





KEY: **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 October 2025 (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** Thomas Hawker Jennifer Brown Gregor Bell Natalie Land Diarmuid Drain **Dorothy Cunningham** Fergus Davidson Alyssa Martin (ft) Scott Eddington **Helpline Assistant** Sheena Robertson Matt Ellis Craig Leedham Piroska Nemeth Niki Mackenzie Sam May Margherita Tobia **Student Staff for both Helplines** Rishab Acharya Haikal Bin Adzmir Ruby Bee Abhinav Cheruttamadathil Gangadharan Sahar Jafferbhoy 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
October 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

Jane Bielasheva Nigel Cheung Abhinav Gangadharan

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)