUTORS

See SENIOR RESIDENTS, page 48

SAFETY SERVICES (USS)

General enquiries and office: **General enquiries**
Janet Samuel ext. 2763

USS

Director
 Mr Paul Donson 2199

Secretary
 Mrs Janet Samuel 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
 Miss Misba Tasawar 2241

SECURITY SERVICE (EST)

See page 35

SHOPS ON CAMPUS

The Shop 2669
Manager
 Wendy Storey 2877

Post Office
 Jo Pilgrim 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

PES

Reception 2398

Heads of Dept.
 Quality/Health & Safety 2380
 Aquatics 3384
 Fitness 3655
 Dryside 3382
 Conference & Catering 3862
 Customer Relations 3482

Duty Manager 3863

Marcoms Co-ordinator 3048
Conference Co-ordinator 2814
Events Co-ordinator 3403

STAFF ASSOCIATION

www.uea.ac.uk

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

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

Social Committee Chair
 Miss Tracey Hobbs (REN) 3235
t.hobbs@uea.ac.uk

Treasurer
 Mrs Yvonne Formanski-Nicholson (REN) 2111
y.formanski-nicholson@uea.ac.uk

Temporary Membership Secretary
 Mrs Sharon Weekley (EST) 2726
Sharon.weekley@uea.ac.uk

STAFF AND EDUCATIONAL DEVELOPMENT, CENTRE FOR (CSED)

General Course enquiries
Mrs Debbie Slaughter, ext 3039
Email: d.slaughter@uea.ac.uk

IT Course enquiries
Ms Jude Smith, ext 3849
Email: judith.smith@uea.ac.uk

Academic Practice enquiries
Mr Tim York, ext 2215
Email: t.york@uea.ac.uk

MA-HEP enquiries
Ms Kate Hesketh, ext 2958
Email : k.hesketh@uea.ac.uk

CSED

<i>Head of CSED</i> Mrs Amanda Giles	3699
<i>Director of Academic Practice</i> Dr. Geoff Hinchliffe	3777
<i>Course Director – MA-HEP</i> Dr Stephanie Aspin	1491
<i>Lecturer in Academic Practice</i> Mrs Anne-Florence Dujardin Dr Phil Long Dr Paulo Pimentel Botas	3931 2404 1022
<i>Senior Staff Development Officer (Personal & Professional Development)</i> Ms Gurpeet Gill	2951
<i>Staff Development Officers (Personal & Professional Development)</i> Mr Steve Oldfield Mr Dave Knock Ms Sally Gregory	2393 3223 1822
<i>Staff Development Officer (Research Staff)</i> Dr Lisa Worrall	1024
<i>Course Administrators</i> Mrs Debbie Slaughter Ms Kate Hesketh	3039 2958
<i>Course Co-ordinators</i> Ms Jude Smith Ms Sarah Payne Mr Tim York Miss Michelle Jones	3849 3269 2215 3191

STUDENT SUPPORT SERVICE (SSS)

General enquiries and office: ext 2761
Fax: 01603 591427
Email: studentsupport@uea.ac.uk

SSS

Senior Management Team

<i>Director of Student Services</i> Dr Jon Sharp	2905
<i>Head of Student Services</i> Mrs Jane Amos	3701
<i>Head of Wellbeing</i> Dr Jane Lawrence	3032
<i>PA to the Senior Management Team</i> Miss Claire Kreetzer	2892
<i>Student Disciplinary Officer</i> Mrs Emma Sutton	7027

General Advisory Team

<i>Student Services Manager and Student Adviser</i> Mrs Jill Brown	2491
<i>Student Adviser and Project Officer</i> Mr Ally Walker	3420
<i>Student Adviser</i> Ms Wendy Bainham	3184

International Student Advisory Team

<i>Senior International Student Adviser</i> Mr Mick Roner	2368
<i>International Student Adviser</i> Mr Paul Hartzler	2281
<i>International Student Officer</i> Mrs Susan Peters Corbett	2901

Student Finance Team

<i>Senior Student Finance Adviser</i> Ms Wendy Bainham	3184
<i>Student Finance Advisers</i> Miss Janise Narayan Mrs Kerry Menzies	3290 3184

