- Key telephone contacts
- Who does what
- Abbreviations
- General Enquiries 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.

<table>
<thead>
<tr>
<th>Abbreviated School/Department/Section</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCOM ACCOMODATION OFFICE</td>
<td>29</td>
</tr>
<tr>
<td>AMA SCHOOL OF ART, MEDIA &amp; AMERICAN STUDIES</td>
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<tr>
<td>AMS ARTHUR MILLER CENTRE AMERICAN STUDIES</td>
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</tr>
<tr>
<td>ARM ADMISSIONS, RECRUITMENT &amp; MARKETING</td>
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</tr>
<tr>
<td>BCLT BRITISH CENTRE FOR LITERARY TRANSLATION</td>
<td>18</td>
</tr>
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<td>BIO SCHOOL OF BIOLOGICAL SCIENCES</td>
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<tr>
<td>CARE APPLIED RESEARCH IN EDUCATION, CENTRE FOR</td>
<td>16</td>
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<tr>
<td>CAT CATERING SERVICE</td>
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<tr>
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<td>18</td>
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<tr>
<td>CCEN UEA CAREERS SERVICE</td>
<td>33</td>
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<tr>
<td>CCP CENTRE FOR COMPETITION POLICY</td>
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</tr>
<tr>
<td>CEAS CENTRE OF EAST ANGLIAN STUDIES</td>
<td>18</td>
</tr>
<tr>
<td>CEEC CENTRE FOR ECOLOGY, EVOLUTION AND CONSERVATION</td>
<td>19</td>
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<tr>
<td>CHAP MULTIFAITH CENTRE</td>
<td>34</td>
</tr>
<tr>
<td>CHE SCHOOL OF CHEMISTRY</td>
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</tr>
<tr>
<td>CIMR CENTRE FOR INTERDISCIPLINARY MATHEMATICAL RESEARCH</td>
<td>19</td>
</tr>
<tr>
<td>CIPP CENTRE FOR INTERPROFESSIONAL PRACTICE</td>
<td>21</td>
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<tr>
<td>CIS JAPANESE STUDIES, CENTRE FOR</td>
<td>18</td>
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<td>CMP SCHOOL OF COMPUTING SCIENCES</td>
<td>25</td>
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<td>CRU CLIMATIC RESEARCH UNIT</td>
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<td>26</td>
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<tr>
<td>DEVCO INTERNATIONAL DEVELOPMENT UEA</td>
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<tr>
<td>DISP.OFF DISCIPLINARY OFFICER</td>
<td>53</td>
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<tr>
<td>EFAA EAST ANGLIAN FILM ARCHIVE</td>
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<tr>
<td>ECO SCHOOL OF ECONOMICS</td>
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<tr>
<td>EDU SCHOOL OF EDUCATION AND LIFELONG LEARNING</td>
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<tr>
<td>EST ESTATES AND FACILITIES DIVISION</td>
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<tr>
<td>FMH FACULTY OF MEDICINE AND HEALTH SCIENCES</td>
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<tr>
<td>FPP FINANCE, PLANNING &amp; GOVERNANCE</td>
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<tr>
<td>GSC GRADUATE STUDENTS’ CLUB</td>
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<tr>
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<tr>
<td>HRL HUMAN RESOURCES DIVISION</td>
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<tr>
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<tr>
<td>HUM FACULTY OF ARTS AND HUMANITIES</td>
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<tr>
<td>ITCS INFORMATION TECHNOLOGY AND COMPUTING SERVICE</td>
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</tr>
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<td>IIH INTERDISCIPLINARY INSTITUTE FOR THE HUMANITIES</td>
<td>17</td>
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<td>LAW SCHOOL OF LAW</td>
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</tr>
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<td>LDC SCHOOL OF LITERATURE, DRAMA AND CREATIVE WRITING</td>
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<tr>
<td>LIB LIBRARY</td>
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<tr>
<td>LTS LEARNING AND TEACHING SERVICE</td>
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<td>MAINT MAINTENANCE SERVICES (ESTATES)</td>
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<tr>
<td>MED NORWICH MEDICAL SCHOOL</td>
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<td>MTH SCHOOL OF MATHEMATICS</td>
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<td>NBS NORWICH BUSINESS SCHOOL</td>
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<td>NURS UEA NURSERY</td>
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<td>PES PHYSICAL EDUCATION AND SPORT</td>
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<td>PGR POST GRADUATE RESEARCH</td>
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<tr>
<td>PRU PRINT SERVICES</td>
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</tr>
<tr>
<td>PPL SCHOOL OF POLITICAL, PHILOSOPHY AND LANGUAGE AND COMMUNICATION STUDIES</td>
<td>17</td>
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<tr>
<td>PSY SCHOOL OF PSYCHOLOGY</td>
<td>27</td>
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<td>PVC(Academic) PRO-VICE CHANCELLOR (ACADEMIC)</td>
<td>55</td>
</tr>
<tr>
<td>PVC(Research) PRO-VICE CHANCELLOR (RESEARCH)</td>
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<tr>
<td>RIN RESEARCH AND INNOVATION SERVICES</td>
<td>48</td>
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<tr>
<td>REG REGISTRAR AND SECRETARY’S OFFICE AND REGISTRY SERVICES</td>
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<td>SCI FACULTY OF SCIENCE</td>
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<tr>
<td>SCVA SAINSbury CENTRE FOR VISUAL ARTS</td>
<td>22</td>
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<tr>
<td>SISJAC SAINSBURY INSTITUTE FOR THE STUDY OF JAPANESE ARTS AND CULTURES</td>
<td>23</td>
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<tr>
<td>SP SPORTSPARK</td>
<td>50</td>
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<td>SRU SAINSbury RESEARCH UNIT</td>
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<tr>
<td>SSF FACULTY OF SOCIAL SCIENCES</td>
<td>25</td>
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<td>51</td>
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<td>STU UNION OF UEA STUDENTS</td>
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<td>SWK SCHOOL OF SOCIAL WORK</td>
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<tr>
<td>SYSCO SYS CONSULTING LIMITED</td>
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<td>TU TRADES UNIONS</td>
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<td>UMS UNIVERSITY MEDICAL SERVICE</td>
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<td>USS UNIVERSITY SAFETY SERVICE</td>
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<tr>
<td>VCO VICE-CHANCELLOR’S OFFICE</td>
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<tr>
<td>WEATHERQUEST WEATHERQUEST LIMITED</td>
<td>28</td>
</tr>
<tr>
<td>ZICER ZUCKERMAN INSTITUTE FOR CONNECTIVE ENVIRONMENTAL RESEARCH</td>
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</table>
Internal Communications at UEA

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

Staff and Student communications channels:

- Daily portal news: Campus news is published daily on the portal for staff and students. Major stories are highlighted on the portal homepage

- Weekly e-bulletins: A round-up of news and events is emailed to staff and students every Tuesday (monthly out of term time for students)

- School and departmental bulletins: Most areas issue regular updates to staff/students

- The Communications team will send emergency texts in a crisis.

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

TextDirect

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

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

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

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

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

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>CONTACT PERSON</th>
<th>EXT</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing</td>
<td>Gemma Potter</td>
<td>3119</td>
<td><a href="mailto:gemma.potter@uea.ac.uk">gemma.potter@uea.ac.uk</a></td>
</tr>
<tr>
<td>Relationship Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Digital Marketing</td>
<td>Martin Earl</td>
<td>3973</td>
<td><a href="mailto:m.earl@uea.ac.uk">m.earl@uea.ac.uk</a></td>
</tr>
<tr>
<td>Research / PGR Marketing</td>
<td>Kate Franklin / Cerian Hutchings</td>
<td>1572</td>
<td><a href="mailto:k.franklin@uea.ac.uk">k.franklin@uea.ac.uk</a>, <a href="mailto:c.hutchings@uea.ac.uk">c.hutchings@uea.ac.uk</a></td>
</tr>
<tr>
<td>Communications / Press</td>
<td>Simon Dunford</td>
<td>2203</td>
<td><a href="mailto:s.dunford@uea.ac.uk">s.dunford@uea.ac.uk</a></td>
</tr>
<tr>
<td>Assistant Head of Alumni, Conference and Events</td>
<td>Maresa Padmore</td>
<td>3492</td>
<td><a href="mailto:m.padmore@uea.ac.uk">m.padmore@uea.ac.uk</a></td>
</tr>
<tr>
<td>Alumni Relations</td>
<td>Charlotte Burford</td>
<td>2220</td>
<td><a href="mailto:c.burford@uea.ac.uk">c.burford@uea.ac.uk</a></td>
</tr>
<tr>
<td>Conferences</td>
<td>Anna-Marie Moody</td>
<td>1881</td>
<td><a href="mailto:a.moody@uea.ac.uk">a.moody@uea.ac.uk</a></td>
</tr>
<tr>
<td>Events</td>
<td>Tanner Barnes</td>
<td>1926</td>
<td><a href="mailto:t.barnes@uea.ac.uk">t.barnes@uea.ac.uk</a></td>
</tr>
<tr>
<td>Admissions PGT</td>
<td>Steve Carruthers</td>
<td>2331</td>
<td><a href="mailto:s.carruthers@uea.ac.uk">s.carruthers@uea.ac.uk</a></td>
</tr>
<tr>
<td>International Progressions</td>
<td>Charlotte Richardson</td>
<td>1352</td>
<td><a href="mailto:charlotte.richardson@uea.ac.uk">mailto:charlotte.richardson@uea.ac.uk</a></td>
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<tr>
<td>International Programmes and Study Abroad</td>
<td>Alexandra Cole</td>
<td>1514</td>
<td><a href="mailto:alexandra.cole@uea.ac.uk">alexandra.cole@uea.ac.uk</a></td>
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<tr>
<td>UKVI</td>
<td>Mel Risebrow</td>
<td>1512</td>
<td><a href="mailto:m.risebrow@uea.ac.uk">m.risebrow@uea.ac.uk</a></td>
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<tr>
<td>PGCE</td>
<td>Sue Armes</td>
<td>2852</td>
<td><a href="mailto:susan.armes@uea.ac.uk">susan.armes@uea.ac.uk</a></td>
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<tr>
<td>Outreach</td>
<td>Charlotte Wheatland</td>
<td>1524</td>
<td><a href="mailto:c.wheatland@uea.ac.uk">c.wheatland@uea.ac.uk</a></td>
</tr>
<tr>
<td>Outreach Academic HUM</td>
<td>Chris Jones/Mark Walmsley</td>
<td>3418</td>
<td><a href="mailto:c.jones@uea.ac.uk">c.jones@uea.ac.uk</a>, <a href="mailto:m.walmsley@uea.ac.uk">m.walmsley@uea.ac.uk</a></td>
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<tr>
<td>Outreach Academic SCI</td>
<td>Carl Harrington</td>
<td>7786</td>
<td><a href="mailto:carl.harrington@uea.ac.uk">carl.harrington@uea.ac.uk</a></td>
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<tr>
<td>Outreach Academic SCI</td>
<td>Kristina Garner</td>
<td>3509</td>
<td><a href="mailto:k.garner@uea.ac.uk">k.garner@uea.ac.uk</a></td>
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<tr>
<td>Outreach Academic SSF</td>
<td>Sally Homden</td>
<td>7045</td>
<td><a href="mailto:s.homden@uea.ac.uk">s.homden@uea.ac.uk</a></td>
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<tr>
<td>Outreach Academic FMH</td>
<td>Sally Rix</td>
<td>1510</td>
<td><a href="mailto:sally.rix@uea.ac.uk">sally.rix@uea.ac.uk</a></td>
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<tr>
<td>Recruitment</td>
<td>Francesca Uragallo</td>
<td>3301</td>
<td><a href="mailto:f.uragallo@uea.ac.uk">f.uragallo@uea.ac.uk</a></td>
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<tr>
<td>Recruitment Events</td>
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<tr>
<td>Enquiries</td>
<td>Peninna Headland</td>
<td>1515</td>
<td><a href="mailto:p.headland@uea.ac.uk">p.headland@uea.ac.uk</a></td>
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### ESTATES AND FACILITIES DIVISION (EST)

