# School of Education and Social Work
# Staff Handbook

**UNIVERSITY OF SUSSEX**

# Contents

# Welcome from the Head of School

Welcome to the School of Education and Social Work (ESW).

I am absolutely delighted that you are part of ESW.

The School vision is clear with our teaching, research and engagement focusing on social justice and social action. We look to strive for a better and more just world for everyone, achieving this through meaningful, rigorous, and ethically sound research which has a positive impact on communities and individuals, both locally and globally.

We seek to ensure that our students are engaged citizens, prepared for an ever-changing and challenging world. Whatever your role is in ESW, you will contribute to this vision.

It is important that you familiarise yourself with our School Strategic Plan and the University's Strategic Framework so that you understand more about the direction we are taking over the coming years.

I ask that your embrace the University's values of kindness, integrity, inclusion, collaboration and courage, and that you embody our School's commitment to social justice and community. Most would consider kindness to be the bedrock of a successful school. Be kind to your colleagues, our students, and university partners, but most importantly be kind to yourself.

**Professor Simon Thompson**

# Introduction and Overview

Welcome to the School of Education and Social Work,
part of the Faculty of Social Sciences at the University of Sussex.
We are here to support you and make sure you settle into your role within the School and the
institution. These guidelines are provided to assist you as a new member of staff,
and to ensure you are settling in to your new role.

**School postal address:**
School of Education and Social Work
Essex House
University of Sussex
Falmer, Brighton
BN1 9QQ
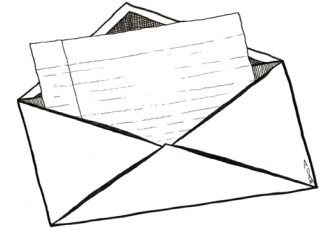
**E** eswenquiries@sussex.ac.uk
**T** 01273 (87)7888

**Departmental websites:**
**www.sussex.ac.uk/education**
**www.sussex.ac.uk/socialwork**

**Internal (staff) web pages:**
**www.sussex.ac.uk/esw/internal**

# School Organisation

The School of Education and Social Work (ESW) consists of two Departments:
The Department of Education and the Department of Social Work and Social Care.
It employs around 130 academic faculty and 24 Professional Services (administrative) staff,
along with postdoctoral researchers and tutors (school, doctoral and associate tutors).

The overall management of the School is the responsibility of the Head of School:
Professor Simon Thompson [s.j.thompson@sussex.ac.uk]. The Head of School is supported by the Head of School Coordinator [hosc@esw.sussex.ac.uk]. Heads of Department change every three or four years and are recruited from among current academic faculty. Academic staff report into the Heads of Department as their line managers *(with the exception of ITE faculty - see below)*: Senior Lecturer in Higher Education, Dr Tamsin Hinton-Smith [j.t.hinton-smith@sussex.ac.uk], is currently Head of the Department of Education, and Reader in Social Work, Dr Reima Ana Maglajlic [r.a.maglajlic@sussex.ac.uk], is currently Head of the Department of Social Work and Social Care. Faculty working within the area of Initial Teacher Education (ITE) within the Department of Education report to Clare Stenning [c.l.stenning@sussex.ac.uk], Head of Initial Teacher Education.

Three Senior Managers line manage Professional Services staff across the three social science schools. Senior **Operations** Manager, Ana Pereira [a.pereira@sussex.ac.uk], line manages the Assistant Operations Managers in ESW, LPS and in Global Studies, and the Assistant Education Manager (Admissions) in ESW. Senior **Education** Manager, Liz Kaye [e.kaye@sussex.ac.uk], line manages the Assistant Education Manager (Progress & Assessment) in ESW, along with the Assistant Education Managers in LPS and Global Studies. Senior **Research** Manager, Steve Colburn [s.j.colburn@sussex.ac.uk] overseas research administration across the three social science schools, including line management of the three Assistant Research Managers.

The Professional Services team plays a vital role supporting, communicating, administrating and coordinating. Essex House reception is your first port of call for general information.
Professional Services individuals and roles are detailed in an organisational chart in Appendix 2.

