

**Information Services  
User Services Directorate  
April 2024**

**Director**  
**Gosia Such**

**ISG Business Admin**  
**Lynn Hall**

**KEY:**  
(s) = student designated  
(se) = secondment  
(e) = external service provider  
\* = 2 posts

**Head of  
Operational  
Services**  
**Neil Bruce**

**Head of  
Help Services**  
**Barry Croucher**

**Head of IT for CSG**  
**Craig Henderson**

**Head of IT for  
CMVM**  
**Mark Hay**

**Head of IT for CSE**  
**Fiona Vine**

**Head of  
Relationship  
Management**  
**Abdul Majothi**

**Head of ISG  
Communications**  
**Shaun Burnett**

**User Support  
Manager**  
Rad Sargeant

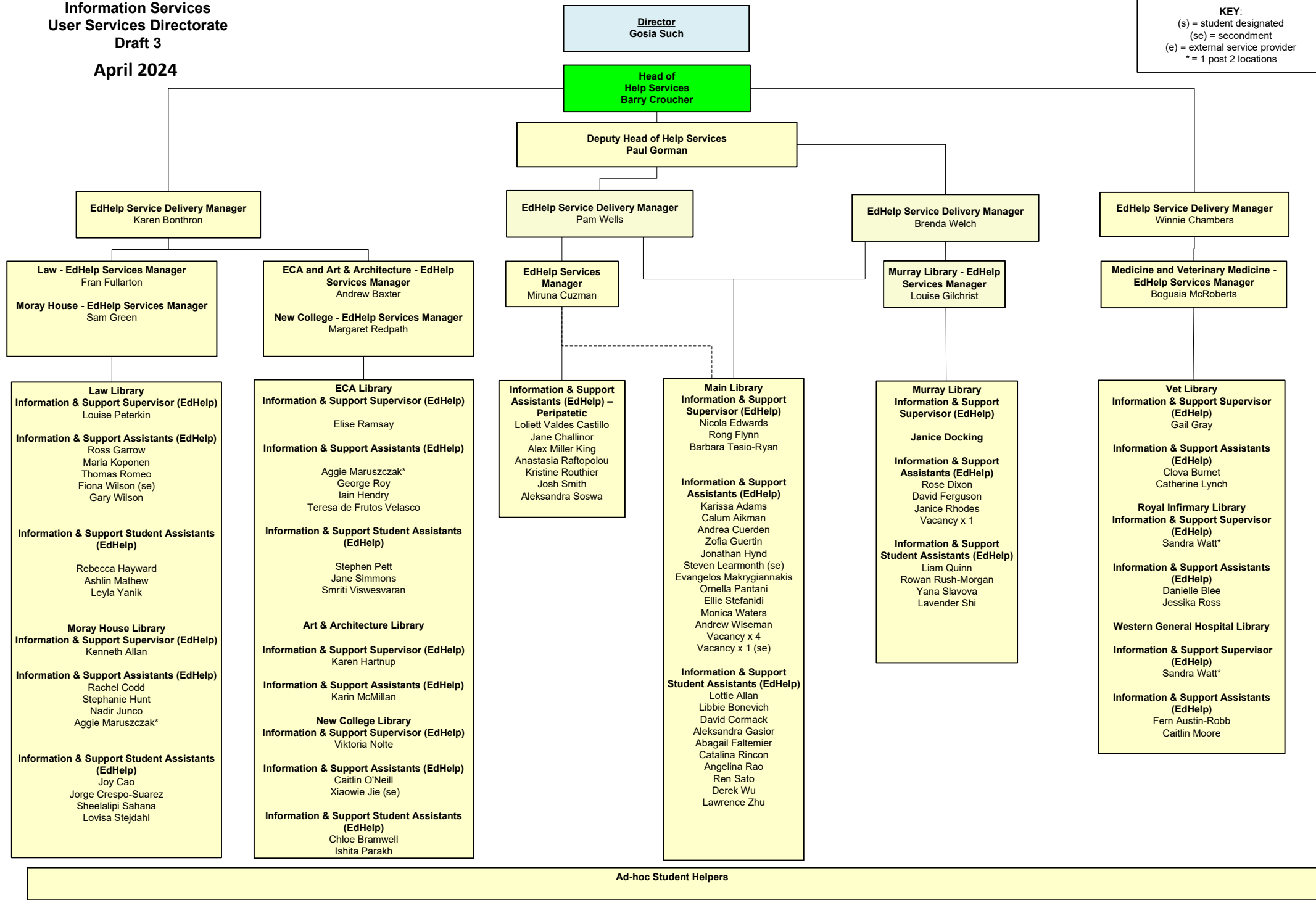
**Service Delivery  
Manager**  
Kevin Burns