<table>
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<tr>
<th>SERVICE</th>
<th>CONTACT PERSON</th>
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<tr>
<td>Senior Management Team</td>
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<tr>
<td>Director</td>
<td>Roger Bond</td>
<td>2213</td>
<td><a href="mailto:r.bond@uea.ac.uk">r.bond@uea.ac.uk</a></td>
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<tr>
<td>PA to Director</td>
<td>Anna Russell</td>
<td>2774</td>
<td><a href="mailto:anna.russell@uea.ac.uk">anna.russell@uea.ac.uk</a></td>
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<tr>
<td>Deputy Director of Estates &amp; Facilities – Strategy &amp; Development</td>
<td>Mahmood Foroughi</td>
<td>1088</td>
<td><a href="mailto:m.foroughi@uea.ac.uk">m.foroughi@uea.ac.uk</a></td>
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<tr>
<td>SERVICE</td>
<td>CONTACT PERSON</td>
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<td>EMAIL</td>
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<tr>
<td>Assistant Director of Estates - Operations</td>
<td>Richard Hipperson</td>
<td>1087</td>
<td><a href="mailto:r.hipperson@uea.ac.uk">r.hipperson@uea.ac.uk</a></td>
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<tr>
<td>Assistant Director of Estates – Finance, Risk &amp; Administration</td>
<td>Nick Syder</td>
<td>3731</td>
<td><a href="mailto:n.syder@uea.ac.uk">n.syder@uea.ac.uk</a></td>
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<tr>
<td>Reception</td>
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<td>General Enquiries</td>
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<td><a href="mailto:jobdone@uea.ac.uk">jobdone@uea.ac.uk</a></td>
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<td>Key collection</td>
<td>EST Helpdesk</td>
<td>2121</td>
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<td>Administration</td>
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<tr>
<td>Administration Manager (SMT &amp; Finance, Risk &amp; Administration)</td>
<td>Sharon Weekley</td>
<td>2726</td>
<td><a href="mailto:s.weekley@uea.ac.uk">s.weekley@uea.ac.uk</a></td>
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<tr>
<td>Freedom of Information Requests</td>
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<tr>
<td>Office Administration</td>
<td>Holly Leveridge (Space)</td>
<td>3652</td>
<td><a href="mailto:est.projectsadmin@uea.ac.uk">est.projectsadmin@uea.ac.uk</a></td>
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<tr>
<td></td>
<td>David Weekley (Projects)</td>
<td>2668</td>
<td><a href="mailto:est.projectsadmin@uea.ac.uk">est.projectsadmin@uea.ac.uk</a></td>
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<td>Amanda Holland (Projects)</td>
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<tr>
<td></td>
<td>Kareen Tolson (Projects)</td>
<td>2038</td>
<td><a href="mailto:k.tolson@uea.ac.uk">k.tolson@uea.ac.uk</a></td>
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<tr>
<td></td>
<td>Becky Plumb (Projects)</td>
<td>2359</td>
<td><a href="mailto:r.plumb@uea.ac.uk">r.plumb@uea.ac.uk</a></td>
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<tr>
<td></td>
<td>Nuria Ortega (Facilities, Compliance &amp; H&amp;S)</td>
<td>2660</td>
<td><a href="mailto:n.ortega@uea.ac.uk">n.ortega@uea.ac.uk</a></td>
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<tr>
<td></td>
<td>Deborah Gibbs (SMT/S&amp;D)</td>
<td>2933</td>
<td><a href="mailto:deborah.gibbs@uea.ac.uk">deborah.gibbs@uea.ac.uk</a></td>
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<tr>
<td></td>
<td>Vacancy (SMT/ Operations)</td>
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<tr>
<td></td>
<td>Rebecca Topley (Maintenance)</td>
<td>3215</td>
<td><a href="mailto:r.topley@uea.ac.uk">r.topley@uea.ac.uk</a></td>
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<tr>
<td>Campus Services</td>
<td></td>
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<tr>
<td>Head of Campus Services</td>
<td>Christine Beveridge</td>
<td>2050</td>
<td><a href="mailto:c.beveridge@uea.ac.uk">c.beveridge@uea.ac.uk</a></td>
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<tr>
<td>Access &amp; Security Operations Manager</td>
<td>Martin Leeder</td>
<td>3799</td>
<td><a href="mailto:martin.leeder@uea.ac.uk">martin.leeder@uea.ac.uk</a></td>
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<tr>
<td>Security</td>
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<td>2352</td>
<td><a href="mailto:security@uea.ac.uk">security@uea.ac.uk</a></td>
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<tr>
<td>Emergencies (24 hours)</td>
<td>Security</td>
<td>2222</td>
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<td>Barbeque Permits</td>
<td>The Lodge</td>
<td>2352</td>
<td><a href="mailto:security@uea.ac.uk">security@uea.ac.uk</a></td>
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<tr>
<td>Lost Property</td>
<td>The Lodge</td>
<td>2352</td>
<td><a href="mailto:security@uea.ac.uk">security@uea.ac.uk</a></td>
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<td>Grounds (Management)</td>
<td>Tom Everett</td>
<td>2036</td>
<td><a href="mailto:t.everett@uea.ac.uk">t.everett@uea.ac.uk</a></td>
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<tr>
<td></td>
<td>Neil Gosling</td>
<td>1098</td>
<td><a href="mailto:neil.gosling@uea.ac.uk">neil.gosling@uea.ac.uk</a></td>
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<tr>
<td>Grounds Work Requests</td>
<td></td>
<td>2121</td>
<td><a href="mailto:jobdone@uea.ac.uk">jobdone@uea.ac.uk</a></td>
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<td>Quality &amp; Compliance Manager</td>
<td>Debbie Cook</td>
<td>2634</td>
<td><a href="mailto:d.cook@uea.ac.uk">d.cook@uea.ac.uk</a></td>
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<td>Cleaning Services Enquiries</td>
<td>Tom Bohan (Academic)</td>
<td>7660</td>
<td><a href="mailto:t.bohan@uea.ac.uk">t.bohan@uea.ac.uk</a></td>
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<td>Lynn Edwards (Residences)</td>
<td>2363</td>
<td><a href="mailto:l.edwards@uea.ac.uk">l.edwards@uea.ac.uk</a></td>
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<tr>
<td>Customer Liaison</td>
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<tr>
<td>Customer Liaison Manager</td>
<td>Corinne Ashwell</td>
<td>3840</td>
<td><a href="mailto:c.ashwell@uea.ac.uk">c.ashwell@uea.ac.uk</a></td>
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<tr>
<td>Customer Liaison Officer</td>
<td>Justin Rhys</td>
<td>07795 497928</td>
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<tr>
<td>Communications Co-ordinator</td>
<td>Shaun McIntosh</td>
<td>3778</td>
<td><a href="mailto:shaun.mcintosh@uea.ac.uk">shaun.mcintosh@uea.ac.uk</a></td>
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<td>Breakdowns, portering requests, pest control issues, maintenance issues, car parks, footpaths &amp; roads</td>
<td>Helpdesk</td>
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<td><a href="mailto:jobdone@uea.ac.uk">jobdone@uea.ac.uk</a></td>
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<td>General enquiries / feedback</td>
<td>Customer Services</td>
<td></td>
<td><a href="mailto:estates.listening2u@uea.ac.uk">estates.listening2u@uea.ac.uk</a></td>
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<td><strong>Design &amp; Space Management</strong></td>
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<tr>
<td>Head of Space Management &amp; Design</td>
<td>Mans Ruda</td>
<td>1115</td>
<td><a href="mailto:m.ruda@uea.ac.uk">m.ruda@uea.ac.uk</a></td>
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<tr>
<td>Space Planning Coordinator</td>
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<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<tr>
<td>Room Numbering</td>
<td>Mans Ruda</td>
<td>1115</td>
<td><a href="mailto:m.ruda@uea.ac.uk">m.ruda@uea.ac.uk</a></td>
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<tr>
<td>2D &amp; 3D CAD Designs, models and presentations</td>
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<tr>
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<td>Interior Design</td>
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<td>Space Design Standards</td>
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<tr>
<td>Space Allocation, assistance and advice</td>
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<td>Move Management</td>
<td>Rachel Brown</td>
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<td><a href="mailto:rachel.l.brown@uea.ac.uk">rachel.l.brown@uea.ac.uk</a></td>
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<tr>
<td>Furniture Procurement and Recycling</td>
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<td><a href="mailto:m.ruda@uea.ac.uk">m.ruda@uea.ac.uk</a></td>
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<tr>
<td>Campus plan/ordnance survey/aerial photographs</td>
<td>Graham Wales</td>
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<td><a href="mailto:g.wales@uea.ac.uk">g.wales@uea.ac.uk</a></td>
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<td>Site infrastructure</td>
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<tr>
<td>Campus Buildings floor plans and drawing archive management</td>
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<tr>
<td>Maintaining space databases</td>
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<tr>
<td>Buildings square meterage</td>
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<tr>
<td>Conducting space use audits</td>
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<td>Post and Portering Manager</td>
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<td>2082</td>
<td><a href="mailto:a.brinded@uea.ac.uk">a.brinded@uea.ac.uk</a></td>
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<td>Transport Co-ordinator</td>
<td>Dawn Dewar</td>
<td>3754</td>
<td><a href="mailto:d.dewar@uea.ac.uk">d.dewar@uea.ac.uk</a></td>
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<tr>
<td>Active Travel Officer</td>
<td>Stewart Ingram</td>
<td>07387 051047</td>
<td><a href="mailto:stewart.ingram@uea.ac.uk">stewart.ingram@uea.ac.uk</a></td>
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<tr>
<td>Parking Permits</td>
<td>Transport Assistants</td>
<td>2353</td>
<td><a href="mailto:transport@uea.ac.uk">transport@uea.ac.uk</a></td>
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<tr>
<td>Enquiries</td>
<td>Transport Assistants</td>
<td>2353</td>
<td><a href="mailto:transport@uea.ac.uk">transport@uea.ac.uk</a></td>
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<tr>
<td><strong>Sustainability, Utilities &amp; Engineering</strong></td>
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<tr>
<td>Head of Sustainability, Utilities &amp; Engineering</td>
<td>Phil Hunt</td>
<td>3970</td>
<td><a href="mailto:phillip.hunt@uea.ac.uk">phillip.hunt@uea.ac.uk</a></td>
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<tr>
<td>Energy &amp; Utilities Manager</td>
<td>Richard Bettle</td>
<td>2104</td>
<td><a href="mailto:r.bettle@uea.ac.uk">r.bettle@uea.ac.uk</a></td>
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<tr>
<td>Assistant Energy &amp; Utilities Manager</td>
<td>Jeremy Carter</td>
<td>1654</td>
<td><a href="mailto:jeremy.n.carter@uea.ac.uk">jeremy.n.carter@uea.ac.uk</a></td>
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<td>Senior Engineering and Infrastructure Manager</td>
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<td>Engineering and Infrastructure Manager</td>
<td>Steve Edwards</td>
<td>3751</td>
<td><a href="mailto:steve.edwards@uea.ac.uk">steve.edwards@uea.ac.uk</a></td>
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<tr>
<td>Engineering and Infrastructure Manager</td>
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<td><a href="mailto:theodore.jones@uea.ac.uk">theodore.jones@uea.ac.uk</a></td>
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<tr>
<td>Strategic Asset Manager</td>
<td>Thomas Smith</td>
<td>TBC</td>
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<tr>
<td>Environmental concerns, sustainability suggestions, sustainability network, energy saving ideas etc</td>
<td>Sustainability Hotline</td>
<td>3535</td>
<td><a href="mailto:sustainability@uea.ac.uk">sustainability@uea.ac.uk</a></td>
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<tr>
<td>Waste</td>
<td>Katherine Middleton</td>
<td>2045</td>
<td><a href="mailto:katherine.middleton@uea.ac.uk">katherine.middleton@uea.ac.uk</a></td>
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<tr>
<td>Disposal of electrical items, general waste, food waste, glass, metal, confidential waste</td>
<td>Katherine Middleton</td>
<td>2045</td>
<td><a href="mailto:katherine.middleton@uea.ac.uk">katherine.middleton@uea.ac.uk</a></td>
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<td>BMS</td>
<td>Carlos Merchan</td>
<td>7099</td>
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<tr>
<td>Projects and Estates Development</td>
<td>Andrew Burbidge</td>
<td>3640</td>
<td><a href="mailto:a.burbidge@uea.ac.uk">a.burbidge@uea.ac.uk</a></td>
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<tr>
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<td>Martin Lovatt</td>
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<tr>
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<td>Estate Project Manager</td>
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<td>Estates Quantity Surveyor</td>
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<td>Deputy Head of Maintenance</td>
<td>Charlie Dowen</td>
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<td>Assistant Maintenance Manager - Contracts</td>
<td>Laurence Jerromes</td>
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<td>Shaun Palmer</td>
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<td>Nick Syder</td>
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<tr>
<td>Senior Finance Administration (Catering)</td>
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<td>Business Systems Technician</td>
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<td>Health, Safety &amp; Risk Manager</td>
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**FINANCE, PLANNING AND GOVERNANCE (FPG)**

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<td>Academic Calendar enquiries</td>
<td>Rebecca Phillips</td>
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<td><a href="mailto:rebecca.phillips@uea.ac.uk">rebecca.phillips@uea.ac.uk</a></td>
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<tr>
<td>Academic Transcripts</td>
<td>Tina Murray</td>
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<td>Accounts Payable enquiries</td>
<td>Reuben Thompson</td>
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<td>Nicola Mainwaring</td>
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<td>Accounts Receivable enquiries</td>
<td>Shirley Clapton</td>
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<td>Statistical Reports and Research</td>
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<td>Monitoring &amp; Evaluation</td>
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<td>Market Research/</td>
<td>Caroline Botwood</td>
<td>1203</td>
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<td>University Surveys</td>
<td>Johanna Hardy</td>
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<td>2687</td>
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<tr>
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<td>Garrick Fincham</td>
<td>3498</td>
<td><a href="mailto:g.fincham@uea.ac.uk">g.fincham@uea.ac.uk</a></td>
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<td>Senior Admin Assistant</td>
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<tr>
<td>Corporate Plan</td>
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<td>2208</td>
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<td>Governance Committee</td>
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<td>Council Tax Certificates</td>
<td>Tina Murray</td>
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<tr>
<td>Course and Module Management</td>
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<td></td>
<td>Emily Kreetzer</td>
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<td><a href="mailto:e.kreetzer@uea.ac.uk">e.kreetzer@uea.ac.uk</a></td>
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<tr>
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<tr>
<td>Operational Reporting Officer</td>
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<td>Degree Parchments (Replacements)</td>
<td>Tina Murray</td>
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<tr>
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<tr>
<td>Personal Assistant</td>
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<tr>
<td>DOS Support</td>
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<tr>
<td>Executive Team – Plus</td>
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<tr>
<td>Fees: Enquiries/Invoices (FIN)</td>
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<tr>
<td>Policy (Fees setting, Fees billing programme)</td>
<td>Peter Courridge</td>
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<td></td>
<td>Tracey Erskine</td>
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<td>Finance Committee</td>
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<td>Financial Returns &amp; Statistics</td>
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<td></td>
<td>Gavin Clarke</td>
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<tr>
<td>GAYE/BUPA enquiries</td>
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<tr>
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<tr>
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<tr>
<td>Staff Gown Hire/Administration</td>
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<tr>
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<tr>
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<td>Pensions Enquiries</td>
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<td>Projects</td>
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<td>Administrative Assistant</td>
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<td>Purchasing/ Tendering enquiries</td>
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<tr>
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### WHO DOES WHAT

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<tr>
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**Promotions Committee**
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  - Email: linda.cole@uea.ac.uk, alison.clements@uea.ac.uk, jenny.summers@uea.ac.uk, s.forder@uea.ac.uk

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- Jenny Summers
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- Santha Forder
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**Staff Records**
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**Head of Equality & Diversity**
- Helen Murdoch
  - Ext: 1898
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### WHO DOES WHAT

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<tr>
<th>SERVICE</th>
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<tr>
<td>Project Officer</td>
<td>Matthew Gooch</td>
<td>7209</td>
<td><a href="mailto:matthew.gooch@uea.ac.uk">matthew.gooch@uea.ac.uk</a></td>
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<tr>
<td>Equality &amp; Diversity</td>
<td>Amanda Giles</td>
<td>3699</td>
<td><a href="mailto:amanda.giles@uea.ac.uk">amanda.giles@uea.ac.uk</a></td>
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#### ITCS

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<tr>
<td>IT Director</td>
<td>Mark Barry</td>
<td>2102</td>
<td><a href="mailto:m.barry@uea.ac.uk">m.barry@uea.ac.uk</a></td>
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<tr>
<td>Campus card enquiries</td>
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<tr>
<td>Assistant Director, Faculty IT Support</td>
<td>Mark Jones</td>
<td>2442</td>
<td><a href="mailto:mark.jones@uea.ac.uk">mark.jones@uea.ac.uk</a></td>
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<tr>
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<td>Sheena Macrae</td>
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<tr>
<td>IT Service Desk</td>
<td>James Alborough</td>
<td>2365</td>
<td><a href="mailto:j.alborough@uea.ac.uk">j.alborough@uea.ac.uk</a></td>
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<tr>
<td>ITCS Finance</td>
<td>James Alborough</td>
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<tr>
<td>ITCS Office Manager</td>
<td>Jane Baker</td>
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<tr>
<td>Assistant to the Director of IT/HR</td>
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<td>IT Services Reception</td>
<td>Kate Rogerson</td>
<td>2488</td>
<td><a href="mailto:k.rogerson@uea.ac.uk">k.rogerson@uea.ac.uk</a></td>
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<td>Telephony new extension requests, requesting conference call accounts</td>
<td>James Alborough</td>
<td>2365</td>
<td><a href="mailto:telephony@uea.ac.uk">telephony@uea.ac.uk</a></td>
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<tr>
<td>Freedom of Information, Data Protection, Copyright</td>
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<tr>
<td>Ellen Paterson</td>
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<tr>
<td>Paul Cutting</td>
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<tr>
<td>Emma Gedge</td>
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#### The Library