Learning Enhancement Team

<i>Head of Learning Enhancement</i> Dr Jeremy Schildt	1836
<i>Learning Enhancement Tutors</i> Mr Chris Bishop	3381

Dr Gordon Collins	3720
Dr Luciana Davila-Smith	3796
Mrs Zoe Jones	1312
Dr Judith Stewart	3720
Mrs Jacq Wild	3720
Dr Nonia Williams	1312

Specific Learning Difficulties Tutors

Mr Calvin Hoy	1877
Dr Simon Andrews	3826

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

Mr Pablo Dalby	3238
----------------	------

Administrative Assistants (PAL)

Vicky Hawkes	3037
Mrs Julie Penton	2358

Senior Resident Team

Senior Resident Tutor

Dr David Thurkettle	3730
---------------------	------

out of hours, via Security 2352

Senior Residents (out of hours) via Security 2352

Mental Health Team

Senior Mental Health Adviser

Dr Luke Jefferies	3774
-------------------	------

Mental Health Advisers

Ms Krisztina Nemeth	2656
---------------------	------

Disability Team

Disability Co-ordinator

Ms Jane Abson	3693
---------------	------

Disability Advisers

Ms Emma Ainger	2372
Mrs Lydia Blake	2948
Mrs Debbie Sands	3980

Counselling Team

Senior Counsellor

Mr Chris Haylock	2878
------------------	------

Student Counsellors

Ms Jenny White	2904
Miss Catherine Atkinson	2904
Ms Miriam Crasnow	2651
Mrs Gerry Theobald	2651

Staff Counsellors

Mr Eamonn O'Mahony	2651
Ms Sarah Robinson	2651

Reception and Administration Team

Senior Administrator

Mrs Lisa Hawkins-Weeks	3271
------------------------	------

Administrative Assistants

Mrs Sarah Hartzler	3833
Mr Nick Flower	2316
Miss Kate Jones	2651
Mr Ian Mortimer	2891
Mrs June Woodhouse	3226
Miss Abby Simpson	3833

Receptionists

Miss Jacqui Upston	2761
Miss Anna Cooper	3676

DENTAL SERVICE

Dental Surgeons

Miss Wendy Fideo	2173
Dr Daryl Green	2173

Dental Manager

Mrs Alison Herridge	3660
---------------------	------

Dental Nurse/Receptionists

Mrs Val Willis	2173
Miss Natasha Whittle	2173
Mrs Charlotte Gilbert	2173
Miss Kerry King	2173

DISCIPLINARY OFFICER (DISP.OFF)

Student Disciplinary Officer

Mr Mike McCormack	
-------------------	--

TRADES UNIONS (TU)

UNISON

Ms Anita Davis	07858541089
Miss Natasha Gale	2471

UNITE

Chair	
Mr Jimmy Cross	7223

UNITE Committee and Reps

Mr Trevor Bellward	n/a
Mr Richard Carey-Knight	1971
Mr James Goillau	2946
Mr Colin Jenkinson	3504
Mr Terry Lyon	n/a
Mr Nick Poulter	1970
Mr Stuart Rix	2236
Mr Stewart Thompson	n/a

UNITE Health & Safety

Mr Stewart Thompson	n/a
Mr James Goillau	2946

UCU President

Amanda Williams	1816
-----------------	------

SERVICES

<i>UCU Vice President</i>	
David Mead	7620
<i>UCU Secretary</i>	
Simon Dell	3641
<i>UCU Treasurer</i>	
Brett Mills	2094
<i>UCU Membership</i>	
Rachel Henderson	2428
<i>UCU Equality</i>	
Susan Sayce	1286
<i>UCU Administrator</i>	
Mr Trevor Phillips (Office)	2652

UNION OF UEA STUDENTS

General enquiries

01603 593272

STU

Student Officers

<i>Post Graduate Education Officer</i>	
Madeline Colledge	
<i>Undergraduate Education Officer</i>	
Theo Antoniou-Phillips	2504
<i>Activities & Opportunities Officer</i>	
Joseph Zilch	1187
<i>Campaigns & Democracy Officer</i>	
Amy Rust	3880
<i>Welfare, Community & Diversity Officer</i>	
Jo Swo	
<i>Chief Executive</i>	
Mr Jim Dickinson	3462/07449 903618

