





KEY: **Information Services** (s) = student designated (se) = secondment **User Services Directorate** (e) = external service provider Part 3 (ml) - maternity leave **Head of Operational Services July 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 **July 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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- (s) = student designated (se) = secondment
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- = Aligned with College IT Strategy, line Management remains within USD (Head of Relationship Management)