





**Information Services** (s) = student designated (se) = secondment **User Services Directorate** (e) = external service provider Part 3 (ml) - maternity leave **Head of Operational Services** (ft) - fixed term November 2024 (ma) - modern apprentice \* = 2 posts Neil Bruce **User Support Manager** Rad Sargeant IS Helpline Service Delivery Manager **Knowledge & Development Manager Finance Service Delivery Manager** Gavin Anderson Crystal Webster Laurence Anderson **User Support Officer** IS & Finance Helpline Supervisor **IT Support Analyst** Jennifer Brown Thomas Hawker Gregor Bell Natalie Bryan Fergus Davidson Dorothy Cunningham Alyssa Martin (ft) Scott Eddington Matt Ellis **Student Staff for both Helplines** Sheena Robertson Craig Leedham Niki Mackenzie Sam May Margherita Tobia Vacancy x1 Rishab Acharya **Helpline Assistant** Haikal Adzmir Bibi Anne Abhinav CheruttamadathilGangadharan Piroska Nemeth Carmen Garcia-Ferres Orellana **Brooks Johnston** Sahar Jafferbhoy Kashish Khathuria Karen Lea Su Anne Lee Tony Lu Jessenka Astriani Luzar

KEY:

Information Services User Services Directorate Part 4

November 2024

<u>Director</u> Gosia Such (Until 31<sup>st</sup> December 2024)

Ingrid Fehr (From 8<sup>th</sup> October 2024)

Head of ISG Relationship Management Abdul Majothi

## **Relationship Managers**

Myles Ewen
Jonathan Henderson
Alistair Mayze
Rachael Mfoafo
Joost Uding

Head of ISG Communications

Shaun Burnett

ISG Communications
Manager

Victoria Cunto

**ISG Communications Officer** 

Portia Brugger Leah McGregor

ISG/USG Relationship Manager Rachael Mfoafo CAHSS Relationship Manager Joost Uding CMVM Relationship Manager Jonathan Henderson CSE Relationship Manager Alistair Mayze CSG Relationship Manager

Myles Ewen

## KEY:

- (s) = student designated (se) = secondment
- (e) = external service provider \* = 2 posts
- = Aligned with College IT Strategy, line Management remains within USD (Head of Relationship Management)