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<td>Library helpdesk</td>
<td>Catherine Breame</td>
<td>2993</td>
<td><a href="mailto:lib.helpdesk@uea.ac.uk">lib.helpdesk@uea.ac.uk</a></td>
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<tr>
<td>Library User Services Manager</td>
<td></td>
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<td><a href="mailto:catherine.breame@uea.ac.uk">catherine.breame@uea.ac.uk</a></td>
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<td>Abigail Chaney</td>
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<td><a href="mailto:a.chaney@uea.ac.uk">a.chaney@uea.ac.uk</a></td>
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<tr>
<td>HUM</td>
<td>Grant Young</td>
<td>2426</td>
<td><a href="mailto:grant.young@uea.ac.uk">grant.young@uea.ac.uk</a></td>
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<tr>
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<tr>
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<td></td>
<td>Rachel Henderson</td>
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<tr>
<td>FMH</td>
<td>Matthew Smith</td>
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<tr>
<td>Education Library skills and online training</td>
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<td><a href="mailto:r.murphy@uea.ac.uk">r.murphy@uea.ac.uk</a>, <a href="mailto:s.harley@uea.ac.uk">s.harley@uea.ac.uk</a></td>
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<tr>
<td>POSTGRADUATE RESEARCH (PGR)</td>
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<td>Head of Postgraduate Research Service</td>
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<tr>
<td>REGISTRY SERVICES (REG)</td>
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<tr>
<td>Registry access</td>
<td>Sarah Simpson</td>
<td>2731</td>
<td><a href="mailto:s.simpson2@uea.ac.uk">s.simpson2@uea.ac.uk</a></td>
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<tr>
<td>Registry building maintenance</td>
<td>Sarah Simpson</td>
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<tr>
<td>Registry post</td>
<td>James Beggs</td>
<td>3694</td>
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<tr>
<td>General Office</td>
<td>James Beggs</td>
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<tr>
<td>Registry Reception</td>
<td>Katharine Day, Joanne Murphy</td>
<td>2223</td>
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<td>RESEARCH AND INNOVATION SERVICES (RIN)</td>
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<td>Director of Research and Innovation Division</td>
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<tr>
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<tr>
<td>PA to Director of Research and Innovation Division</td>
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<td>7671</td>
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<td>General Enquiries</td>
<td>RIN Reception</td>
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<td>Head of Research</td>
<td>Julia Sheldrake</td>
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<tr>
<td>Head of Innovation</td>
<td>Jon Carter</td>
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<tr>
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<td>Sarah Ruthven</td>
<td>1486</td>
<td><a href="mailto:S.Ruthven@uea.ac.uk">S.Ruthven@uea.ac.uk</a></td>
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<td>Graham Horne</td>
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<tr>
<td>MED</td>
<td>Danelle Breach, Basia Brown</td>
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<td>Contracts</td>
<td>Tracy Moulton</td>
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<td>BIO</td>
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<tr>
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<td>Digital, Heritage and Creative</td>
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<td>Medical and Life Sciences</td>
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<td>Marine, Agriculture and Environmental Sciences</td>
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<tr>
<td><strong>CAST</strong></td>
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<td>Communications, Marketing &amp; Events</td>
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<td>Consultancy/CPD (short courses)</td>
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<tr>
<td>Consultancy Enquiries</td>
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<td>1610</td>
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<td>Facilities</td>
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<tr>
<td>Operations Manager</td>
<td>Stephen Knock</td>
<td>tbc</td>
<td><a href="mailto:s.knock@uea.ac.uk">s.knock@uea.ac.uk</a></td>
</tr>
<tr>
<td>Artificial Intelligence</td>
<td>Ian Tebble</td>
<td>1279</td>
<td><a href="mailto:i.tebble@uea.ac.uk">i.tebble@uea.ac.uk</a></td>
</tr>
<tr>
<td>Digital Creative</td>
<td>Beth Sowersby</td>
<td>3112</td>
<td><a href="mailto:b.sowersby@uea.ac.uk">b.sowersby@uea.ac.uk</a></td>
</tr>
<tr>
<td>Bio Tech</td>
<td>Kenny Lang</td>
<td>7968</td>
<td><a href="mailto:k.lang@uea.ac.uk">k.lang@uea.ac.uk</a></td>
</tr>
<tr>
<td>Ethics</td>
<td>Helen Brownlee</td>
<td>3435</td>
<td><a href="mailto:h.brownlee@uea.ac.uk">h.brownlee@uea.ac.uk</a></td>
</tr>
<tr>
<td>Impact enquiries</td>
<td>Claire Gallant</td>
<td>3189</td>
<td><a href="mailto:c.gallant@uea.ac.uk">c.gallant@uea.ac.uk</a></td>
</tr>
<tr>
<td>Intellectual Property Enquiries</td>
<td>Joita Dey</td>
<td>1576</td>
<td><a href="mailto:joita.dey@uea.ac.uk">joita.dey@uea.ac.uk</a></td>
</tr>
<tr>
<td>Communication, Marketing and Events</td>
<td>Katie Wyatt-Hupton</td>
<td>3443</td>
<td><a href="mailto:k.wyatt-hupton@uea.ac.uk">k.wyatt-hupton@uea.ac.uk</a></td>
</tr>
<tr>
<td>Communication, Marketing and Events</td>
<td>Safiya Waley</td>
<td>3368</td>
<td><a href="mailto:s.waley@uea.ac.uk">s.waley@uea.ac.uk</a></td>
</tr>
<tr>
<td>Open Access and Research Data Enquiries</td>
<td>Anna Collins</td>
<td>1807</td>
<td><a href="mailto:anna.collins@uea.ac.uk">anna.collins@uea.ac.uk</a></td>
</tr>
<tr>
<td>PURE</td>
<td>John Stewart-Rayner</td>
<td>1809</td>
<td><a href="mailto:j.stewart-rayner@uea.ac.uk">j.stewart-rayner@uea.ac.uk</a></td>
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<tr>
<td>Research Integrity Manager</td>
<td>Helen Brownlee</td>
<td>3435</td>
<td><a href="mailto:h.brownlee@uea.ac.uk">h.brownlee@uea.ac.uk</a></td>
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<tr>
<td>Research Information Manager</td>
<td>Jaqui Farrar</td>
<td>2710</td>
<td><a href="mailto:j.farrar@uea.ac.uk">j.farrar@uea.ac.uk</a></td>
</tr>
<tr>
<td>Research Finance Enquiries</td>
<td>Shirley Brackenridge, Kath Mortimer</td>
<td></td>
<td><a href="mailto:S.brackenridge@uea.ac.uk">S.brackenridge@uea.ac.uk</a>, <a href="mailto:kath.mortimer@uea.ac.uk">kath.mortimer@uea.ac.uk</a></td>
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<tr>
<td>Systems and Management Information</td>
<td>John Stewart-Rayner</td>
<td>1809</td>
<td><a href="mailto:j.stewart-rayner@uea.ac.uk">j.stewart-rayner@uea.ac.uk</a></td>
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<tr>
<td>SYSCO</td>
<td>Sue Johnson</td>
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<td><a href="mailto:susan.johnson@uea.ac.uk">susan.johnson@uea.ac.uk</a></td>
</tr>
<tr>
<td>Virtual Past</td>
<td>Sue Johnson</td>
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<td><a href="mailto:susan.johnson@uea.ac.uk">susan.johnson@uea.ac.uk</a></td>
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**SAINSBURY CENTRE FOR VISUAL ARTS (SCVA)**

**Administration**

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Extension</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>Paul Greenhalgh</td>
<td>3193</td>
<td><a href="mailto:p.greenhalgh@uea.ac.uk">p.greenhalgh@uea.ac.uk</a></td>
</tr>
<tr>
<td>Deputy Director</td>
<td>Ghislaine Wood</td>
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</tr>
<tr>
<td>Executive Officer</td>
<td>Rachel Hoxley-Carr (PT)</td>
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<td><a href="mailto:r.carr@uea.ac.uk">r.carr@uea.ac.uk</a></td>
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<tr>
<td>Finance and Administrative Officer</td>
<td>Karen Parsons</td>
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<tr>
<td>Administrative Assistant</td>
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<td>3488</td>
<td><a href="mailto:kerry.cross@uea.ac.uk">kerry.cross@uea.ac.uk</a></td>
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**Collections & Exhibitions**

<table>
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<tr>
<th>Role</th>
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<tbody>
<tr>
<td>Head of Collections Management and ...</td>
<td>Calvin Winner</td>
<td>1034</td>
<td><a href="mailto:c.winner@uea.ac.uk">c.winner@uea.ac.uk</a></td>
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<tr>
<td>Curator</td>
<td>Tania Moore</td>
<td>2472</td>
<td><a href="mailto:tania.moore@uea.ac.uk">tania.moore@uea.ac.uk</a></td>
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<tr>
<td>Curator</td>
<td>Monserrat Pis Marcos</td>
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<td><a href="mailto:m.pis-marcos@uea.ac.uk">m.pis-marcos@uea.ac.uk</a></td>
</tr>
<tr>
<td>Exhibitions Coordinator</td>
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<tr>
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</tr>
<tr>
<td>Assistant Registrar</td>
<td>Vacancy</td>
<td>1057</td>
<td></td>
</tr>
<tr>
<td>Conservator</td>
<td>Maria Ledinskaya</td>
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<td><a href="mailto:m.ledinskaya@uea.ac.uk">m.ledinskaya@uea.ac.uk</a></td>
</tr>
<tr>
<td>Head of Technical Services</td>
<td>Roger Bishop</td>
<td>2464</td>
<td></td>
</tr>
<tr>
<td>Design and Gallery Technician</td>
<td>Paul Kuzemczak</td>
<td>2464</td>
<td><a href="mailto:p.kuzemczak@uea.ac.uk">p.kuzemczak@uea.ac.uk</a></td>
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**Learning**

<table>
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<th>Role</th>
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<tbody>
<tr>
<td>Head of Learning</td>
<td>Kate Dunton</td>
<td>2465</td>
<td><a href="mailto:kate.dunton@uea.ac.uk">kate.dunton@uea.ac.uk</a></td>
</tr>
<tr>
<td>Learning Programme Manager (Adults and ...</td>
<td>Nell Croose Myhill</td>
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<td><a href="mailto:n.croose-myhill@uea.ac.uk">n.croose-myhill@uea.ac.uk</a></td>
</tr>
<tr>
<td>Learning Programme Manager (Children and ...</td>
<td>Lawrence Bradby</td>
<td>3725</td>
<td><a href="mailto:l.bradby@uea.ac.uk">l.bradby@uea.ac.uk</a></td>
</tr>
<tr>
<td>Learning Programme Manager (Schools and ...</td>
<td>Rose Hughes (maternity cover)</td>
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<td><a href="mailto:rose.hughes@uea.ac.uk">rose.hughes@uea.ac.uk</a></td>
</tr>
<tr>
<td>Learning Administrator (Schools and ...</td>
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</tr>
<tr>
<td>Learning Team Administrator</td>
<td>Lisa Hawkins-Weeks (PT)</td>
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<td><a href="mailto:lisa.hawkins-weeks@uea.ac.uk">lisa.hawkins-weeks@uea.ac.uk</a></td>
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**Communications & Visitor Experience**

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<th>Role</th>
<th>Name</th>
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<tbody>
<tr>
<td>Head of Marketing and Communications</td>
<td>Penelope Lucas</td>
<td>3649</td>
<td><a href="mailto:p.lucas@uea.ac.uk">p.lucas@uea.ac.uk</a></td>
</tr>
<tr>
<td>Communications and Marketing Officer</td>
<td>Charlene Katuwawala</td>
<td>2470</td>
<td><a href="mailto:c.katuwawala@uea.ac.uk">c.katuwawala@uea.ac.uk</a></td>
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**Development**
### WHO DOES WHAT

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>CONTACT PERSON</th>
<th>EXT</th>
<th>EMAIL</th>
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<tbody>
<tr>
<td>Head of Development (Sainsbury Centre)</td>
<td>Stephanie Renouf (PT)</td>
<td>1350</td>
<td><a href="mailto:s.renouf@uea.ac.uk">s.renouf@uea.ac.uk</a></td>
</tr>
<tr>
<td>Grants Coordinator</td>
<td>Mary Loxley</td>
<td>7577</td>
<td><a href="mailto:m.loxley@uea.ac.uk">m.loxley@uea.ac.uk</a></td>
</tr>
<tr>
<td><strong>Front of House</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visitor Services and Retail Manager</td>
<td>Rory Hill</td>
<td>2476</td>
<td><a href="mailto:rory.hill@uea.ac.uk">rory.hill@uea.ac.uk</a></td>
</tr>
<tr>
<td>Visitor Services Assistant Manager</td>
<td>Rachel Page</td>
<td>3199</td>
<td><a href="mailto:rachel.a.page@uea.ac.uk">rachel.a.page@uea.ac.uk</a></td>
</tr>
<tr>
<td>Events and Hospitality Officer</td>
<td>Debbie Longordo</td>
<td>3202</td>
<td><a href="mailto:d.longordo@uea.ac.uk">d.longordo@uea.ac.uk</a></td>
</tr>
<tr>
<td>Shop and Front of House (Bookings)</td>
<td>Kiran Miller-Burton</td>
<td>3199</td>
<td><a href="mailto:scva@uea.ac.uk">scva@uea.ac.uk</a></td>
</tr>
<tr>
<td>Shop and Front of House (Gallery Reception)</td>
<td>Lily Alden, Duncan Borrett,</td>
<td>2468</td>
<td><a href="mailto:scva@uea.ac.uk">scva@uea.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>Philippa Lacey, Matt Billington</td>
<td></td>
<td></td>
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<tr>
<td><strong>Security</strong></td>
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<tr>
<td>Gallery Assistants</td>
<td>Lee Heath, Lisa Brooks, Andy</td>
<td>2469</td>
<td><a href="mailto:scvasecurity@uea.ac.uk">scvasecurity@uea.ac.uk</a></td>
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<tr>
<td></td>
<td>Crouch, Helen Clarke, Nigel</td>
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<td>Duncan Donaldson-Davidson,</td>
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<td>Jason Gotts, Gary Laidlaw</td>
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### STAFF AND EDUCATIONAL DEVELOPMENT, CENTRE FOR (CSED)