**IT Services  
Manager**  
Lisa McDonald

**ISG Communications  
Officer**  
Victoria Cunto  
  
Student Interns as  
required

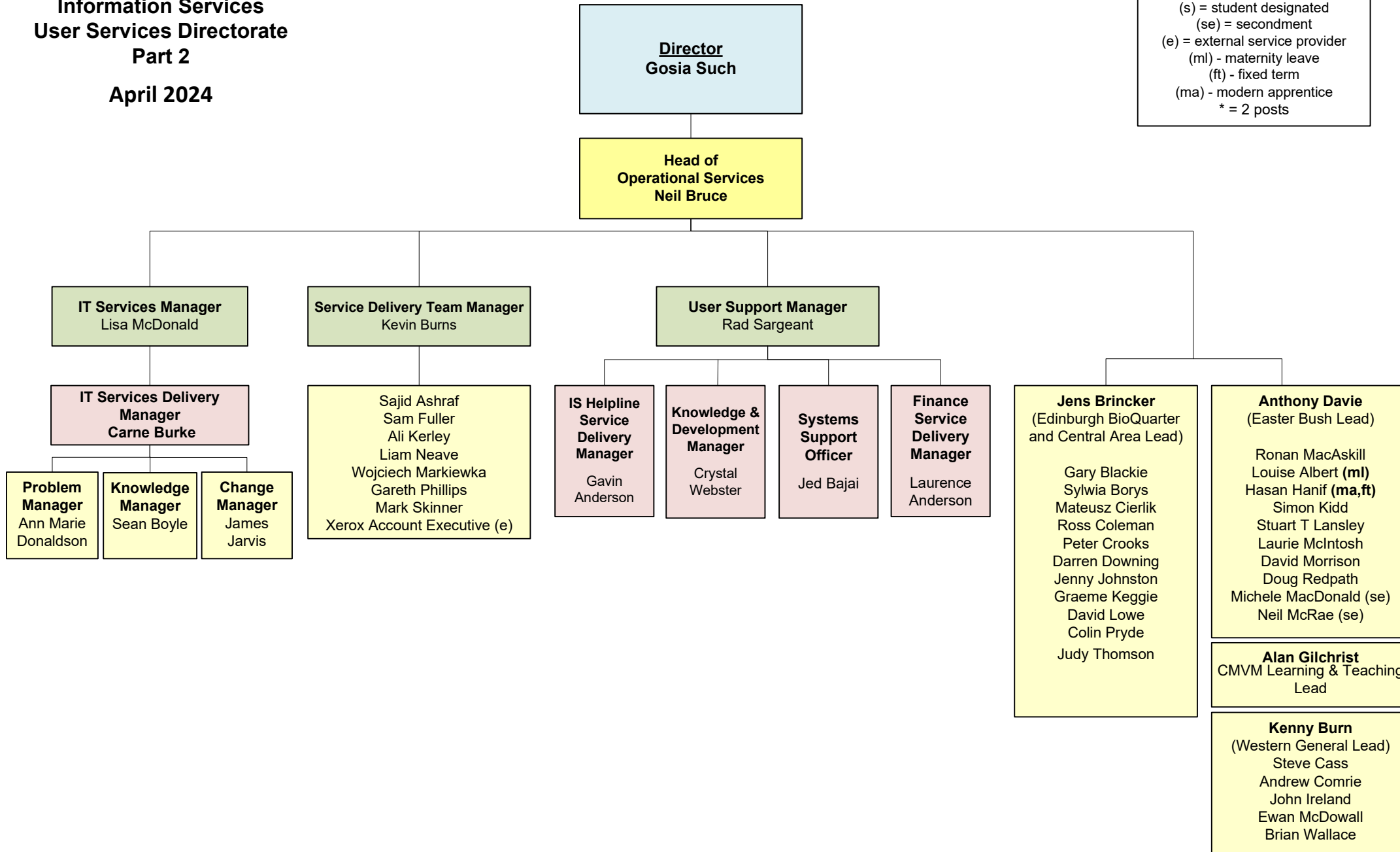
**Information Services  
User Services Directorate  
Draft 3  
April 2024**

