

Where do I go for Help? 2025

WHAT?

- General enquiries and suggestions for improvement relating to PS Structure and Services in MAH
- Escalation of requests/issues to central PS Directors and Chief Operating Officer
- Inter-school PS collaborative activities
- Process improvement

If you are not sure who to ask for help, please ask Jacqui.

WHO?

Head of Faculty Operations: Jacqui Guillemard

WHERE?

WHAT?

Operations overview

- *HR*: advice and guidance, academic promotions, DPR, flexible working, staff training and sponsorship, staff survey analysis, staff induction
- *Finance*: advice & guidance, budget oversight and sign-off
- *IT*: management of resources and projects
- *Estates*: maintenance, buildings works, space allocation
- *Governance and compliance*: information management, business continuity and risk management
- Health and Safety, including management of fire wardens and first aiders
- Sign-off on space and equipment for visitors
- Oversight of the reception service

WHO?

Senior Operations Manager: Carmen Long
Assistant Operations Managers: Danielle Salvage & Sarah Green (mat cover)

WHERE?

WHAT?

Main Office Reception

- General enquires
- References and non-standard letters
- Stationery and post/couriers
- Building fault reporting and monitoring
- MAH-owned room booking
- Master Key/room key requests
- Equipment ordering, monitoring & set-up
- Access cards
- Office move support
- Door signs & pigeonholes
- Day-to-day finance including: POs, expenses, credit card
- Day-to day HR including: DBS checks and casual pay (Reed) set-up
- Resource Centre oversight

If you are unsure where to go for help, please contact Reception who can assist

WHO?

Reception Team: David Payne; Robert Edwards, Katie Barwick

WHERE?

WHAT?

Executive Admin

- Dean's diary management
- School Leadership Team organisation and servicing
- Staff Experience representative (please take any concerns to Laura)
- Part of School Mental Health First Aider team (please take any mental health or wellbeing concerns to Laura)

WHO?

Senior Executive Assistant to the Dean: Ahmed Koyes

WHERE?

Arts A10

Contact details: 0774 354 0893
j.a.guillemard@sussex.ac.uk

Arts A110

Contact details: ext 8023, 7538 & 7950
MAH-OperationsMgr@Sussex.ac.uk

Arts A07

Contact details: 01273 678001 media-arts-
humanities@sussex.ac.uk

Arts A121

Contact details:
MAH-EADean@sussex.ac.uk

WHAT?

- Servicing of School level meetings and SLT
- Project support
- School Meeting organisation and servicing
- Support for EDI Committee

WHO?

Information Coordinator (Operations) : Grace Merry

WHERE?

Arts A14
Contact details: g.merry@sussex.ac.uk

WHAT?

- All School student recruitment support and events (incl AVDs, Open Days, Tours)
- Websites
- External engagement
- Social media (Twitter, Facebook, Instagram, LinkedIn)
- Prospectus review
- Event promotion
- Design work (event posters, brochures/leaflets)
- Student Ambassadors (employment and deployment)
- Work with alumni and promotion of Sussex Connect
- Internal Communications (email, Dean's Update, newsletter, student update and events bulletins)
- Internal school/dept events and calendar
- School/dept contacts and mailing lists
- Broadcast (news and events)
- Building screens and internal signs

WHO?

Engagement, Recruitment and Marketing Manager:
Phil Stentiford
Communications & Events Officer: Taylor Lodge
Communications & Content Officer: Lia McCarthy

WHERE?

Arts A14
Contact details:
MAH-communications@sussex.ac.uk

WHAT?

- Pre-sessional English courses
- Pre-sessional course visa enquiries (information only, not advice)
- Pre-sessional commission claims
- Intensive English terms
- Intensive English bespoke/group enquiries
- Intensive English visa enquiries (information only, not advice)
- Junior Year Abroad enquires
- Summer at Sussex enquiries
- International student recruitment and engagement
- Language short courses

WHO?