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
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<tbody>
<tr>
<td>Head</td>
<td>Amanda Giles</td>
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<td><a href="mailto:amanda.giles@uea.ac.uk">amanda.giles@uea.ac.uk</a></td>
</tr>
<tr>
<td>General Enquiries, Leadership &amp; Management, PA to Head of CSED &amp; CSED Finance</td>
<td>Kate Faire</td>
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<td>k <a href="mailto:faire@uea.ac.uk">faire@uea.ac.uk</a></td>
</tr>
<tr>
<td>MA-HEP</td>
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</tr>
<tr>
<td>Academic Practice, MA-HEP &amp; PPD</td>
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</tr>
<tr>
<td>IT training &amp; CSED Marketing Designer</td>
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<td>3849</td>
<td><a href="mailto:judith.smith@uea.ac.uk">judith.smith@uea.ac.uk</a></td>
</tr>
<tr>
<td>PPD, and Leadership &amp; Management</td>
<td>Michelle Jones</td>
<td>3191</td>
<td><a href="mailto:michelle.jones@uea.ac.uk">michelle.jones@uea.ac.uk</a></td>
</tr>
<tr>
<td>Research-related</td>
<td>Abby Simpson</td>
<td>3269</td>
<td><a href="mailto:rsconnect@uea.ac.uk">rsconnect@uea.ac.uk</a></td>
</tr>
<tr>
<td></td>
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<td></td>
<td><a href="mailto:a.simpson@uea.ac.uk">a.simpson@uea.ac.uk</a></td>
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### STUDENT SERVICES (STS)

- Policy & procedures
- Non-academic complaints
- Strategic oversight of Student Services
- Prevent

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
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<tr>
<td>* Policy &amp; procedures</td>
<td>Jon Sharp</td>
<td>2905</td>
<td><a href="mailto:jon.sharp@uea.ac.uk">jon.sharp@uea.ac.uk</a></td>
</tr>
<tr>
<td>SERVICE</td>
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<tr>
<td>*Sexual harassment &amp; assault</td>
<td>Jane Amos</td>
<td>3701/7716</td>
<td><a href="mailto:j.amos@uea.ac.uk">j.amos@uea.ac.uk</a></td>
</tr>
<tr>
<td>Wellbeing</td>
<td>Claire Pratt</td>
<td>3774</td>
<td><a href="mailto:c.pratt1@uea.ac.uk">c.pratt1@uea.ac.uk</a></td>
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<tr>
<td>*General enquiries</td>
<td>Georgia Sartin / Hannah Wicklund</td>
<td>2761/3676</td>
<td><a href="mailto:studentsupport@uea.ac.uk">studentsupport@uea.ac.uk</a></td>
</tr>
<tr>
<td>*Booking student appointments</td>
<td>Georgia Sartin / Hannah Wicklund</td>
<td>2761/3676</td>
<td><a href="mailto:studentsupport@uea.ac.uk">studentsupport@uea.ac.uk</a></td>
</tr>
<tr>
<td>*Complaints regarding student behaviour off-campus</td>
<td>Kathryn Redfern</td>
<td>3271</td>
<td><a href="mailto:k.redfern@uea.ac.uk">k.redfern@uea.ac.uk</a></td>
</tr>
<tr>
<td>*Student discipline</td>
<td>Diana Keyzor</td>
<td>3730</td>
<td><a href="mailto:d.keyzor@uea.ac.uk">d.keyzor@uea.ac.uk</a></td>
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**VICE-CHANCELLOR’S OFFICE (VCO)**

<table>
<thead>
<tr>
<th>Service</th>
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<tbody>
<tr>
<td>Personal Assistant to Vice Chancellor</td>
<td>Katie Phillips</td>
<td>2206</td>
<td><a href="mailto:katie.phillips@uea.ac.uk">katie.phillips@uea.ac.uk</a></td>
</tr>
<tr>
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<tr>
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<tr>
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<tr>
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<tr>
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<tr>
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<td>VC Consultation meetings</td>
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<tr>
<td>Honorary Degrees and Appointments Committee</td>
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<tr>
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<tr>
<td>Sainsbury Trustees</td>
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<tr>
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<tr>
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</tr>
<tr>
<td>Prevent</td>
<td>Lisa Williams</td>
<td>2229</td>
<td><a href="mailto:lisa.williams@uea.ac.uk">lisa.williams@uea.ac.uk</a></td>
</tr>
</tbody>
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**CHIEF OFFICERS**

<table>
<thead>
<tr>
<th>Role</th>
<th>Person</th>
<th>Extension</th>
<th>Email</th>
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<tbody>
<tr>
<td>Chief Operating Officer</td>
<td>Jenny Baxter</td>
<td>2771</td>
<td><a href="mailto:jenny.baxter@uea.ac.uk">jenny.baxter@uea.ac.uk</a></td>
</tr>
<tr>
<td>Chief Resource Officer</td>
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</tbody>
</table>
### APPLIED RESEARCH IN EDUCATION, Centre for (CARE)

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Director
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CHEMISTRY, School of
See page 24

COMPETITION POLICY, Centre for (CCP)
See page 27

COMPUTING SCIENCES, School of
See page 25

IT Manager
Mr Michael Salmon 1658

SYS Consulting Ltd
See page 28

Director
Mr Michael Salmon 1658

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Mrs Clare Bury 3844

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Mr Sean Kelly 3329

*Technical Workflow, Mon, Thurs, Fri*  
Licensing and Archive Administrator. Tues, Wed.  
Ms Mellissa Beeken 3829

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See page 25

### HISTORY, School of

See page 16

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See page 26

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2340

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Hannah Gray 2341

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### ECONOMICS, School of

See page 26

### BEHAVIOURAL AND EXPERIMENTAL SOCIAL SCIENCES, Centre for

See page 18

### EDUCATION AND LIFELONG LEARNING, School of

See page 26

### Applied Research in Education, Centre for

See page 16
### Public Media Alliance [PMA]

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEO</td>
<td>Ms Sally-Ann Wilson</td>
<td>2335</td>
</tr>
<tr>
<td>Finance Manager</td>
<td></td>
<td>3678</td>
</tr>
<tr>
<td>Editorial Manager</td>
<td>Mr Kristian Porter</td>
<td>3598</td>
</tr>
<tr>
<td>Research Journalist</td>
<td>Chloe Howcroft</td>
<td>3362</td>
</tr>
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### INTERPROFESSIONAL PRACTICE, Centre for (CIPP)

See page 21

### POLITICS, PHILOSOPHY, LANGUAGE AND COMMUNICATION STUDIES, School of

See page 17

### LAW, School of

See page 26

### LITERATURE, DRAMA AND CREATIVE WRITING, School of

See page 17

### British Centre for Literary Translation (BCLT)

See page 18

### Creative and Performing Arts, Centre for

See page 28

### MATHEMATICS, School of

See page 25

### MEDICINE AND HEALTH SCIENCES, FACULTY OF (FMH)

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
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<tr>
<td>General enquiries</td>
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<tr>
<td>Email</td>
<td><a href="mailto:s.brookes@uea.ac.uk">s.brookes@uea.ac.uk</a></td>
<td></td>
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<tr>
<td>Pro-Vice Chancellor FMH</td>
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<td>2184</td>
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<tr>
<td>Dean of School (HSC)</td>
<td></td>
<td>3940</td>
</tr>
<tr>
<td>Professor Sally Hardy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Faculty Manager (HSC)</td>
<td></td>
<td>7338</td>
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<tr>
<td>Mrs Brigitte Nelson</td>
<td></td>
<td></td>
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<tr>
<td>School Manager (HSC)</td>
<td></td>
<td>3916</td>
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<tr>
<td>Ms Felicity Hinch</td>
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### UEAHSCP

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<tr>
<th>Role</th>
<th>Name</th>
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<tbody>
<tr>
<td>Managing Director</td>
<td></td>
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</tr>
<tr>
<td>Mr Mark Hitchcock</td>
<td></td>
<td>3342</td>
</tr>
<tr>
<td>PA to PVC of FMH &amp; UEAHSCP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mrs Sarah Brookes</td>
<td></td>
<td>7267</td>
</tr>
<tr>
<td>Clerical Assistant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miss Bianca Bianchi</td>
<td></td>
<td>2812</td>
</tr>
<tr>
<td>Project and Data Coordinator</td>
<td></td>
<td>3681</td>
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<tr>
<td>Mrs Katia Brumpton</td>
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<tr>
<td>Communications &amp; Project Officer</td>
<td></td>
<td>2682</td>
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<tr>
<td>Miss Heather Judson</td>
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<td>FMH &amp; PPE Finance Team</td>
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<tr>
<td>Finance Manager</td>
<td></td>
<td>1008</td>
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<tr>
<td>Mrs Helen Latham</td>
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<tr>
<td>Senior Administrator</td>
<td></td>
<td>1474</td>
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<tr>
<td>Mrs Sally Bailey</td>
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<tr>
<td>Administrator</td>
<td></td>
<td>1075</td>
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<tr>
<td>Mrs Sarah Walker</td>
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<tr>
<td>SIFT &amp; SHA Reporting Administrator</td>
<td></td>
<td>7139 BCRE / 3100 Centrum</td>
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<tr>
<td>Mrs Sadie Jones</td>
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<tr>
<td>Administrative Assistants</td>
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<tr>
<td>Mrs Sue Fincham (Mon-Fri 8:00-16:00)</td>
<td>1716</td>
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<tr>
<td>Mrs Maxine Molloy (Wed-Fri 9:00-17:00)</td>
<td>1430</td>
<td></td>
</tr>
<tr>
<td>Mrs Emma Hunt (Mon-Wed 8:00-16:00)</td>
<td>3028</td>
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### HEALTH SCIENCES, SCHOOL OF (HSC)

#### General Enquiries

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Phone</th>
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<tbody>
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<tr>
<td>Email</td>
<td><a href="mailto:ecb.reception@uea.ac.uk">ecb.reception@uea.ac.uk</a></td>
<td></td>
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<tr>
<td>Fax</td>
<td>01603 597019</td>
<td></td>
</tr>
<tr>
<td>Queens Reception</td>
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<td>Email</td>
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<td></td>
</tr>
<tr>
<td>Fax</td>
<td>01603 593166</td>
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<td>School Manager (HSC)</td>
<td></td>
<td>3916</td>
</tr>
<tr>
<td>Ms Felicity Hinch</td>
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</tbody>
</table>
Dean of School Secretary
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See page 27

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Lecturer in Japanese Arts, Cultures and Heritage  Dr Eugenia Bogdanova-Kummer  7517
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Miss Georgina Breeze 3748

Pharmacy Practice Admin Team
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Rebecca Appleby 7150
Angela Schroeder 3226
Caroline Hill 2020
Eugenia Garcia Felix 3144
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(ENV)

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Miss Mandy Hamer 1326
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Miss Maria Zalewska 3739

Clerical Support
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Pro-Vice Chancellor and Senior Faculty Manager
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Mr Andy Taplin 2657
Miss Sarah Marshall 7527
Mr Matt Settle 1454

Finance Assistants
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Ms Alis Avis 3692
Miss Teresa Cornwall 1368
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INTERNATIONAL DEVELOPMENT, SCHOOL OF (DEV)
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Vacancy

Teaching Resources Technician
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Mrs Dawn Corby (Tues-Thur) 2869

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Vacant (Thurs/Fr)

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### NORWICH BUSINESS SCHOOL (NBS)

**General enquiries:** 01603 592263  
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<thead>
<tr>
<th>Position</th>
<th>Name</th>
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<tbody>
<tr>
<td>Clerical Assistant</td>
<td>Thomas Kerin</td>
<td>7563</td>
</tr>
<tr>
<td><strong>School Manager</strong></td>
<td>Mrs Yvonne Kirkham</td>
<td>1653</td>
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<td><strong>School Co-ordinator and Personal Assistant to Head of School</strong></td>
<td>Mrs Jackie Orford</td>
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<td>Jenny Bach</td>
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<td><strong>Miss Emily Beck</strong></td>
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<td><strong>Mr Matthew Fullalove</strong></td>
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### SOCIAL WORK, SCHOOL OF (SWK)

**General enquiries:** 01603 592068

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<td>Professor Jonathan Dickens</td>
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<td><strong>School Co-ordinator &amp; PA to Head of School</strong></td>
<td>Leanne Rhodes</td>
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<td>Dr Joanne Ashman</td>
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<td>Miss Jenni Maxwell</td>
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<td><strong>School Administrator</strong></td>
<td>Carly Baldwin-Dean</td>
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### PSYCHOLOGY, SCHOOL OF (PSY)

**General enquiries:** 01603 597147  
Email: psy.reception@uea.ac.uk

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### COMPETITION POLICY, Centre for (CCP)

**ECO/LAW/NBS/PPL**

**General enquiries:** 1287  
Email: ccp@uea.ac.uk

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<td>Prof Sean Ennis</td>
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<td><strong>Deputy Director</strong></td>
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<td><strong>Centre Manager</strong></td>
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<tr>
<td><strong>Centre Coordinator</strong></td>
<td>Ms Nicolette Neile</td>
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</table>
Centre Support Assistant
Ms Helen Tomlin
1287

Graduate Student Room (Z) 01.01
1343
Zicer Post Graduate Office
1346

Learning and Teaching Hub Reception
7581

SYS CONSULTING (SYSCO)
Consultancy enquiries
Mrs Sue Johnson, ext 1578
E-mail: consultancy@uea.ac.uk

General Enquiries & Accounts
1489

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

Executive Director
Mr Asher Minns
3906 or 07880 547843

Tyndall Centre Office
3900

UEA DRAMA STUDIO (LDC)
Enquiries: ext 2272

Drama Studio Administrator
Scott Brown
2272

Administrative Assistant
Timothy Lawrence-Cave
2272

Senior Drama Technician
Robert Little
3023

Drama Technician
Chad Mason
3025

CAST Co-ordinators
Beatrice Leal
3024
Natasha Hutcheson
3024

WEATHERQUEST LTD (ENV)

Admin Phone
01603 507605

Fax
01603 505146

Premium Rate Telephone Line
09065 777675

E-mail: info@weatherquest.co.uk

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

Enquiries
ENV Reception
2542
## UEA ACCOMMODATION OFFICE

*General enquiries and office:* **ext 2092**

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

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<td>Mr Gunnar Eigener</td>
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<td>Mr David Newson</td>
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<td>Miss Gillian Savage</td>
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## MARKETING

**General enquiries:** **ext 3773**

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<td>Giles Whattam</td>
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<td>Daisy Mailey</td>
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<td>Assistant Head of Marketing(Acquisition/Conversion)</td>
<td>Chris Hill</td>
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<td>Assistant Head of Marketing(Creative)</td>
<td>Holly Mudie</td>
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<td>Marketing Relationship Manager</td>
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SERVICES