As with the Heads of Department, academic 'Directors' are recruited from within current academic faculty and hold their directorships - in addition to their primary roles - for a period of three or four years. Director roles and those currently holding them are listed below.

| | | |
|---|---|---|
| Directors of Student Experience (DoSE) | Dr Rachel Burr & Jo Tregenza | eswdose@sussex.ac.uk |
| Director of Postgraduate Research (DPR) | Professor Gillian Ruch | g.ruch@sussex.ac.uk |
| Director of Research and Knowledge Exchange (DRaKE) | Professor Mario Novelli | eswdrake@sussex.ac.uk |
| Director of Teaching and Learning (DTL) | Dr Julia Sutherland | esw-dtl@sussex.ac.uk |
| Director of Recruitment and Admissions (DoRA) | Sally Dudley | s.e.dudley@sussex.ac.uk |
| Head of Initial Teacher Education (ITE) | Clare Stenning | c.l.stenning@sussex.ac.uk |
| Director of Equality, Diversity and Inclusion (EDI) | Alka Townend | alka.townend@sussex.ac.uk |

This above-identified individuals/roles make up the School Leadership Team (SLT)
which meets weekly to make key policy decisions, informed by input from each department
and outcomes of meetings chaired by the various Directors.
SLT Minutes are available to staff via Box.

An organisational chart of the School can be found in Appendix 1.

# Getting started

## FINDING THE SCHOOL

The School of Education and Social Work is based in Essex House on the University's campus in Falmer, Brighton.

Reception and departmental administrative offices are on the ground floor and available for general student, staff and visitor enquiries, as well as student support issues.
Essex House reception operates from 8.30am to 4.30pm Monday to Friday.
(except Bank Holidays and university closure days).

You can contact reception by telephone [01273 877888] or email [eswclerical@sussex.ac.uk].
If you wish to gain access to Essex House outside normal working hours, you must record your presence and notify the University's Security Services: [01273 678234 / SEF.security@mitie.com] so that you can be contacted/found in the event of an emergency. Sussex Estates and Facilities (SEF) operate a 24-hour a day, 365 days a year security service for the University.

View/download the campus map

## PUBLIC TRANSPORT

One of the key objectives of the University's 'Environmental Policy and Strategy' is to encourage more environmentally friendly forms of travel to campus. Staff can obtain discounts on bus and train tickets through the Easit scheme, in addition to interest-free season ticket loans and set-price 'Fare Deals' with Streamline Taxis.

The University also supports Cycle to Work, enabling staff to buy new bicycles and safety equipment with savings of up to 42 per cent whilst also while making tax and National Insurance savings.

## PARKING

University staff can opt to pay to park on campus on an annual basis, or just on the days that they drive to and park on campus. Details about how to pay can be found on the Campus Parking web page.
See details here also for parking for staff members with a child attending primary school, or with an older dependent relative with a disability or special needs.

## HUMAN RESOURCES REGISTRATION

You must register with Human Resources (Sussex House) between 9 and 10am on your first day of employment at Sussex, bringing with you all the required documents specified in your appointment letter. If you are unable to do so, you must let the School's HR contact know:
[T: 01273 873790 / E: hradmin.esw@sussex.ac.uk].

# ID/LIBRARY + SALTO CARDS

New staff members should email SEF.PrintUnit@mitie.com to request an ID card, attaching a passport-style photo of yourself (a 'selfie' is acceptable in most cases). When your card is ready you can collect it from the Print Unit (they are open from 9.30am-4pm),
or arrange to have it sent to your office or home address.

Your ID card is not an access control card. Access control - or SALTO - cards are issued by the SEF Logistics team. All requests for access control cards should go to the Senior Operations Manager.

# IT SERVICES REGISTRATION

Every staff member requires an IT Services (ITS) account in order to access the University network and use online tools and resources, including email and Sussex Direct. To acquire your login details and set up your account, you will need to visit the IT Service Desk in Shawcross.
You will need to take your University ID or letter of appointment as proof of identity.
Once you have full IT access, you can access a range of information about the School and the University on Sussex Direct - your personal, secure gateway to University information available on and off campus. Within Sussex Direct, you can view and edit the information the University holds about you, for example your address or car details. Through Sussex Direct, you can also access the database known as CMS (Course Management System) through which you can view teaching groups and times, record marking and submit comments about students and their attendance.
For help regarding Sussex Direct, email sussexdirect.help@sussex.ac.uk.