Senior Officers: Daria Artamonova, Katie Brooks, Louisa Kenyon,
English Language for Academic Study Coordinator: Angela
Bachini

Modern Language Short Courses:
Kelly Richardson languageshortcourses@sussex.ac.uk

WHERE?

Arts A15
efl@sussex.ac.uk

WHAT?

Education and Students Overview

- All Education and Students related issues
- Doctoral tutor contracts
- Education budget
- Curriculum strategy
- Links with Division of Student Experience, eg SSRO, Timetabling, Exams, ADQE and TEL

WHO?

Senior Education Manager: Hayley Bowerman
Assistant Education Manager: Lily Banister – Weir
Education Manager: Tony Dwyer
Education Coordinator – Molly Honer

WHERE?

WHAT?

Student Experience and Curriculum and Assessment Overview

- Curriculum and Assessment issues
- Student Experience issues
- Complaints
- Misconduct

WHO?

Student Experience – Hayley Bowerman
Curriculum and Assessment Overview – Tony Dwyer

WHERE?

WHAT?

Curriculum development and review, Assessment and quality assurance

- Curriculum changes
- Support for course and module development
- Database management and maintenance, including syllabus rules
- Transfers and course variations
- Support for audits and reviews, including validation, periodic review and accreditations
- Support for School Examination Boards

WHO?

Curriculum and Assessment Officers:
Dnyan Keni-Vaux;
Gavin Osborne, Chris Griffin, Kate Harrison,
Amy Golding (coordinator), Kirin Bhadesha

WHERE?

WHAT?

- Student regulations (TWD, PWD, appeal, complaint, discipline, adjustments, misconduct)
- Student progress (SSPC, repeat, attainment, EC)
- Student welfare/support (advice, signposting, referrals, skills, mentors, risk, cases)
- Student comms/events (newsletter, welcome, induction, results, graduation)
- Student connections (alumni, visiting speakers)
- Student skills (support student success advisors, workshops)
- Student placements and opportunities

WHO?

Student Experience Team: Simon Boyle, Lottie Forster-Bunting

WHERE?

Arts A112/A115/A14 Contact
details:

H.L.Bowerman@sussex.ac.uk

Contact details:

H.L.Bowerman@sussex.ac.uk

T.Dwyer@sussex.ac.uk

Arts A114

Contact details: MAH-CAO@sussex.ac.uk

Arts A70

Contact details:

MAH-StudentExperience@sussex.ac.uk

WHAT?

Senior Education Coordinators are responsible for

- planning and allocation of work
- line management of Course Coordinators
- escalation of issues.

Course Coordinators are responsible for:

- Support for DTLs and Subject Heads
- Supporting Board of Studies meetings
- Assisting with organising school and dept events
- Supporting student induction processes
- Administering the school's courses and modules
- Oversight of options processes

- Maintenance of timetable related information and plan teaching groups.
- Supporting the administration of teaching support processes
- Assistance with the assessment and examination process.
- Providing support for quality assurance and student feedback activities.
- Where appropriate, supporting placement, field trips, sandwich years and other course specific admin.

WHO AND WHERE?

Senior Education Coordinators:

- Dawn Hughes d.hughes@sussex.ac.uk
- Mary Reynolds mary.reynolds@sussex.ac.uk

Course Coordinator Team:

- American Studies (UG) Course Coordinator
Grace Ryan americanstudies@sussex.ac.uk 678899
- Art History (UG/PG) Course Coordinator
Lisa Greening arthistory@sussex.ac.uk 678098
- Creative and Critical Practice (CCP) (UG/PGT) Course Coordinator
Marie Dennis ccp@sussex.ac.uk 876560
- Drama (UG) Course Coordinator
Peter Brown drama@sussex.ac.uk 075509
- English Language (UG) Course Coordinator
Shelley Stevens english-language@sussex.ac.uk 678845
- English Literature and English (PGT) Course Coordinator
Aggie Steeles