International Office Administrative Assistants
Robin Lubach 3055
Steve Streatfield 2616

UEA INTERNATIONAL PROGRAMMES
AND STUDY ABROAD

Assistant Head of International Programmes and Study Abroad
Alexandra Cole 1514

Institutional Erasmus Co-ordinator
Clementine Jones 3967

Study Abroad Manager
Katrien Verbruggen 2048

Study Abroad Team Leader
Vacancy

International Officer
Rachel Gover (central) 7524

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

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

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

Widening Access and Student Mobility Support Officer
Emma Waters 1352

International Programmes Manager
Claire Arnup 2249
International Programmes Officer
Lewis Sillett 1136
International Programmes Administrator
Hannah Graham

UEA INTERNATIONAL STRATEGIC ENGAGEMENT

Strategic Engagement Manager
Dan Li 1557

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

ADMISSIONS

Head of Admissions
Alix Delany 7073

PA to Head of Admissions
Andrew Blanch (Tara Welsh) 7383

Assistant Head of Undergraduate Admissions
Luke Gibbons 1730

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

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

Assistant Head Postgraduate Taught Admissions
Steve Carruthers 2331

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

PGT Admissions Administrative Assistants
Victoria Pritchard/Simon Osborne 1393
Aiden Lessiter 2063
Daniel Ryder 3209
Fiona Brown 2154
Vacancy 7230
Nick Croucher 2216
### UK/EU Recruitment and Outreach

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<tr>
<td><strong>Head of Recruitment and Outreach UK/EU</strong></td>
<td>Claire Petley</td>
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<tr>
<td>PA to Head of Recruitment and Outreach UK/EU</td>
<td>Daisy Mailey</td>
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<tr>
<td><strong>Assistant Head of Outreach</strong></td>
<td>Charlotte Wheatland</td>
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<td>Scott Knight</td>
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<td>Stefanie Copsey</td>
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<td>Liz Ferguson</td>
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<td>Gemma Standen</td>
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<td>Sally Homden (FMH)</td>
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<td>Jess Smith</td>
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### Contact Assistants

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<tr>
<td>Erica White</td>
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<td>Annmarie Cox</td>
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<td>Louise Jordan</td>
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<td>Vanda Graff</td>
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<td>Adam Keogh</td>
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### Assistant Head of Data and Contacts

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<td>Sarah Cox</td>
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<td>Susan Morgan</td>
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<td>Matthew Cooke</td>
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<td>Peninna Headland</td>
<td>1791</td>
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</table>

### Data and Systems Senior Assistant

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Katie Harrington/Maria Sides</td>
<td>1701</td>
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### UKVI Policy, Operations and Compliance Manager

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mel Risebrow</td>
<td>7699</td>
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</tbody>
</table>

### Student Visa Compliance and Federal Loans Officer

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ly Nguyen</td>
<td>1512</td>
</tr>
</tbody>
</table>

### Visa Compliance Senior Administrative Assistants

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Katie Harrington/Maria Sides</td>
<td>1701</td>
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</tbody>
</table>

### Assistant Head of Data and Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Sarah Cox</td>
<td>3854</td>
</tr>
<tr>
<td>Data and Systems Manager</td>
<td>3295</td>
</tr>
<tr>
<td>Jack Camplin</td>
<td>1519</td>
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<tr>
<td>William South</td>
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<td>Susan Morgan</td>
<td>1511</td>
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<tr>
<td>Matthew Cooke</td>
<td>7213</td>
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<td>Contact Manager</td>
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### Contact Assistants

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Erica White</td>
<td>1515</td>
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<tr>
<td>Annmarie Cox</td>
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<td>Louise Jordan</td>
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<td>Vanda Graff</td>
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</tbody>
</table>
Lauren Hughes 07747 206270
Hannah Wake 07833 237811

ALUMNI OFFICE (ARM)
See page Error! Bookmark not defined.

BANKS
Barclays 08457 555555

BOOKSHOP (WATERSTONES)
See Shops on Campus, page 49

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

Catering Services – The Campus Kitchen (CAT)

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

Head of Catering & Hospitality
Mr Gavin Yuill 1711

Catering Operations Manager
Mrs Debra Pittick 3618

Duty Manager 07467338189

Executive Chef
Mr Michael Avis 2824

Head Chef
Mr Matthew Crooks 1552

SCVA Restaurant and Function Manager
Ms Agata Guziejko 2474

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

Hospitality Operations Co-ordinator
Mr Aivars Bismanis 1677

Hospitality Sales Co-ordinator
Mrs Kate Gillies 1027

Catering Finance
Mr Matt Beasley 1616

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

UEA CAREERS SERVICE (CCEN)

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

Careers Team:
Joint Head of Careers (Academic Engagement)
James Goodwin 2826
Assistant to Joint Head of Careers (Academic Engagement) & Admin Support to the Academic Director of Employability
Mary Ladd 2485

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

Careers Advisers (SSF)
Vacancy 7255
Darren Johnson 3243

Careers Advisers (HUM)
Adrienne Jolly 2741
Wendy Woolery 2827

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

Sessional Careers Advisers
Galit Hart 3735/2579
Rachael Breed 3735

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

Lucy Crook (maternity leave) 3452/3282
Tasha Cobb 3452/3282
SERVICES

Data & Systems Officer
Jon Haylock 3450

Data & Systems Coordinator
Josh Gray 2483

UEA (Skills) Award Officer
Vacancy 2201

UEA (Skills) Award Assistant
Vacancy 1032

Student Enterprise and Employability Development (SEED) Team:

Joint Head of Careers (Business Engagement)
Julie Schofield 1585

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

Placement & Internship Manager
Evan Hancock 1435

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

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

Marketing & Events Officer
Jennifer Lloyd 7256

Careers Events Organisers
Lucy Schofield 2831
Charlotte McCreavy 1659

Volunteering & Mentoring Administrator
Kerensa Rands 7637

Opportunities Co-ordinator
Andrew Hunt 3276

Opportunities Administrative Assistant
Olivia Smith 2527

Opportunities Assistant
Vacancy 2803

Marketing Co-ordinator
Anna Burbidge 3070

Marketing Administrator
Matt West 3455

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

Business Engagement Administrator
Tom Rockingham 7759

Student Enterprise Officers
Finbarr Carter 3248
Sophie Cox 3785

Initial Client Contact Officer – Enterprise
Sam Haylett 2142

MULTIPLY CENTRE (STS)
General enquiries and office: ext 2168

Email: chaplaincy@uea.ac.uk

Chaplains and Faith contacts

Coordinating Chaplain
Fr Andrew Eburne 2168

Anglican
Fr Darren Thornton 2166

Buddhist
Alokadhara Haworth 2166

Coptic Orthodox
Fr Shishoy El Antony 01603 881646
07813558089

Eastern Orthodox
Fr Julian Sadowski 01603 455273

Free Churches
Rev Timothy Bright 2167

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

Jewish
Daniel Rosenthal 07828205997

Muslim
Mr Momodou Jobe

MFC
<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professor Peter Belton</td>
<td>Quaker</td>
<td>2167</td>
</tr>
<tr>
<td>Fr Andrew Eburne</td>
<td>Roman Catholic</td>
<td>2168</td>
</tr>
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</table>

**CONFERENCE OFFICE (ARM)**

See page Error! Bookmark not defined.

**CSED (HRD)**

See CENTRE FOR STAFF AND EDUCATIONAL DEVELOPMENT, See page 51

**ESTATES & FACILITIES DIVISION (EST)**

General enquiries: ext 2121  
email: jobdone@uea.ac.uk

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Roger Bond</td>
<td>Director of Estates &amp; Facilities Division</td>
<td>2213</td>
</tr>
<tr>
<td>Anna Russell</td>
<td>PA to Director</td>
<td>2774</td>
</tr>
<tr>
<td>Mahmood Foroughi</td>
<td>Deputy Director of Estates &amp; Facilities – Strategy &amp; Development</td>
<td>1088</td>
</tr>
<tr>
<td>Richard Hipperson</td>
<td>Assistant Director of Estates - Operations</td>
<td>1087</td>
</tr>
<tr>
<td>Nick Syder</td>
<td>Assistant Director: Finance, Risk &amp; Administration</td>
<td>3731</td>
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**Sustainability, Utilities & Engineering**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
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<tbody>
<tr>
<td>Phil Hunt</td>
<td>Head of Sustainability, Utilities and Engineering</td>
<td>3970</td>
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<tr>
<td>Richard Bettle</td>
<td>Energy and Utilities Manager</td>
<td>2104</td>
</tr>
<tr>
<td>Jeremy Carter</td>
<td>Assistant Energy and Utilities Manager</td>
<td>1654</td>
</tr>
<tr>
<td>Katherine Middleton</td>
<td>Environmental Management System and Waste Manager</td>
<td>2045</td>
</tr>
<tr>
<td>Oliver Couzens</td>
<td>Senior Engineering and Infrastructure Manager</td>
<td>1264</td>
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**Engineering and Infrastructure Managers**

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Steve Edwards</td>
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<td>3751</td>
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<tr>
<td>Scott Hurkett</td>
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**Engineering and Infrastructure Records Manager**

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Bob Savage</td>
<td></td>
<td>1859</td>
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**Strategic Asset Manager**

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Tom Smith</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile: 07825 196966</td>
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</table>

**Sustainability Hotline**

3535

**Transport**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aaron Grant</td>
<td>Transport Co-ordinator</td>
<td></td>
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</tbody>
</table>

**Active Travel Officer**

| Stewart Ingram               |                                           |       |
| Mobile: 07387 051047         |                                           |       |

**Lodge Coordinator**

| Charlotte Melling            |                                           |       |
|                              |                                           | 2230  |

**Transport Assistants**

2353

**Lodge Assistants**

3792

**Helpdesk**

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

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

**Customer Liaison Team**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corinne Ashwell</td>
<td>Customer Liaison Manager</td>
<td>3840</td>
</tr>
</tbody>
</table>

**Customer Liaison Officer**

Vacancy

**Communications Co-ordinator**

| Shaun McIntosh               |                                           | 3778  |

**Helpdesk Coordinator**

| Claire Gillard               |                                           | 2121  |

**Engagement & Training Officer**

| Vicki Hunter-Lines           |                                           | 2942  |
## Administration

**Administration Manager**
Sharon Weekley 2726

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

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

## Space Management

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

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

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

**CAD Technician**
Graham Wales 1031

## Post and Portering

(Ext 2080)
**Email:** postroom@uea.ac.uk

**Post & Portering Manager**
Andrew Brinded 2082

## Lost Property

(Located in The Lodge - Ext 2352)
**Email:** security@uea.ac.uk

## Projects

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

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

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

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

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

**Estates Quantity Surveyor**
Sue Sewell 3180

## Maintenance

**Maintenance Fault Reporting / Work Requests**
24-hour cover for emergencies
**Helpdesk:** Ext 2121

**Acting Head of Maintenance**
Charlie Down 7785

**Acting Deputy Head of Maintenance**
Shaun Palmer 3841

**Assistant Maintenance Managers**
Laurence Jerromes (Contracts) 1878
Vacancy (Labour) 3841
Mark Pummell (Assets & Compliance) 1858

**Maintenance Team Co-ordinators**
Neil Irons (Accommodation) 2611
Kevin Duffin (Academic East) 2762
Jezz Seville (Academic West) 2153
Shawn Curson (Central Plant & Infrastructure) Mobile: 07747 460630

**Building Fabric Manager**
Mark Provis 2211

**Asbestos Manager**
Simon Corke 1114
Stores 2039

## Finance

**Estates Finance Manager**
Mark Thompson 2609

**Senior Finance Officer**
Wendy Fox 2675

**Senior Finance Administrator (Capital Projects)**
Lauren Rees 1030
### Finance Assistant
Thomas Beare 3750

### Administration Assistant
Glynis Watling 2046

### Purchasing Assistant
Stuart Perrins 3495

### Business Systems Manager
Miguel Rios 1637

### Business Systems Technician
Lindsay Lane 1456

### Health, Safety & Risk Manager
Dave Brown 2650

### Campus Services
General Enquiries: Ext 2352
(Responsible for all calls made to 2121 after 16:00 hrs)
Email: security@uea.ac.uk
(staffed 365 days per year, 24 hrs a day)

### Business Resilience Manager
Christine Beveridge 2050

### Head of Security Operations
Martin Leeder 3799

### Campus Services Events Advisor
Ann Tattam 1604

### Emergencies only
2222

### Cleaning & Grounds

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

#### Quality & Compliance Manager
Debbie Cook 2634
Mobile: 07775 597375

#### Landscape Manager
Tom Everett 2036
Mobile: 07765 073909

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

#### Cleaning Services Managers
Tom Bohan (Academic) 7660
Mobile: 07747 006847
Lynn Edwards (Residences) 2363
Mobile: 07747 476305

---

### EFRY, Queens, JSC, MED, SCVA, LSB, Colney Pavilion
John Sharp 2360
Mobile: 07500 814058

### Sciences, Climate Research Unit, BIO, BMRC, CAP, ITCS
Andrew Bushell 2359
Mobile: 07767 655247

### Enterprise Centre, Earlham Hall, Blackdale, LSB, Thomas Paine, ARTS
Luiginio Velez 1492
Mobile: 07881 264495

### Congregation Hall, Drama, Registry, BIOMASS, Accommodation, Multifaith Centre, Street & Square buildings (Careers, Launderette, Music Centre, DOS, Print Room, DEV Farm), Library, Lecture Theatres, Union House, Council Chamber
Joanne Woodrow 1306
Mobile: 07500 814050

### ZICER, Estates, Hubert Lamb Building, Nursery, Restaurant, Library
Luis Guimaraes 2359
Mobile: 07764 162717

### Kett House, Brown House, Orwell House, Wolfson House, Victory House, Britten House, Chrome Court
Sharon Rudd 2140
Mobile: 07747 568139

### The Village
Allan Moore 3979
Mobile: 07747 756153

### Barton House, Hickling House, Paston House
Donna Reynolds 7660
Mobile: 07825 676870

### Nelson Court, Colman House, Broadview Lodge, WoodHall
Sandra Bron 3071
Mobile: 07771 775032

### Constable Terrace, Norfolk Terrace, Suffolk Terrace, Suffolk Walk
Rachel Beckett 3072
Mobile: 07717 356100
## Finance

