

SCHOOL OF MEDIA, ARTS AND HUMANITIES

# Operations Portfolio Overview

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**Please read in conjunction with the induction checklist and the MAH Staff Handbook, which is online at**

**<https://www.sussex.ac.uk/schools/media-artshumanities/internal/staff/operations/resources>**

**and**

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



# School Reception



## KEY CONTACTS

**Arts A7**

**01273678001**

*media-arts-*

*humanities@sussex.ac.uk*

**Philippa Murnaghan**  
*Senior Reception Coordinator*



## 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*

Laura Gallaher  
*Assistant Operations Manager  
(People, Culture and  
Inclusion)*



## 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 and maintaining an Information Asset Register)
- 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*

**Phoebe Cunningham**  
*Communications Officer*

**Emily Byfield-Riches**  
*Content Officer*



## KEY RESPONSIBILITIES

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

- Produce School communications and regular newsletters
- Support for School 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 School.

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



# Executive Admin



## KEY CONTACTS

Ahmed Koyes – Executive Assistant to the Dean

Grace Merry - Information Coordinator (Operations)



## KEY RESPONSIBILITIES

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



# Central HR and Payroll



## KEY CONTACTS

[hadmin.mah@sussex.ac.uk](mailto:hadmin.mah@sussex.ac.uk)

Payment enquiries  
[payroll.mah@sussex.ac.uk](mailto:payroll.mah@sussex.ac.uk)

Assistant HR Business Partner in the first instance: [Mia Difolco](#)  
HR Business Partner: [Graham Baker](#)  
Employee Relations Partner: [Rose Pringle](#)