# YOUR WEB PROFILE

We maintain online staff lists for all members of the School, including the School Leadership Team, Professional Services teams and Departmental faculty. These lists include names, roles, photos and links to individual web profile pages. All staff are encouraged to create and develop their web profile over time. Your web profile is partly automatically created from details you supply to Human Resources, but you will need to add to and update these details via Sussex Direct.
You do this by logging into Sussex Direct and selecting the Personal > Job tab,
then editing and saving any amendments.

In addition, academic and research faculty should create a web profile in 'Elements', the Current Research Information System (CRIS) now in use at the University. Elements supports the management of research activities by providing a single point of organisation, presentation and reporting for all scholarly and research activities, including research outputs. It also hosts staff web profiles. See the Frequently Asked Questions and Support web pages for help and training, or contact the Elements team directly. The Assistant Research Manager can help with the input of research data onto the Elements platform. This will be discussed during academic inductions.

# Facilities and Resources

## OFFICE ACCOMMODATION

Every member of staff is allocated an office before arrival. Some offices accommodate two or more people. Please ensure you lock your office when leaving it, even if only for a short time. If you forget to bring your key to work, reception will be able to unlock your office with a master key.

Offices are cleaned and bins emptied once a month. We encourage the recycling of paper, cardboard, envelopes, etc. and these items should be placed in the green-topped bins provided around Essex House (glass recycling bins are located in the York House car park). Confidential documents can be shredded (a shredder is located in the Post Room on the first floor of Essex House) or placed in the pedestal by the lift on the first floor. In addition to office wastepaper baskets, there are communal bins located in corridors for waste that cannot be recycled.
If cleaning is not taking place, please contact the Estates Helpdesk: Ext: 7777.

## TELEPHONES AND VOICEMAIL

New starters joining the School will be allocated an extension number.
Analogue telephones are no longer used in offices in Essex House. Instead, the University has extended the use of the Microsoft Teams platform to include the
making and receiving of phone calls with the use of a headset.

## IT EQUIPMENT AND SOFTWARE

All new staff will be provided with their own laptop or desktop computer. If you need different or additional IT equipment or software, you should contact the Senior Operations Manager. IT equipment and support is provided by ITS, which also provides useful information and a selection of short videos to help you get started on its website - as well as details about training/courses. To get ITS support and/or report a technical fault, you can raise a ticket online via the ITS homepage and clicking on the red 'Help' button, by  emailing itservicedesk@sussex.ac.uk, calling Ext: 8090 or visiting the ITS Helpdesk in Shawcross.

Please note that it is a university requirement that all work is either saved in your 'Documents' folder or in cloud storage, ie. Box. Local drives, including your Desktop, do not meet this requirement.

## CALENDARS AND KEY DATES

The School encourages the use of MS Outlook for email and calendar - particularly for academic staff whose availability for meetings can be checked via the Outlook calendar.

By using Outlook, you also have access to the School calendars, such as the 'ESW Events' shared calendar from which meeting invitations are sent to alert staff about upcoming events which may be of interest (by 'accepting' the invitation you are merely registering your interest and ensuring the event goes into your own calendar - attendance is not expected or monitored via the calendar). This calendar also has details of upcoming School committees and other pertinent university and School dates, including assessment periods, graduation (summer and winter) and minimum service days.

A representation of three months' worth of School activities and events is also on the School's internal web pages. See also term dates on the main university website and in Appendix 4.

## EDUCATIONAL ENHANCEMENT

The Educational Enhancement (formerly TEL) team provides guidance, training and support to staff on the effective and innovative use of technology to enhance teaching, learning, assessment and the quality of the student experience.

## PRINTING, PHOTOCOPYING AND SCANNING

There are several multi-functional devices (MFDs) in Essex House for printing, photocopying and scanning. When you send a document to print (select 'UoS_Secure_Print on_anuosprt01.ousprinting. com' from the drop-down menu of your document), you can use your SALTO card or a print code (provided by ITS) to release the print job from the nearest device.
Instructions on the use of MFDs are on the ITS web pages.

Large or complicated print jobs should be sent to the Print Unit. A quote can be obtained by emailing SEF.printunit@mitie.com and giving details of what is required. The Assistant Coordinators on reception [eswclerical@sussex.ac.uk] can then raise the requisite Purchase Order (PO) if/when you can provide them with an appropriate cost code.