**Director of Finance**
Jason Brown 2108
PA to Director of Finance
Lynne Owen 2767

## Management Accounting

**Head of Management Accounting**
Gavin Clarke 2101

**Central Management Accountants**
Maxine Newey 3788
Jason Dewhurst 3807

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

## Faculty Finance Managers (FFM)

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

## Financial Accounting

**Head of Financial Accounting**
Rhoda Wolf 3780

**Financial Accountant**
Manuela Moxon 1695

**Accounts Assistants (Cashbook)**
Leanne Peel 2683
Matthew Russen 2111

**Company Accountant**
Lesley Hanner 1162

## Accounts Payable

**Accounts Assistants**
Reuben Thompson 2613
Elaine Osbourne 2273
Nicola Mainwaring 2473

## Accounts Receivable (Registry Building Floor 0)

**Manager**
Shirley Clapton 3781
**Accounts Assistants**
Lynn Kerin 3695
Angela Clover 2686
Caroline Reynolds 2995
Abigail Smith 2685
James McDonald 2209

## Cashiers Office (Registry Building Floor 0)

Enquiries
2687
Lesley Hanner 1162
Leanne Peel 2687

## Student Finance and Planning

**Manager**
Peter Courridge 2928
**Administrator**
Tracy Erskine 1188
**Administrative Assistant**
Emma Lisette 2769

## Payroll and Pensions

**Head of Payroll and Pensions**
Sophie Chapman 3484
**Accounting Technician**
Caroline Wells 3485
**Senior Pension Administrator**
Duncan Sides 2676
**Senior Payroll and Pension Administrator**
Teresa McCarthy 1211
**Pension Administrators**
Melanie Garrod 1081
Michelle Carey 2674
**Senior Payroll Administrator**
Chris Lynds 2678
**Payroll Clerks**
Gary Reynolds 1082
Tracy Irons 3021
Matt Horlock 1083
Kerry Powles 3963
Tracy Seville 1080
Procurement

Head of Procurement
TBA 2194
Category Manager
Claire Woodcroft 2728
Category Manager
Steve Whitehead 2402
Category Manager
Rob Bloomer 3686
Procurement Officer
Mike Howes 3632
Trainee Procurement Officer
Sonny Gardine 7489
Purchasing Assistant
Lisa Donaldson 2401
Insurance Officer
Oliver Whitham 2729

Graduation Office

Graduation Officer
Louisa Griffiths 2775
Administrative Assistant
Cath Pepper 3204

PLANNING

Head of Planning
Dr Garrick Fincham 3498
Senior Administrative Assistant (Support)
Rebecca Phillips 3203

Projects
Planning Change Manager
Leon Doughty 2484
Senior Administrative Assistant (Project Support)
Rebecca Phillips 3203
Administrative Assistant
Lucy Mellor 3615

Governance Office
Senior Administrative Assistant
Rebecca Phillips 3203

Business Intelligence

Assistant Head of Planning: Widening Participation and Business Intelligence
Becky Price 7937

Business Intelligence Manager: Data Analysis and Insight
Joseph Jameson 2929
Management Information Officer
Hannah Chilvers 3419
Widening Participation Monitoring and Evaluation Officer
Charlotte Chapman 2354
Management Information Officer (Wellbeing)
TBC
Business Intelligence Data Assistant
Sally Mellows 7917

Market Research
Business Intelligence Manager: Market Research
Caroline Botwood 1203
Market Research Officer
Johanna Hardy 2773
Market Research Assistant
Natalie Cole 1962

Widening Participation

Assistant Head of Planning: Widening Participation and Business Intelligence
Becky Price 7937

Business Intelligence Manager: Widening Participation Insight
Rosie Hannant 2500
Widening Participation Officer
James Ferguson 1845
Widening Participation Evaluation Project Officer
TBC
Widening Participation Monitoring and Evaluation Officer
Charlotte Chapman 2354
Market Research Officer
Johanna Hardy 2773
Administrative Assistant
Lucy Mellor 3615

Verification, Compliance and Records (incorporating Student Records)

Assistant Head of Planning: Systems and Returns
Stuart Gascoyne 2732
Manager
Travis Bowditch 2927
Administrator
Elaine Elsey 3242
Senior Administrative Assistant
TBC
Administrative Assistants
Tina Murray 2200
Lucy Mellor 3615
SERVICES

Data, Quality and Standards

Data Quality and Standards Manager
Ant Griffiths 3052
Systems and Processes Officer
Hannah Adcock 2830
Operational Reporting Officer
Greg Dimsey 3871
Data Quality Officer
Emily Kreetzer 1052
WP Database Officer
TBC
Senior Administrative Assistant
TBC 2122

GRADUATE STUDENTS’ CLUB

Common Room Bar 2513

GROUND SERVICES (EST)

See page 34

DIGNITY & RESPECT IN THE WORKPLACE

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

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

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

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

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

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

HEALTH CENTRE

See MEDICAL CENTRE, page 44

HUMAN RESOURCES DIVISION (HRD)

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

Director of People and Culture
Mrs Helen Wiseman 2123
Human Resources Administrator
Mrs Diane Whalen 2733
Administrative Assistant (Human Resources)
Miss Sarah Lambert 3034
Administrative Assistant
Mrs Myra Hendey 3624

Human Resources Systems Assistant
Mr Matthew Bond 2059
Human Resources Data Assistant
Miss Sian Williams 3698

Human Resources Manager (HUM, VCO, STS, UKVI, HERA and LTS)
Mrs Linda Cole 3582
Senior Human Resources Adviser
Mrs Kirsty Webb 3729
Staff Immigration Compliance Adviser
Mrs Sam Swinton 2317
Human Resources Assistants
Mrs Gillian Jaffrey & Mrs Natasha Garforth 3809

Human Resources Manager (SSF, ARM, Equality, SVCA, Development Office)
Mrs Santha Forder 2936
Human Resources Advisers
Mrs Katie Oliver & Mrs Felicity Close 7542
Human Resources Assistants
Mr Nathan Everitt 3494
Miss Lauren Sims 7541

Human Resources Manager (FMH, ITCS, USS, FPG)
Mrs Alison Clements 2193
Human Resources Adviser
Miss Fay Took 7543
Human Resources Assistant
Mrs Julie Wilderoder 2581
Human Resources Assistant
Mrs Jill Rice 2314
### SERVIES

**Human Resources Manager (SCI, RIN, PGR, CCEN, ADAPT, Commercial Services (LIB, PES, CAT, NUR, ACCOM)**

- Ms Jenny Summers 2124
- Mrs Hazel Childs 3046
- Mrs Alison Boucher 3046
- **Human Resources Advisers**
  - Mrs Amy Meyer & Mrs Rachel Rogers 2126
  - Mrs Alex Phillips 3458
- **Human Resources Assistants**
  - Mrs Karen O’Brien 2734
  - Miss Lauren Sims 7541

**ITCS**

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

General enquiries and office: ext 2365

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

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

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

**Director of IT**

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

**IT**

Asstistant Director - IT Strategic Planning Architecture and Policy

- Matt Roach 1916

**Information Security Manager**

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

**Head of Information Compliance and Data Protection Officer**

- Ms Ellen Paterson 2431
- **Information Compliance Manager**
  - Mr Dave Palmer 3523

**Information Compliance Specialist**

- Mr Paul Cutting 1143
- **Information Compliance Specialist**
  - Ms Emma Gedge 7709

### Corporate Information Services

**Assistant CIS Director**

- Mr Paul Hooper 1029
- **Head of Operations**
  - Mr Thompson Zulu 1975
- **Head of Development**
  - Mr Ben Petley 3662
- **Head of Web Development**
  - Mr Alistair Quinn 7334

**SITS Enquiries**

- SIS Application Support Advisor
  - Mrs Joanne Champeney 1707
- **IT Project Managers**
  - Dr Helen McSparron 3576
  - Mr Ian Prior 2248
  - Mr Steve Barnes 7220
  - Ms Vanessa Boon 7253

**IT Business Analysts**

- Ms Jessica Lockwood 1706
- Helen Roberts 3953
- Alice Harvey 7936
- David Buck 7465
- Tony Robinson 7702

### ICT Systems

**ICT Systems Director**

- Mr Iain Reeman 2926
- **Head of Systems**
  - Mr Jon Woodley 2415
- **Head of Networking**
  - Mr Pete Andrews 3804

**Head of Research & Specialist Computing**

- Mr Jimmy Cross 7223
- **Data Centre Manager**
  - Mr Dominic Belisario 3207

### Faculty IT Support

Asstistant Director, Faculty IT Support

- Mr Mark Jones 2442
- **Head of IT Service Management**
  - Ms Jo Jennett 1152

**Learning spaces Technology Manager**

- Mr Matthew North 7159
- **IT Business Relationship Manager**
  - Ms Sheena Macrae 7331
- **IT Service Desk Manager**
  - Ms Marie Frost 2439
CENTRE FOR TECHNOLOGY ENHANCED LEARNING (CTEL)

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

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

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

Switchboard
Dial : 0  Email: telephonists@uea.ac.uk
- Dialling facilities
- Changes to handset caller display
- Voicemail
- Diverts and pick-up groups
- Location updates
- General enquiries

Switchboard Team Leader
Mrs Carole Dean 0/4001
Telephonist
Miss Wendy Brown 0/4003

IT AND COMPUTING SERVICE (ITCS)
See Error! Bookmark not defined.

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

Office Administrator
Mrs Gemma Astley 2025

Administrative Assistants
Mrs Johanna Hammersley 1844
Mrs Rhian Brooke 7214
Dr Jakob R. Avgustin 2210
Mrs Samantha Greef 2210

Head of Services (Quality)
Mrs Rachel Paley 7374

Head of Services (Systems)
Mrs Caroline Sauverin 7371

L&T HUB - Arts Building (East UG + PGT)
Enquiries
hub.ug.artsenquiries@uea.ac.uk
hub.pgt.artsenquiries@uea.ac.uk 7580

Assistant Heads
Ms Michele Pavey 2097

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

Team Leaders
Mr Tim Greene 7402
Mr Adam Everett 7112
Mrs Audrey Richardson 7768
Miss Dawn Goff 2790
Mrs Patricia Goodwin 3168
Miss Alexandra Frusher 7556

Senior Administrative Assistants
Mrs Kerry Singleton 2062
Mrs Alice Calver 2062

Administrative Assistants
Miss Kelly Myhill 2723
Miss Melissa Hagger 3680
Miss Clare Hewitt 2744
Ms Jane Alvarez 7604
Miss Lexi Rogers 2516
Miss Christina Jeffrey 2592
Ms Helen Clarke 2282
Vacancy 2191
Miss Laura Howe 2894
Miss Mandy Care 7789
Mr Juha Agren 2364
Mrs Jess Kerry 2098
Mr Ben Pavey 7111
Mr Joshua Sowter 7605
Miss Klara Krcova 3924
Mrs Sue King 3569
Miss Anwulika Emessiri 2217
Vacancy 3595

Director of Student and Academic Services
Dr Andrea Blanchflower 2618
Miss Krissie Lessiter 2299  Miss Louise Land 2597  Mr Dale Larwood 7627  Ms Danielle Lefeuvre 1231
Miss Pamela Manning 3520  Miss Chloe Leggett 2705  Ms Julie Loughridge 1722  Mr Michael Mason 7626

Front Desk Supervisor
Miss Chloe Kiggins 7790  Mr Dominic Nozahic 2017  Mrs Emma Ogle 1233  Mrs Julie Penton 7552

Administrative Assistants (Front Desk)
Ms Carly Penwolf 2520  Mrs Lauren Powles 3881  Ms Suzanne Rickenback 3244  Mrs Rebecca Rios 1230
Vacancy 1843  Ms Rosie Rogers 7613  Vacancy (TBC) 1064  Mr Malcolm Robertson 2266
Vacancy (TBC) 1064  Mr Kieran Shakespeare-Ward 2490  Mrs Faye Thurston 1764

L&T HUB - Elizabeth Fry Building
Enquiries 7578  Sophie Yates 2837
hub.elizabethfryenquiries@uea.ac.uk

Assistant Heads
Ms Christina Chan (Mon, Tues, Wed AM) 2626  Miss Clare Cooper 1531  Frances Caynes 7553
Mrs Rachel Paley (Wed, Thurs, Fri AM) 2254  Mrs Louise Firman (Mon, Tues, Wed AM) 3270  Miss Joanna Eames 7550
Miss Jean Whiting 2801  Miss Karin Goodby 3505  Rachel Hurren 7554

LTS Managers
Miss Alexandra Hupton (Wed, Thurs, Fri) 7372  Mr Adam Veale 7555
Mr Alexander Ponka 3262
Mrs Caroline Rose 1700

Team Leaders
Miss Louisa Ball 3029  Administrative Assistants (Front Desk)
Ms Sarah Browne 3074  Francesca Coupland 3946
Ms Alicia Campbell Hemingway 3267  Web Administrator
Mr Matt Clark (Wed PM, Thurs, Fri) 2804  Ms Samantha Rajasingham 1434
Mr James Colley 2016
Mrs Kelsey Keeler (Mon, Tues, Wed AM) 7547  
Mrs Rosanna Miller (Wed PM, Thurs, Fri) 7547
Mr Thomas Miller 2381
Mr Nigel Shed 2388
Ms Sarah Reynolds (Wed PM, Thur, Fri) 3234
Mrs Caroline Woolsgrove (Mon, Tues, Wed AM) 2804

Administrative Assistants
Miss Lindsay Balls 2649  Administrative Assistant
Mr Neil Bowman 1684  Francesca Coupland 3946
Jacqueline Braithwaite 2986  Web Administrator
Miss Kate Brown 2031  Ms Samantha Rajasingham 1434
Adele Bull 1502
Mr Nathan Byram 2979
Ms Lisa Clarke 1862
Ms Clare Cooper 3349
Mr Alex Dean 7551
Mrs Sarah Young 3349
Miss Lucy Dye 2234
Mr Che Harrington 1614
Mrs Tracy Elley 7552
Mr Robert Hubblethwaite 7613
Ms Silke Hunter 7061
Mrs Miroslava Beasley 3349
Mr Jeff Davison 7557

L&T – Timetabling (Elizabeth Fry Building)
Assistant Head
Mr Jeff Davison 7557

L&T HUB - Zicer Building
Enquiries 7581
zicer.hub@uea.ac.uk

Assistant Head
Ms Becky Fitt 1157

LTS Managers
Miss Dawn Goff 7113  Ms Sarah Young 3349
Miss Robbie Meehan 3083  Mrs Miroslava Beasley 3349
Mr Tim Greene 3217
Mrs Julia Jones 3528
Mrs Sally Barber 3579

