





KEY: **Information Services** (s) = student designated (se) = secondment **User Services Directorate** (e) = external service provider Part 3 (ml) - maternity leave **Head of Operational Services April 2025** (ft) - fixed term (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 Land Diarmuid Drain **Dorothy Cunningham** Fergus Davidson Alyssa Martin (ft) Scott Eddington Sheena Robertson **Student Staff for both Helplines** Matt Ellis Craig Leedham Niki Mackenzie Sam May Rishab Acharya Margherita Tobia Haikal Bin Adzmir **Helpline Assistant Ruby Bee** Abhinav Cheruttamadathil Gangadharan Sahar Jafferbhoy Piroska Nemeth Ketaki Karve Bibi-Anne Latief-Shinki Karen Lea Tony Lu Jessenka Astriani Luzar Maia Rose Mackenzie Nick Manturov Dean Moore Carmen Garcia-Ferres Orellana Jack Quinn Juliusz Rogowski **Ruby Ruchy Saral** Karthik Sutheeshkumar Logan Will Michael Wilson

Information Services User Services Directorate Part 4 **April 2025**

Director

Ingrid Fehr

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

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- = Aligned with College IT Strategy, line Management remains within USD (Head of Relationship Management)