

FACULTY OF MEDIA, ARTS AND HUMANITIES

Operations Portfolio Overview



US

UNIVERSITY
OF SUSSEX

September 2024

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Please read in conjunction with the MAH Staff Handbook, which is at

<https://www.sussex.ac.uk/schools/media-arts-humanities/internal/staff/staffexperience>



Faculty Reception



KEY CONTACTS

Arts A7

01273678001

media-arts-

humanities@sussex.ac.uk

Vacancy

Senior Reception Coordinator

Reception Coordinator

David Payne

**Assistant Reception
Coordinator**

Robert Edwards



KEY RESPONSIBILITIES

- General Enquiries
- Building fault reports
- Building fault monitoring
- Office and room keys
- Stationery supplies
- Travel and accommodation

- Catering and event support
- Finance - including raising Purchase Orders, making Credit Card payments, handling Reed payments or invoices
- MAH Room bookings
- Post and couriers



PRACTICAL INFO

Stationery Supplies

- Arts A7 and Silverstone SB230 (code: 1945)

Staff Pigeonholes

- Arts A&B: Arts B140 (code: C23789)

- Silverstone: SB230 (code: 1945)

Kitchens

- Arts A37 (code: 3542)
- Arts B210/214
- Silverstone SB116 (code: 1783)



Operations Management



KEY CONTACTS

Arts A110

Carmen Long
Senior Operations Manager

Danielle Salvage
Assistant Operations Manager

Senior Operations
Manager

Carmen Long

Assistant Operations
Manager (People, Culture
and Inclusion)

Vacant

Assistant Operations
Manager

Danielle Salvage



KEY RESPONSIBILITIES

- Space allocation, maintenance and building works
- Procurement and finance
- Staff training and development

- Reward & academic promotion
- Equipment & furniture provision
- Compliance with regulations (eg. GDPR)
- Health and Safety



PRACTICAL INFO

- ID Cards – can be requested online
- Transport/travel to campus
- Essential training
- Library, Sussex Sport, Cycle to work scheme

(Links available in the staff induction checklist)



IT Services



KEY CONTACTS

Shawcross Building
(ITS Helpdesk)

01273 678090

its servicedesk@sussex.ac.uk



KEY INFORMATION

Your ITS login will allow you to access Sussex Direct, Canvas, the Library, your payslips, and other information

Sussex Direct is the secure online gateway to University information, available from both on and off campus. Once logged in, you can view and edit the information University holds about you

For example your address or car details. It also contains your teaching timetable



PRACTICAL INFO

Payslips

Payslips are available electronically via the MyView system, which can be accessed using your ITS login

Absence & Annual Leave

Sickness absence and annual leave requests need to be logged using MyView



Information and Communications



KEY CONTACTS

Arts A12 / Arts A14

mah-communications@sussex.ac.uk

Philip Stentiford

*Engagement, Recruitment
and Marketing Manager*

Vacancy

Communications Officer

Vacancy

Content Officer

Communications

Coordinator

Alex Allen

Producer in Residence

Lauren Church



KEY RESPONSIBILITIES

- Update and maintain Faculty webpages
- Produce internal promotional materials, such as posters
- Maintain social media for the Faculty

- Produce Faculty communications and regular newsletters
- Support for Faculty events and activities promotion



PRACTICAL INFO

Refer to the [Records Management Policy](#) for appropriate storage, email classification, naming and version control conventions, and regular deletion dates.

For guidelines on accessibility and University branding, please see the links below:

<https://www.sussex.ac.uk/brand/staff/web/accessibility>

<https://www.sussex.ac.uk/brand/staff>



Building-related Assistance



KEY CONTACTS

24 Hour Security
01273678234

Buildings Manager
sue.ashfield@sef.fm

Access Cards (SALTO)

servicecentre@sef.fm
kamil.linkowski@sef.fm

Portering & Logistics

servicecentre@sef.fm
claire.penta@sef.fm

Cleaning

servicecentre@sef.fm
dario.cordoba@sef.fm



PRACTICAL INFO

Recycling and confidential waste bins are located in corridors throughout the buildings

Staff offices are cleaned monthly. In between cleans staff are expected to empty their own bins



Finance



KEY CONTACTS

financeservicedesk@sussex.ac.
uk
01273 877172

Guidance on claiming
expenses:

<https://www.sussex.ac.uk/finance/how/expenses>



PRACTICAL INFO

- The Reception team can raise orders, arrange catering for events, book hotels and hospitality
- The Reception team can provide advice on paying for goods and services

- Before any work takes place, contact the Reception team for advice if you need to employ someone on a casual basis or engage a self-employed individual



Health and Safety



KEY CONTACTS

For any emergency, incident or accident: call the Emergency hotline, extension 3333. Do not dial 999 - the emergency services need to be guided in from the entrance by Security staff



PRACTICAL INFO

If you discover a fire, never put yourself at risk. Call the Emergency hotline on 3333 from a place of safety. The Security Office will call the Fire Brigade

If you hear the fire alarm:

- Leave the building immediately by the nearest exit. Do not use the lifts
- Collect essential personal belongings – e.g. keys, bag and mobile phone
- Go to the local building Assembly Point:

ARTS A - the back of the Arts Piazza café on the road leading to Shawcross
ARTS B & Silverstone - the grassed area outside Silverstone/Dhaba cafe

INCIDENT REPORTING

- Injuries to staff and students
- Near misses (events that did not cause harm, but had the potential to)
- Dangerous occurrences

Please log these via Sussex Direct



Executive Admin



KEY CONTACTS

Ahmed Koyes – Executive Assistant to the Executive Dean

Grace Merry - Information Coordinator (Operations)



KEY RESPONSIBILITIES

- Support for the Executive Dean and the Faculty Leadership Team
- Executive Dean diary management (please use Outlook as this will help enormously)
- Faculty Meeting support
- Maintaining the Faculty calendar



Central HR and Payroll



KEY CONTACTS

hadmin.mah@sussex.ac.uk

Payment enquiries
payroll.mah@sussex.ac.uk

For HR employee administrative support:
hadmin.mah@sussex.ac.uk
Tel: 01273 877606
Assistant HR Business Partner in the first instance: Katie Groves
HR Business Partner: Amy Howlett
Employee Relations Partner: Ben Spencer