<i>Deputy Chief Executive</i>	
Mr Toby Cunningham	3472

<i>Democracy and Governance Co-ordinator</i>	
Tony Moore	2161

Operations

<i>Head of Operations</i>	
Chloe Alexander	3981
<i>Operations Coordinator</i>	
Robyn Fisher	2503
<i>Operations and HR Administrator</i>	
Rob Drury	
<i>Payroll Administrator</i>	
Millie Smith	3464

Student Media:

Concrete/UEA:TV/Livewire	3466
--------------------------	------

Student Support Services:

<i>Head of Advice</i>	
Josh Clare	2593

<i>Home Run (Private Sector Housing) Administrator</i>	
Natalie Beales	2505
<i>Letting Administrator</i>	
Deborah Lyall	3230

<i>Advice Workers</i>	
Jo Plumstead	3838
Rachel McGrath	3462
Mike Hill	7254
Advice Centre Reception	3463

<i>Head of Campaigns and Policy</i>	
Naomi Carter	3972
<i>Student Engagement Coordinator (Representation)</i>	
Lindsay Westgarth	2589
<i>Representation and Opportunities Coordinator (HSC)</i>	
Liv Grosvenor	2589

Nightline **01603 503504**

Clubs and Societies:

<i>Head of Student Opportunities</i>	
Lynne Simpkin	3648
<i>Enterprise & Activities Co-ordinator</i>	
Victoria Cook	
<i>Societies Administrator</i>	
Goodge Eracleous	3798
<i>Student Events Coordinator (Charity)</i>	
Aden Fry	
<i>Postgraduate and International Activities Coordinator</i>	
Silvia Harvey	

Marketing and Business Development

<i>Head of Marketing and Business Development</i>	
Lauren Moreton	2575
<i>Marketing Coordinator</i>	
Jonathan Murray	3982
<i>Commercial Marketing Assistant</i>	
Rachael Gilbert	3925
<i>Student Events Coordinator (Commercial)</i>	
Zoe Phillips	2515

Entertainments:

<i>Entertainments Co-ordinator</i>	
Paul Ingleby	3460
<i>Deputy Head of Venues</i>	
Gavin Hudson	3278
Box Office	
Sara Davey	7496 & 01603 508050

The Waterfront

<i>Venue Manager</i>	
Chelie Lear	01603 632717
Fax	01603 615463
E-mail:	thewaterfront@uea.ac.uk

Bars:

<i>Bars Manager</i>	
Carl Wright	2481
<i>Graduate Centre Manager</i>	
Sara Claxton	2513/2514

Unio

Cheryl Hall	2479
-------------	------

The Pub

2481

Finance

<i>Head of Finance</i>	
Mr Tim Cave	2509
<i>Deputy Head of Finance</i>	
Shirley Reade	3814
<i>Purchase/Sales Ledger Administrator</i>	
Kim Eng Limbu	2506
<i>Assistant Accountant</i>	
Sarah Munday	1186

SHOPS ON CAMPUS**The Shop:** 2669

<i>Manager</i>	
Wendy Storey	2877

Post Office:

Jo Pilgrim/Jonathan Freezer	01603 457776
-----------------------------	--------------

Waterstones Bookshop:

<i>E-mail:</i> uea@waterstones.com	
<i>Manager</i>	
Mrs Margaret Janes	2497 & 01603 453625

SWITCHBOARD (ISD)

See page 41

VICE-CHANCELLOR'S OFFICE*General enquiries: ext 3821**E-mail:* katie.phillips@uea.ac.uk

VCO

<i>Vice-Chancellor</i>	
Prof David Richardson	2206

<i>Personal Assistant</i>	
Mrs Katie Phillips	2206

<i>Office Assistant</i>	
Mrs Jennifer Jones	3821

<i>Assistant Registrar</i>	
Ms Lisa Williams	2229

<i>Pro-Vice-Chancellor (Academic Affairs)</i>	
Prof Neil Ward	2224
<i>PA & Congregation Assistant</i>	
Mrs Frances Marson	2224

Interim Pro-Vice Chancellor (Research & Enterprise)