Team Leaders
Mr Peter Thompson 3056
Mr Richard Sapiano 3159  Miss Lisa Marie Atthowe 2315
Ms Louise Davison 2896  Team Leader  
Ms Katie Vaughan 7063  Mr Andrew Miller 7373
Ms Olivia Loukes 1481  Senior Administrative Assistant  
Miss Sue Dolby (Placements) 7060  Miss Amy Leach 3616
Ms Sonia Moppett 1718  Administrative Assistants  
Administration Assistants  
Ms Nina Coe 2087  Miss Ruth Kemp 2821
Ms Steph Greenacre 3721  Mrs Julie Winner 3271
Mr Isaac Mace-Tessler 1643  
Mrs Samantha Sims 7114  
Ms Catherine Spencer 1911  
Ms Rachel Essinger 2071  
Mrs Christine Halliday 1717  
Mr Kristopher Harper 2144  
Miss Erin Rawcliffe 3691  Head of Academic Partnerships  
Ms Jess Kerry 7118  Mr Gavin Tash 2205
Ms Julie Burgess 7558  Assistant Head of Academic Partnerships  
Mr Daniel Gathergood 2567  Mrs Hannah Jackson 1603
Mr Dane Boyle-Smith 1117  Partnerships Managers  
Mr Lewis Wright 7011  Miss Alexandra Frusher 1639
Ms Ellie Edwards 2383  Ms Antonia Marsh 2776
Miss Sarah Methold 3497  Mr Steven Monsey 2672
Ms Claire Upton 1476  
Mr David Gurney 1476  Partnerships Coordinators  
Mrs Gillian Rogers 1640  Miss Llse King 3206
Mr Harry Barnett-Hall 7559  Mrs Madeleine le Grice 7190
Mr James Cawkwell 3515  Degree Apprenticeships Team  
Ms Nicola Shearing 1551  Degree Apprenticeships Manager  
Ms Joanna Donelly 1555  Ms Sharon Davies 1484
Mrs Julie Reynolds 3348  Apprenticeships Operations Manager  
Mrs Lesley Halls 7487  Ms Kerry McConnell 3042
Miss Elizabeth Poole 7549  Apprenticeships Coordinator  
Mrs Louise Davison 2896  Ms Sarah Rix 1154
Ms Melanie Clifford 3310  Apprenticeships Administrative Assistant  
Ms Megan Murray 7972  Ms Danny Wilson 7971
Mr James Davey 7770  
Mr Liam Parker 7611  
Ms Emma Coulson 3348  
Front Desk Supervisor 7607  
Mrs Jennifer Lawrence 7607  
Administrative Assistants (Front Desk)  
Ms Nicola Ward 7606  
Miss Clare Shortman 7566  
Mr Dylan Brook Davies 7548  
L&T Assessments and Quality Office  
Enquiries 2757  
exams@uea.ac.uk  
Assistant Head  
Miss Jean Whiting 2801  
Manager  

The Library  
www.uea.ac.uk/is  
General enquiries and office: ext 2425  
Fax: 01603 591010  
Library helpdesk: ext 2993 lib.helpdesk@uea.ac.uk  
Library feedback: library.feedback@uea.ac.uk  
Archives and Special Collections: ext 3491  
archives@uea.ac.uk
Library

Library Director
Mr Nicholas Lewis 2382

Office Manager
Ms Rachael Murphy 2425
Administrative Assistant
Mrs Sandra Harley 2407

Library Academic Services
Head of Academic Liaison
Ms Jane Helgesen 2221

Academic Engagement Librarians
Mr Grant Young (HUM) 2426
Miss Kate Squire (SSF) 1712
Dr Elizabeth Clarke (SCI) 1249
Ms Rachel Henderson (SCI) 2428
Mr Matthew Smith (FMH) 2412
Mrs Lucy Fleming (Education) 3518
Ms Joanna Brookes 2430
(Library skills & online training)
Anne Lawrence
(International Development, PPL & Space Management)

E-Services team
E-Services Manager
Ms Allison Carroll 2411

E-Services team leader
Mrs Victoria Hay 3472

Systems Librarian
Mr Alan Exelby 2432

Digital Services Librarian
Ms Alison Dyer 2409

Reading Lists Administrator
Mr Robin Farndon 3831

Collections Team
Head of Resources
Mr Edmund Chamberlain 2429

Collections Team Leader
Mr Christopher White 2413

User Services

Head of User Services
Mrs Heather Wells 3440

Library User Services Manager
Mrs Catherine Breame 3507

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

User Services Team Leader
Ms Zoe Cross 1165
Ms Abigail Chaney 2414
Miss Catherine Mitchell 2414

NAM Library, King’s Lynn
Mrs Alison Castleton 01553 613959

LOST PROPERTY (EST)

See page 35

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

Business Manager
Christina Fielding 251625

Operations Manager
Karen Holland 251628

IT Coordinator
Oliver Tyrrell 251623

Staff Administrator
Zoë Barr 251616

Computer Operator
Jake Tiddy 251600
SERVICES

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

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

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

**Health Care Assistant**
- Paula Winter
- 251600

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

**Occupational Health Physicians**
- Dr Matt Green
- Dr Clare Shephard
- 2174

**Occupational Health Advisors**
- Rachel Doktor
- 2174

**Business Manager**
- Christina Fielding
- 251625

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

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

**Manager**
- Mrs Anne Meyer
- 2884

**Deputy Manager**
- Miss Angela Cooper
- 2884

**Secretary**
- Mrs Debbie Smith
- 2884

**Receptionist**
- Ms Tina Hurn
- 2884

**POSTGRADUATE RESEARCH (PGR)**
**General enquiries:** 01603 591709
**General Emails:**
- pgr.enquiries.admiss@uea.ac.uk
- fhm.gradschool@uea.ac.uk
- humgrad.school@uea.ac.uk
- scigrad.school@uea.ac.uk
- ssfgrad.school@uea.ac.uk
- graduates.nrp@nbi.ac.uk

**Graduate Schools:**
- prof.docs@uea.ac.uk
- clinpsyd@uea.ac.uk
- edpsyd@uea.ac.uk

**Professional Doctorates:**
- agriforwards.cdt@uea.ac.uk
- biodtp@norwichresearchpark.ac.uk
- aries.dtp@uea.ac.uk
- chase.dtp@uea.ac.uk
- senss.dtp@uea.ac.uk

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

**PA to Head of Postgraduate Research Service**
- Mrs Nicky Bastian
- 2202

**PGR Admissions Enquiries (all Schools)**
- Miss Rebecca Scott
- 1709

**Doctoral Training and Quality Manager**
- Ms Melanie Steele
- 3870

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

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

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

PGR Partnerships Manager
Dr Audrey Heppleston 3160

Research Degrees Manager
Mrs Tracey Oak 1800

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

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

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

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

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

NBI Graduate Studies Manager
Dr Kate Conway 01603 450772

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

NBI Graduate School Office
Mr Mark Meehan (Coordinator) 01603 450768
Mrs Joanna Blackman 01603 450646
Clerical Assistant 01603 450769

PGR Officer (Courage Wellbeing Project)
Ms Katharine Trott 2160

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

Director of Sport and Commercial Services
Phil Steele 2399

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

Head of Sport Operations
Ben Price 3566

Head of Sport & Physical Activity Development
Adam Garford 3645

Department Managers
Quality & Health and Safety Manager
Hannah Gook 2380

Aquatics Manager
Matthew Critchfield 3384

Fitness
Iain Keremde 3655

Dryside
Beth Swallow 3382

Customer Relations Manager
Rebecca Harrison 3482

Catering Assistant Manager
Michelle Turner 3862

Administration & Finance Manager
Jennifer Bettinson 3779

Student Sport Operations
James Raywood 7242

Student Performance Sport
Sophie Thomas 2301

Divisional Marketing & Communications Manager
Alice Ladbrooke 3048

Marketing and Communications administrator
TBC

Senior Events coordinator
Kerris Duncan 3403

Conferences and Parties coordinator
Louise Hebron 2814

Events administrator
James Atkins 3403

PROgress
Rebecca Tuff 3170
PLANNING (FPG)
See page 38

POST AND PORTERING (EST)
See page 48

PRESS AND PUBLIC RELATIONS OFFICE (ARM)
See page Error! Bookmark not defined.
(Communications and Media Relations)

PROCUREMENT/PURCHASING OFFICE (FPG)
See page 38

RESEARCH AND INNOVATION SERVICES (RIN)

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

Email: ResearchandEnterprise@uea.ac.uk

Director of Research and Innovation Division
Helen Lewis 3307

Executive Officer
Alison Cooper 1599

Personal Assistant to Director of Innovation Division
Jackie Wright 7671

Head of Innovation
Jon Carter 1577

Head of Research
Julia Sheldrake 3949

Relationships Managers
Chris Blincoe (Digital, Heritage and Creative) 3445
07785456604
Richard Clarke (Healthcare and Social Sciences) 3178
07917163482
Anna Douglas
(Business, Financial and Legal Services) 2076
Colette Matthewman (Marine, Agriculture & Environmental Sciences) 1569

Paul Tabern (Engineering) 1488
Karen Smith (Medical and Life Sciences) 3147
Relationship Administrator
Sue Coleman 3390
Sam West 7670

EIRA
Operations Manager
Stephen Knock 1569
Fellows
Ian Tebble 1279
Kenny Lang 3394
Beth Sowersby 3112
Administrator
Alicia Rodriguez 7923

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

Communications, Marketing and Events Intern
Sophie Enever 7761

Intellectual Property Managers
Joiita Dey 1576
Vacancy 1575

Intellectual Property Officer
Alison Northwood 1810
Faye Outram 1248

Intellectual Property Administrator
Kate Bilclough 3475
Madeleine Copley 7197

Consultancy Manager
Sue Johnson 1578

Consultancy Officer
Matt Hume 1489
Consultancy Co-ordinator
Katherine Humphries 1610

Contracts Manager
Tracy Moulton 1482
Contracts Officer
Polly Harrison 7948

Research Integrity Manager
Helen Brownlee 3435

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

Research Information Manager
Jaqui Farrar 2710

EU Funding Manager
Ian Beggs 3399
EU Administrator
Kate Wood     7924
International Funding Manager
Ane Sesma     3160
International Administrator
Megan King     7333

Open Access and Research Data Officer
Anna Collins     1807
Open Access Administrator
Georgia Kalamida     1077

Research Impact Officer
Claire Gallant     3189
Research Impact Co-ordinator
Claire Bushell     7290
Joanne Godwin     7291
Impact Administrator
Philippa Stebbing     2303
Katy Watkins     7305
James Epps     7303
Paramita Muljono     7302

Innovation Funding Team Manager
Saffron Myhill- Hunt     7248

Investment Analyst
Samantha Burton     7342
Martijn Muntingh     7184
Rob Smith     7183

Investment Team Coordinator
Emma Muntingh     1177

Innovation Funding Administrator
Sarah Green     2548
Jo Holland     2548

Enterprise Centre Commercial Services Team Manager
Fearn Ainsworth     7343
Tenancy & Business Development Manager
Angela MacDonald     1379
Finance Officer
Marisse Slack     1497
Commercial Services Co-Ordinator
Becky Roe     1049
Events Co-Ordinator
Julia O’Rourke     1765
Receptionists
Tom Levy     1366
Rebecca Lawlor     1366

Impact and Innovation Finance Administrator
Lisa Osborne     7669

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

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

Senior Research Administrator
Natasha McGowan     7307

REF Administrator
Constance Croot     7313

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

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

FINANCE
Research Finance Officer
Shirley Brackenridge     1703

Management Information Officer
Nicholas Hindley     3593
Kath Mortimer     3593

Research Finance Administrators
Steph Byng     2127
Helen Finn     1078
Rhian Hunter     1550
Vicki Larwood     7328
Colin McDermott     3749
Faye Moloney     1077
Chris Orr     1570
Paulina Steliga     1573
### REGISTRY SERVICES (REG)

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

**Senior Assistant Registrar VCO**  
Ms Lisa Williams  2229

**Registry Services Coordinator**  
Mrs Sarah Simpson  2731

**General Office**  
Mr James Beggs  3694

**Registry Reception**  
Mrs Katharine Day/Mrs Joanne Murphy  2223, 2730

### SAFETY SERVICES (USS)

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

**Director**  
Mr Paul Donson  2199

**Administrator**  
Mrs Kathy Brandish  2763

**Deputy Director**  
Mrs Karen Thompson  3945

**Safety & Radiation Protection Officer**  
Mr Jim Hunter  2107

**Fire Safety Officer**  
Mr Mark Farley  3608

**Training & Safety Officer**  
Mr Simon Walklate  3577

**Safety & Radiation Protection Technician**  
Ms Amy Lyall  2241

### RESIDENT TUTORS

See SENIOR RESIDENTS, page 29

### SHOPS ON CAMPUS

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

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

**Waterstones Bookshop**  
**E-mail**  
uea.waterstones.co.uk  
**Manager**  
Margaret Janes  2497 & 01603 453625

### SPORTSPARK (PES)

**General enquiries and office:** Mrs Jane Rumball  
**ext 3779**  
**Fax** 01603 593779  
**Email:**  
j.rumball@uea.ac.uk

**Bookings/Reception:** ext 2398

### STAFF ASSOCIATION

See page 36

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

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

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

**Membership Secretary**  
Mrs Beverley Youngman (HUM)  2451  
b.youngman@uea.ac.uk
STAFF AND EDUCATIONAL DEVELOPMENT, CENTRE FOR (CSED)

General Enquiries, Leadership & Management enquiries, and PA to Head of CSED
Kate Faire, ext 3039
Email: K.Faire@uea.ac.uk

IT Course and marketing enquiries
Jude Smith, ext 3849
Email: Judith.Smith@uea.ac.uk

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

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

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

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

Head of CSED
Ms Amanda Giles    3699

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

Lecturers in Academic Practice
Ms Florence Dujardin    3931
Dr Phil Long    2404
Dr Rebecca Thomas    1022
Dr Pablo Dalby    3777

Senior Staff Development Officer (Personal & Professional Development)
Ms Gurpeet Gill    2951

Staff Development Officers (Personal & Professional Development)
Mr Alex Dawson    2393
Mr Pip Cartwright    3223
Ms Sally Gregory    1822

Staff Development Officer (Research Staff)
Dr Lisa Worrall    1024

Course Co-ordinators
Ms Jude Smith    3849

Ms Michelle Jones    3191
Tim York    2215
Ms Abby Simpson    3269
Ms Georgina Joss    2958

STUDENT SERVICES (STS)

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

Senior Management Team
Director of Student Services
Dr Jon Sharp    2905

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

Head of Student Services (Wellbeing)
Miss Claire Pratt    3774

PA to the Senior Management Team
Miss Claire Kreetzer    2892

Student and Academic Services Manager
Paul Hartzler    2281

Courage Project Manager
Dr Benjamin Marshall    1311

General Advisory Team
Assistant Head of Life & Learning (Student Life) VACANT
Student Life Manager (Advice and Guidance)
Diana Keyzor    3730
Senior Student Life Adviser (International & Systems)
Miss Francesca Mackenzie    7939
Senior Student Life Adviser (Administration)
Mrs Jill Brown    2491
Senior Student Life Adviser (Community & Complaints)
Miss Kathryn Redfern    3271
Assistant Wardens (out of hours) via Security 2352

