

Where do I go for Help?

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 Professional Service (HoPS):
Jacqui Guillemard

WHERE?

Arts A10
Contact details: 0774 354 0893
j.a.guillemard@sussex.ac.uk

WHAT?

- Oversight of all School Operations including:
- HR, Finance, IT, Estates, Governance
- Staff Training and sponsorship
- Space allocation, maintenance and building works
- Academic Reward and Promotions
- Business Continuity
- Sign-off on space and equipment for visitors
- Health and Safety

WHO?

Senior Operations Manager: Carmen Long
Assistant Operations Manager: Danielle Salvage; Laura Gallaher

WHERE?

Arts A110
Contact details:
MAH-OperationsMgr@sussex.ac.uk

WHAT?

- Fault reporting/monitoring
 - Finance (POs, Expenses, Casual Claims, credit card)
 - MAH-owned room booking
 - Right to Work and DBS checks
 - Student Prizes
 - Office move support
 - School Office assessment submissions
 - Post/arranging couriers
 - Purchasing (Stationery, Office Furniture, Amazon etc)
 - Catering/Hotels/Transport Booking
 - Master Key/room key requests
- *If you are unsure where to go for help, please contact Reception***

WHO?

Reception Team: Philippa Murnaghan;
Robert Edwards; Sam Allen

WHERE?

Arts A07
Contact details: 01273 678001
media-arts-humanities@sussex.ac.uk

WHAT?

- 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 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?

Communications Officer: Phoebe Cunningham
Content Officer: Emily Byfield-Riches
Communications Coordinator: Alex Allen

WHERE?

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

WHAT?

- Pre-sessional 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

WHO?

Senior Advisers: 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 A68
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?

Arts A112/A115/A14
Contact details:
H.L.Bowerman@sussex.ac.uk

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?

Contact details:
H.L.Bowerman@sussex.ac.uk
T.Dwyer@sussex.ac.uk

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:
Kate Horscraft, Dnyan Keni-Vaux;
Gavin Osborne, Chris Griffin

WHERE?

Arts A114
Contact details: MAH-CAO@sussex.ac.uk

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: Naomi Harris, Mike Rowland, Simon Boyle, Lottie Forster-Bunting

WHERE?

Arts A70
Contact details:
MAH-StudentExperience@sussex.ac.uk

WHAT?

Senior Education Coordinators are responsible for <ul style="list-style-type: none"> • planning and allocation of work • line management of Course Coordinators • escalation of issues. 	Course Coordinators are responsible for: <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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.
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WHO AND WHERE?

Senior Education Coordinators: <ul style="list-style-type: none"> • Dawn Hughes d.hughes@sussex.ac.uk • Mary Reynolds mary.reynolds@sussex.ac.uk • Alex Waterson A.Waterson@sussex.ac.uk Course Coordinator Team: <ul style="list-style-type: none"> • 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 678899 • English Language (UG) Course Coordinator Shelley Stevens english-language@sussex.ac.uk 678845 • English Literature and English (PGT) Course Coordinator Chenyng Cannell english-literature@sussex.ac.uk 876960 	<ul style="list-style-type: none"> • English Language for Academic Study (ELAS) Angela Bachini elas@sussex.ac.uk 872890 • Film Studies (UG) Course Coordinator Marie Dennis filmstudies@sussex.ac.uk 876560 • History (UG/PG) Course Coordinator Grace Ryan history@sussex.ac.uk 075509 • Languages Course Coordinator Vera De Alti/Nicole Peli languages@sussex.ac.uk 872890 • Liberal Arts (UG) Course Coordinator Lisa Greening liberalarts@sussex.ac.uk 678098 	<ul style="list-style-type: none"> • UG &PGT Media Plus Course Coordinator Alex Berry mediaplus@sussex.ac.uk mediaplusPG@sussex.ac.uk 877303 • Music and Music Tech Course Coordinator Peter Brown mahmusic@sussex.ac.uk 872621 • Philosophy (UG/PG) Course Coordinator Julie Shepherd philosophy@sussex.ac.uk • Visiting and Exchange Students Coordinator shared inbox MAH-visitandexchange@sussex.ac.uk 872890
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WHAT?

Doctoral 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
- Doctoral 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?

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

WHERE?

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

WHAT?

Research and Doctoral Overview

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

WHO?

Senior Research Manager: Medeni Fordham

WHERE?

Silverstone 226
Contact details: M.Fordham@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 (Impact):
Katherine Blackadder
Senior AHRC IAA Coordinator: Carolyn Watt

WHERE?

Silverstone SB226
K.Blackadder@sussex.ac.uk
C.Watt@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