**KEY:**  
(s) = student designated  
(se) = secondment  
(e) = external service provider  
\* = 1 post 2 locations



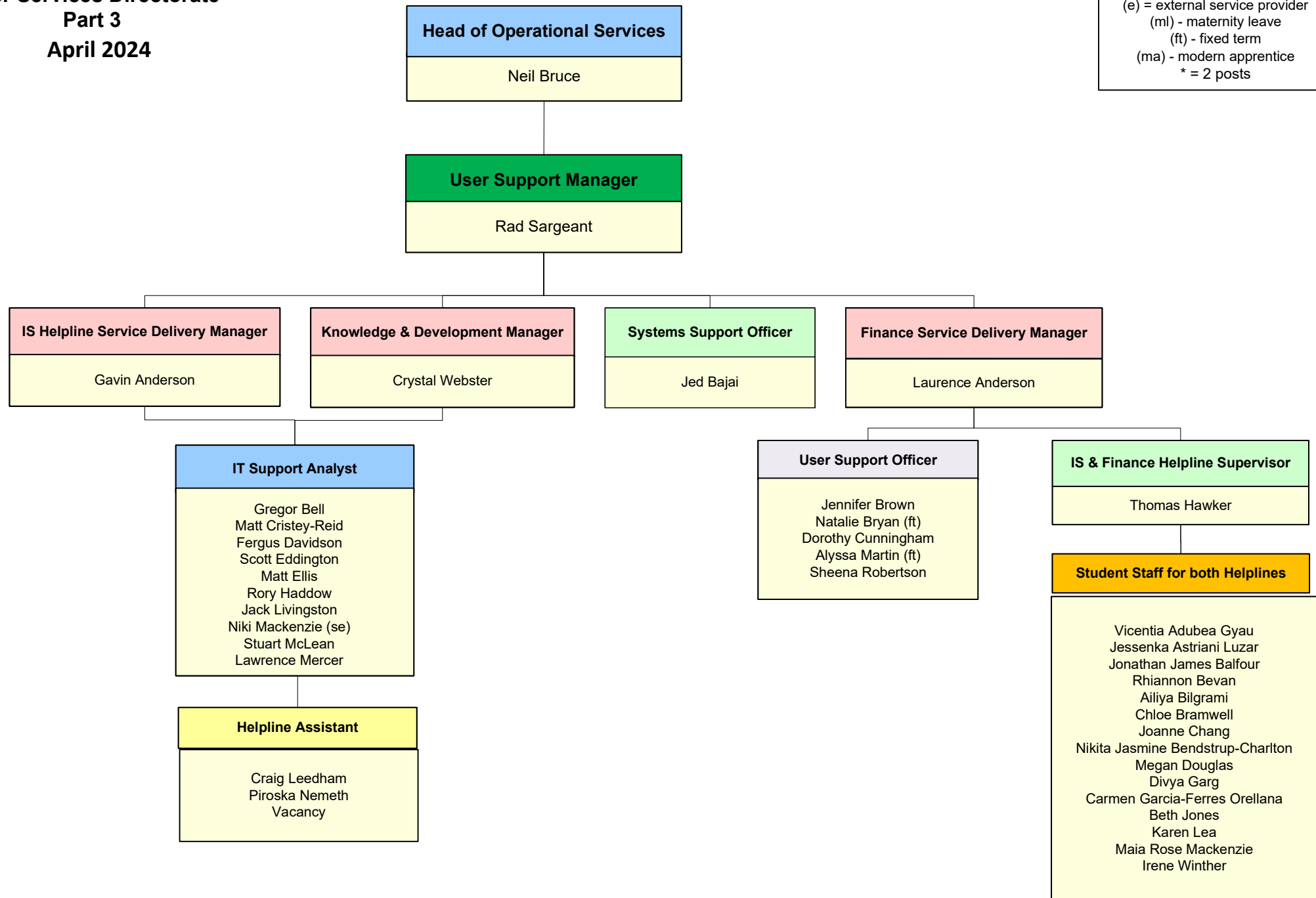
**Information Services  
User Services Directorate  
Part 2  
April 2024**

**KEY:**  
 (s) = student designated  
 (se) = secondment  
 (e) = external service provider  
 (ml) - maternity leave  
 (ft) - fixed term  
 (ma) - modern apprentice  
 \* = 2 posts



**Information Services  
User Services Directorate  
Part 3  
April 2024**

**KEY:**  
 (s) = student designated  
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 (ml) - maternity leave  
 (ft) - fixed term  
 (ma) - modern apprentice  
 \* = 2 posts



Information Services  
User Services Directorate  
Part 4  
April 2024

**Director**  
Gosia Such

**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 Officer**  
Victoria Cunto  
Zofia Matuszczyk (s)  
Amanda Shen (s)

**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

**KEY:**  
(s) = student designated  
(se) = secondment  
(e) = external service provider  
\* = 2 posts  
= Aligned with College IT Strategy, line  
Management remains within USD (Head of  
Relationship Management)