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

Student Finance Advisers
Miss Janise Narayan 3290
Mrs Kerry Menzies 1702
Mrs Carole Timm 3184
Mr Jonnie Sellex 7719

Learning Enhancement Team
Assistant Head of Life & Learning (Learning Enhancement)
Dr Jeremy Schildt 1836

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

Specific Learning Difficulties Tutors
Mr Calvin Hoy 1877
Dr Simon Andrews 3826

Specific Learning Difficulties Adviser
Mr Jonnie Sellex 7719

Peer Assistant Learning Team (PAL):
Learning Enhancement Tutor (Widening Participation)
Mr Pablo Dalby 3238
Mrs Zoe Jones 1312

Learning Enhancement Tutor
Emma Watkinson-Aspinall 3238

Wellbeing Team
Assistant Head of Wellbeing (Advice & Guidance)
Mr Jock Downie 3108

Senior Wellbeing Advisers
Miss Claire Proudlove 2372
Samantha Phillippo 7711

Wellbeing Advisers (Disability)
Annabel Allison (Disability) 2037
Mrs Emma Ainger-Mckillop (Disability) 3693
Mrs Lydia Blake (Disability) 2948
Mr Liam Davison (Disability) 7938

Wellbeing Advisers (Mental Health)
Ms Jo Appleton (Mental Health) 3693
Heather Connolly (Mental health) tbc
Peter Cropley (Mental Health) tbc

Embedded Team
Embedded Team Manager
Vacant tbc

Wellbeing Advisers
Yin Leung 2656
Darrell Yaxley tbc
Alison Briton-Hill tbc

Wellbeing Training Manager
Jumara Begum 2904

Counselling Team
Assistant Head of Wellbeing (Talking Therapies)
Mr Chris Haylock 2878

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

Staff Counsellors
Dr Tanya Augustine 3757
Ms Sarah Robinson 2258
Cathy Nottingham 2358

CBT Team
Psychological Wellbeing Practitioners
Miss Gaby Cason 2904
Miss Danielle Rolfe 3451
Zoe Poydsden 7714

CBT Practitioners
Dr Nick Rout 7774
Mrs Jessica Davies 7715

Professional Services Team
Student Life Manager (Processes and Systems)
Mrs Sarah Green 7776

Senior Administrator
Mr Andrew White 3271

Administrative Assistants
Claire Barker 7713
Mr Tom Carding 2890
Harriet Crooks 7987
Mr Leigh Flaherty 2492
<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Role</th>
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<tbody>
<tr>
<td>Mr Nick Flower</td>
<td>2316</td>
<td></td>
</tr>
<tr>
<td>Kate Hesketh</td>
<td>7288</td>
<td></td>
</tr>
<tr>
<td>Mrs Sarah Hartzler</td>
<td>3833</td>
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<tr>
<td>Mr Toby Holmes</td>
<td>7288</td>
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<tr>
<td>Mr Alex Jordan</td>
<td>2651</td>
<td></td>
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<tr>
<td>Anushka Leslie</td>
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<tr>
<td>Mr James Riches</td>
<td>7545</td>
<td></td>
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<tr>
<td>Ms Carole Timm</td>
<td>3833</td>
<td></td>
</tr>
<tr>
<td>Mrs Angela Younger</td>
<td>2890</td>
<td></td>
</tr>
<tr>
<td>Receptionists</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miss Georgia Sartin</td>
<td>7973</td>
<td></td>
</tr>
<tr>
<td>Miss Hannah Wicklund</td>
<td>2761</td>
<td></td>
</tr>
<tr>
<td>Miss Abbie Clements</td>
<td>3676</td>
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</tr>
<tr>
<td>Miss Victoria Rawlins</td>
<td>7773</td>
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**DENTAL SERVICE**

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<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Dental Surgeons</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mrs Wendy Scarle</td>
<td>2173</td>
<td>Dental Manager</td>
</tr>
<tr>
<td>Dr Ruth Phomane</td>
<td>2173</td>
<td></td>
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<tr>
<td>Dr Reza Khosravi</td>
<td>2173</td>
<td></td>
</tr>
<tr>
<td>Dental Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mrs Alison Herridge</td>
<td>3660</td>
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<tr>
<td>Dental Nurse/Receptionists</td>
<td></td>
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</tr>
<tr>
<td>Miss Natasha Whittle</td>
<td>2173</td>
<td></td>
</tr>
<tr>
<td>Mrs Charlotte Gilbert</td>
<td>2173</td>
<td></td>
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<tr>
<td>Miss Kerry King</td>
<td>2173</td>
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</tr>
<tr>
<td>Miss Rebekka Britcher</td>
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**DISCIPLINARY OFFICER (DISP.OFF)**

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<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Student Disciplinary Officer</td>
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</tr>
<tr>
<td>Mrs Emma Sutton</td>
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**THE LIBRARY (LIB)**

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
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**TRADES UNIONS (TU)**

**UNISON**

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Branch Secretary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amanda Chenery-Howes</td>
<td>07565 170254</td>
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**UNITE COMMITTEE**

<table>
<thead>
<tr>
<th>Name</th>
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<th>Role</th>
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<tbody>
<tr>
<td>Chair</td>
<td>7223</td>
<td></td>
</tr>
<tr>
<td>Branch Secretary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mr Colin Jenkinson</td>
<td>3504</td>
<td></td>
</tr>
<tr>
<td>Treasurer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mr Stuart Rix</td>
<td>2236</td>
<td></td>
</tr>
<tr>
<td>Vice Chair</td>
<td></td>
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</table>

**UNITE SCHOOL REPS**

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>MAINT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mr Stewart Thompson</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>MED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mr James Goillau</td>
<td>2946</td>
<td></td>
</tr>
<tr>
<td>ITCS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mr Roy Carter</td>
<td>2973</td>
<td></td>
</tr>
<tr>
<td>UCU</td>
<td></td>
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<tr>
<td>Branch Officers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chair</td>
<td>2791</td>
<td></td>
</tr>
<tr>
<td>Vice Chair</td>
<td>2795</td>
<td></td>
</tr>
<tr>
<td>Secretary</td>
<td>7779</td>
<td></td>
</tr>
<tr>
<td>Treasurer</td>
<td>3716</td>
<td></td>
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<tr>
<td>Membership Secretary</td>
<td>1974</td>
<td></td>
</tr>
<tr>
<td>Jo Drugan</td>
<td>1974</td>
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<tr>
<td>Anti Casualisation Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Michael Kyriacou</td>
<td>7906</td>
<td></td>
</tr>
<tr>
<td>Equality Officer</td>
<td>1286</td>
<td></td>
</tr>
<tr>
<td>Susan Sayce</td>
<td>1286</td>
<td></td>
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<tr>
<td>Environmental Officer</td>
<td>1038</td>
<td></td>
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<tr>
<td>Helen Pallett</td>
<td>1038</td>
<td></td>
</tr>
<tr>
<td>Branch Office Administrator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rachel Henderson</td>
<td>2652</td>
<td></td>
</tr>
</tbody>
</table>

**Committee Members**

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amanda Williams</td>
<td>1816</td>
<td></td>
</tr>
<tr>
<td>Georgia Walker Churchman</td>
<td>3878</td>
<td></td>
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<tr>
<td>Georgia Philip</td>
<td>3365</td>
<td></td>
</tr>
<tr>
<td>Lewis Spurgin</td>
<td>2947</td>
<td></td>
</tr>
<tr>
<td>Valeria Vinogradova</td>
<td>n/a</td>
<td></td>
</tr>
</tbody>
</table>
UNION OF UEA STUDENTS

General enquiries
01603 593272

STU

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

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

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

Payroll Administrator
Millie Smith 3464

Student Media:
Concrete/UEA:TV/Livewire 3466

Student Support Services:
Head of Advice
Lucy Aspey 2593
Home Run letting Coordinator
Natalie Beales 2505
Advice Workers
Jo Plumstead 3838
Carl Portman 3462
Mike Hill 7254
Advice Centre Reception 3463

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

Liberation, Equality & Diversity Co-ordinator
Jen Bello 3272
Student Engagement Co-ordinator (Representation)
Lindsay Westgarth 3272
Postgraduate Engagement Co-ordinator
Josh Melling 3272
Postgraduate Research Mental Health Co-ordinator
Bryony Porter 3272
Nightline 01603 503504

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

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

The Waterfront
Venue Manager
Chelie Lear 01603 632717
Fax 01603 615463
E-mail: thewaterfront@uea.ac.uk

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

Unio
Cheryl Hall 2479
Coffee Shop Manager
Shane Blake 2479
The Pub 2481

Finance
Head of Finance
Mr Tim Cave 2509
Deputy Head of Finance
Shirley Reade 3814
Purchase/Sales Ledger Administrator
Kim Limbu 3272
Assistant Accountant
Sarah Munday 1186
SHOPS ON CAMPUS

The Shop:
Manager
Kerry Searle

Post Office:
Jo Pilgrim/Jonathan Freezer

SWITCHBOARD (ITCS)

See page Error! Bookmark not defined.

VICE-CHANCELLOR’S OFFICE

General enquiries: ext 3821
E-mail: jennifer.jones@uea.ac.uk

VCO

Vice-Chancellor
Prof David Richardson

Personal Assistant
Katie Phillips

Assistant Registrar
Lisa Williams

Deputy Vice-Chancellor and Pro-Vice-Chancellor (Academic Affairs)
Prof Neil Ward
PA
Maria Fox

Pro-Vice Chancellor (Research & Innovation)
Prof Fiona Lettice
PA & Events Support
Natasha Lacey
PA
Jennifer Jones

Development Office – Arts 3.02

Director of Development
Mr David Ellis

PA to Director & Office Administrator
Mrs Paula Joannou

Senior Development Manager
Mrs Georgette Ward

Senior Development Manager – Trusts & Foundations
Miss Laura-Jane Ryves

Senior Development Manager
Ms Dianne Rowe

Development and Legacy Manager
Mrs Joyce Griffin

Development Manager
Daniel Crouch

Development Manager
Mrs Katie Pountain

Development Manager
Mrs Gaynor Egan

Development Manager – Trusts & Foundations
Anna Hunt

Campaigns Manager
Ms Jenny West

Campaigns Communications Executive
Miss Sophie Hall

Events & Engagement Officer
Ms Jade Newbold

Scholarships Administrator
Miss Holly Chatburn

Regular Giving Officer
Miss Rosanna Tarleton

Head of Data & Insight
Mr Robert Chetwood

Prospect Research Officer
Miss Laura Bonnington

Finance & Data Analyst
Mr Darren Henderson

CHIEF OFFICERS (VCO)

Chief Operating Officer
Ms Jenny Baxter

PA
Maria Fox

Chief Resource Officer & University Secretary
Mr Ian Callaghan

PA
Jessica Pointer/TBC (job-share)
**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

Quadrum Institute Bioscience  
Norwich Research Park  
Colney Norwich NR4 7UA  
Tel: Norwich (01603) 255000

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

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

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

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

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

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

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

The Sainsbury Institute for the Study of Japanese Arts and Cultures  
64 The Close  
Norwich NR1 4DH  
Tel: Norwich (01603) 597507

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

**Accredited Colleges of the University**

**Associate Colleges**

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

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

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

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

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

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

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

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

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

Dr N. Savvas
West Suffolk College
Out Risbygate
Bury St Edmunds
IP33 3RL
Tel: 01284 701301
<table>
<thead>
<tr>
<th><strong>Answer a Call</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lift handset or press Speaker key</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Make a Call</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter number and select OK (Hands free is automatically activated) Or</td>
</tr>
<tr>
<td>Lift handset, enter number and select OK</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Transfer a Call with Consultation</strong></th>
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</thead>
<tbody>
<tr>
<td>Whilst active on a call the display shows ‘Consult?’</td>
</tr>
<tr>
<td>Press OK to confirm</td>
</tr>
<tr>
<td>Enter 2nd party’s number and press OK</td>
</tr>
<tr>
<td>Announce the call to the 2nd party and Replace Handset</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>To Cancel a Consultation Call</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>If Busy, No reply or the 2nd party does not wish to accept the call - Select ‘Disconnect and Return’ to reconnect to 1st Party</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>To Toggle between calls</strong></th>
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</thead>
<tbody>
<tr>
<td>Select ‘Alternate’. Use repeatedly to toggle between the two parties</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th><strong>To Hold a Call</strong></th>
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</thead>
<tbody>
<tr>
<td>Select ‘Hold’</td>
</tr>
<tr>
<td>Select ‘Reconnect’ to return to the held call</td>
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<th><strong>Callbacks</strong></th>
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<tbody>
<tr>
<td>Should the required extension be busy or no answer, select ‘Callback’</td>
</tr>
<tr>
<td>NB: This feature is only available if it has been configured on the system</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Responding to a Callback</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lift Handset or select ‘Accept’ to activate the Callback Or</td>
</tr>
<tr>
<td>Select ‘Reject’ to ignore the Callback</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Calling back Missed Calls</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls received whilst you were absent are recorded on the display ✉️. The ✉️ function key also lights up.</td>
</tr>
<tr>
<td>Press ✉️ and select ‘CallLog’</td>
</tr>
<tr>
<td>‘Missed’ is displayed</td>
</tr>
<tr>
<td>Arrow down ▼, to view missed calls</td>
</tr>
<tr>
<td>Select and confirm the entry you want</td>
</tr>
<tr>
<td>Select ✉️ on ‘Dial’</td>
</tr>
</tbody>
</table>
Programmable Keys

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

Programming a Key

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

Arrow down ▼ and press OK on 'Normal' to program the first level
Or
'Shifted' to program the second level
Arrow down ▼ and press OK on 'Selected Dialling' from the list
Press OK on ‘Save & Exit’ twice

Programming a Speed Dial Key

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

Arrow down ▼ & press OK on 'Setting' under 'Normal' or Shifted'
Arrow down ▼ to 'Mode' & press OK until it changes to numerical
Enter the required destination number
Select OK
Select ‘Save & Exit’ twice

Ringer Settings

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

Press the Menu key  
Select ‘User’
Select ‘Audio’
Select ‘Settings’
Select desired function (i.e. pattern melody)
Adjust using the ▼ press OK to store
Select ‘Options = Play Ringer’
Select ‘Save & Exit’
# ISDX facility codes

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

*R = Recall  X= Follow with extension number*
<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency (Security)</td>
<td>2222</td>
</tr>
<tr>
<td>General</td>
<td>2352</td>
</tr>
<tr>
<td>Medical</td>
<td>01603 251600</td>
</tr>
<tr>
<td>Buildings</td>
<td>2121</td>
</tr>
<tr>
<td>Portering Services</td>
<td>2080</td>
</tr>
<tr>
<td>General Enquiries</td>
<td>0</td>
</tr>
</tbody>
</table>

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