Prof Fiona Lettice	2735
<i>PA</i>	
Mrs Jessica Coburn	2735

Development Office – Registry 1.19

<i>Director of Development</i>	
Mr Graeme Byrne	1391

<i>PA</i>	
Ms Christine Perry	2945

<i>Deputy Director of Development</i>	
Mr David Ellis	1168

<i>Development and Legacies Manager</i>	
Mrs Joyce Griffin	2114

<i>Development Manager</i>	
Mrs Georgette Ward	7574
Miss Vanessa Bell	7575

<i>Development Operations Manager</i>	
Ms Diane Rhodes	3776

<i>Stewardship Officer</i>	
Miss Sarah Sheldrake	7576
Miss Emily Fuller	3930

<i>Regular Giving Officer</i>	
Mr Jack Merrington	1005

<i>Prospect Research Officer</i>	
Mr Jonathan Clark	3249

<i>Development Assistant</i>	
Ms Christine Perry	2945

E-mail & internal mail distribution lists

It is often necessary to distribute management information widely within the University, and a number of lists exist for this purpose. Please target carefully, sending only relevant information to appropriate lists. These lists should not be used to cascade general information, which is the purpose the weekly e-bulletin.

Emergency messages can be sent by the Communications Office. If you believe you need an emergency message distributed, email press@uea.ac.uk or call x2226.

A number of other e-mail groups, including voluntary membership groups, are listed in the CSED Brochure and on the intranet.

E-mail lists:

et@uea

et-sec@uea

headsofschool@uea

directors@uea

managers@uea

The lists are based on people's function rather than title. They are not definitive and suggestions are welcome.

A full list of members for each of these lists can be obtained from the Registry General Office ext 2731 or email k.faire@uea.ac.uk

Affiliated Institutes

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

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

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

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

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

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

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

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

Department of Family Medicine
Norfolk and Norwich University Hospital
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) 773311

Ms D. Price
Centre Director
INTO University of East Anglia
Norwich Research Park
Norwich
NR4 7TJ
Tel : (01603) 592977

Mr R. Lister
Provost
University Campus Suffolk
Waterfront Building
Neptune Quay
Ipswich
Suffolk IP4 1QJ
Tel: Ipswich (01473) 338000

Mr D. Henley
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 T. McLean
Institute of Health and Social Care
Studies
Health & Social Services Department
Princess Elizabeth Hospital
Rue Mignot St Martins
Guernsey
GY4 6UU
Tel: 01481 707445

Mr C. Ball
Brooksby Melton College
Asfordby Road
Melton Mowbray
Leicester
LE13 0HJ
Tel: 01664 850850

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

UCS Partner Colleges

Mr S Rimmer
Principal
Great Yarmouth College
Suffolk Road
Southtown
Great Yarmouth
Norfolk
NR31 0ED
Tel: Great Yarmouth (01493) 655261

Dr N. Savvas
Principal
West Suffolk College
Out Risbygate
Bury St. Edmunds
Suffolk IP33 3RL
Tel: Bury St. Edmunds (01284) 701301

Mrs J. Pretty
Principal
Lowestoft College
St Peter's Street
Lowestoft
Suffolk NR32 2NB
Tel: Lowestoft (01502) 583521

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

OPENSTAGE 15 VOIP HANDSET Quick Reference Guide

Answer a Call

Lift handset or press **Speaker key** 

Make a Call

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

Transfer a Call with Consultation

Whilst active on a call the display shows '**Consult?**'
Press **OK** to confirm
Enter 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  on
'Normal' to program the first level

Or

'Shifted' to program the second level



Arrow down  and press  on

'Selected Dialling' from the list

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

Programming a Speed Dial Key

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

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

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

Enter the required destination number

Select 

Select **'Save & Exit'** twice

Ringer Settings

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

Press the Menu key 

Select **'User'**

Select **'Audio'**

Select **'Settings'**

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

Adjust using the  press **OK** to store

Select **'Options = Play Ringer'**

Select **'Save & Exit'**

ISDX facility codes

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

R = Recall

X= Follow with extension number

EMERGENCY NUMBERS

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

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Norwich Research Park
Norwich
NR4 7TJ
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T: 01603 456161
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