- English Language for Academic Study (ELAS)
Angela Bachini elas@sussex.ac.uk
- Film Studies (UG) Course Coordinator
Chenyng Cannell filmstudies@sussex.ac.uk 876960
- History (UG/PG) Course Coordinator
Grace Ryan history@sussex.ac.uk 678899
- Languages Course Coordinator
Vera De Alti/Nicole Peli languages@sussex.ac.uk 877192
- Art History and Liberal Arts (UG) Course Coordinator
Lisa Greening liberalarts@sussex.ac.uk 678098
- Philosophy (UG/PG) Course Coordinator
Chenyng Cannell, 876960 philosophy@sussex.ac.uk

Central Foundation Years

- Senior Coordinator – Laurie Owen
- Student Experience Officer – Karen Tucker
- Senior Course Coordinator – Chris Griffin
- Course Coordinator – Gina Stevens
- Course Coordinator – Anita Nemeth
- Course Coordinator – Rebecca Bowe
- FDNStudents@sussex.ac.uk

- UG &PGT Media Plus Course Coordinator
(vacant)
- Media and UG Course Coordinator
Allie Berry
- Music and Music Tech Course Coordinator
Peter Brown mahmusic@sussex.ac.uk 075509
- Philosophy (UG/PG) Course Coordinator
Julie Shepherd philosophy@sussex.ac.uk
- Visiting and Exchange Students Coordinator shared inbox
MAH-visitandexchange@sussex.ac.uk 872890

WHAT?

PGR Studies

- PGR Administration and support (Registration changes, intermission, progression review, research exams and VIVAS)
- PGR Admissions and Engagement monitoring
- PGR Scholarships and funding including CHASE
- PGR Tutors (Recruitment)
- Training and development (including Lecturer Training Programme)
- PGR Events and communications
- PGR Peer Support Groups
- Research Degree Committee
- PGR Newsletter

WHO?

Paige Thompson, Alison Burrell, Claudia George

WHERE?

Silverstone 220
Contact details: MAH-PGR@sussex.ac.uk

WHAT?

Research Support

- Research grant funding support/internal peer review administration
- Research Leave for faculty
- Internal research funding (School and HEIF) – individual/research centres/networks/knowledge exchange
- Advice on research projects
- Elements profile Publication records
- Research events and communication
- School Research Committee
- Sharing news with School via Research Newsletter
- Updates to Research Institute webpages

WHO?

Laura Vellacott, Eleanor Cains, Tiffany Murphy, Claudia George, Michelle Gibson

WHERE?

Silverstone 220
Contact details:
MAH-Research@sussex.ac.uk

WHAT?

Research and PGR Overview

- Research Strategy with Associate Dean for Research and DRKEs portfolios (Grant Capture / Knowledge Exchange and Impact / Research Culture)
- PGR Strategy with Associate Dean for PGR Studies
- Overview of research and PGR administrative processes in the School
- General research guidance
- Research reporting, including to REF and KEF

WHO?

Senior Research Manager: Medeni Fordham

WHERE?

Silverstone 226
Contact details: M.Fordham@sussex.ac.uk
mah-researchmgr@sussex.ac.uk

WHAT?

Knowledge Exchange, Impact and Public Engagement

- Training and support for researchers wanting to develop impact and KE plans
- AHRC Impact Acceleration Award
- HEIF and Knowledge Exchange Framework
- External Partnerships

WHO?

Assistant Research Manager and AHRC IAA Programme Consultant: Katherine Blackadder (room 226)
Senior AHRC IAA Coordinator: Michelle Stonestreet (220)
School Research Programmes Manager – Elena Dennison (incl. KE), email e.dennison@sussex.ac.uk

WHERE?

Silverstone 226 and 220
ahrciaa@sussex.ac.uk
K.Blackadder@sussex.ac.uk
M.Stonestreet@sussex.ac.uk

Sussex Digital Humanities Lab (SHL Digital)
For more info & how to participate email shl@sussex.ac.uk
www.sussex.ac.uk/shl