## PIGEONHOLES AND POST

You, as an individual or group/team, will have a 'pigeonhole' in the Post Room (first floor, Room 112) where any mail addressed to you will be left. SEF porters deliver post once a day.
Large packages are left on the table or the floor in front of the pigeonholes.

There are two outgoing post trays in the Post Room behind the door: one for external and one for internal mail going elsewhere on campus. The last collection for external post is 3pm.

## STATIONERY

Stationery (including branded compliments slips) can be requested and collected from reception. See also the University web pages for links to templates to branded stationery, ie. letters, Powerpoint slide templates and business cards. You can request specific stationery items not generally kept in stock at reception *(NOTE: Reasonable justification for this may be required by the Senior Operations Manager)*: the Clerical Assistants usually place orders once every two weeks. Your order should be placed as early as possible in the week if same week delivery is desired.
If you require a large amount of stationery - such as bulk mail shots or Open Day folders - you will need to notify the Clerical Assistants well in advance.

## STAFF FACILITIES

Lockers are located on the ground floor.
Contact the Senior Operations Manager if you would like to use one.

There are showers on the ground floor and first floor.

There are kitchens on the ground floor (behind reception and in the Student Room by the Education admin office), first floor (opposite the Head of School's office) and second floor (Room 256 and opposite the staff room (201/02). You are welcome to use the fridges, kettles and microwaves in any of these locations.

There is a drinking fountain on the ground floor and a water cooler in a stair well on the second floor.

## FOOD AND DRINK

The names, locations and opening hours of the various on-campus cafés and food outlets are on the Sussex Food web pages.

# MEETING ROOMS

The following are bookable meeting rooms in the Essex House, managed by the Assistant Coordinator team on reception. To book one of these rooms, email esw@sussex.ac.uk giving details of the date, time, duration and size of room required, and a title for the meeting.

| Room number | Size and facilities |
|---|---|
| The Sissay Room: 1st Floor (108) | medium: seats 12-14 (large interactive TV screen and PC) |
| The CIE Room: 1st Floor (148) | medium: seats 10 (large interactive TV screen and PC) |
| The Conolly Room: Ground Floor | medium: seats up to 20 (large interactive TV screen and PC) |

Rooms 124 and 152 (1st Floor) are 'hot desk' rooms and can also be reserved via the Assistant Coordinators.

If you wish to use any other room in Essex House that appears to be vacant but is not listed above, please check with the Senior Operations Manager.

General Teaching Space (GTS) is reserved via ORBS.

# REPORTING BUILDING PROBLEMS

Please report any problems that you come across around the building or in your office, ie. water leaks, windows/doors jamming open or shut, broken furniture, etc. to the Assistant Coordinator team [esw@sussex.ac.uk]. They will report the problem and liaise with SEF and/or Facilities Manager, Sue Ashfield, who may implement interim measures before an actual repair can be undertaken. The Assistant Coordinators will also monitor the progress of the issue, feeding back as and when necessary.

# LOST PROPERTY AND INSURANCE

Lost property may be handed in and collected at the Security Office in Bramber House, which is open 24 hours a day, seven days a week. Small items are also often left on reception.

Personal belongings are not insured on university premises, so you might want to make sure that your home insurance covers anything of particular value. If you travel abroad on university-related business, you will need to complete an insurance form, submitted at least 10 working days before your trip.

# Policies and Procedures

## NEWS AND EVENTS

Information pertinent to ESW staff is shared by the Head of School via monthly School Briefings. These are usually delivered on consecutive Tuesdays, Wedesdays and Thursdays, and can be joined in person - usually in Education Teaching Lab 19, Essex House - or remotely via Zoom. An email is circulated to all staff following the School Briefing summarising the points raised and providing links where relevant.

News from/about the School and wider university is also available via the dynamic 'Broadcast' feed on the homepage of our Departmental websites:
Education / Social Work and Social Care

Staff are encouraged to open and regularly check the shared 'ESW Events' Outlook calendar for details of upcoming events, committee meetings and other key dates. A web representaton of the next three months of this calendar is also available on the staff internal web pages.

News and events are also shared via the School's social media channels:
twitter.com/SussexUniESW
www.instagram.com/sussexuniesw
www.tiktok.com/sussexuniesw
www.linkedin.com/showcase/university-of-sussex-school-of-education-and-social-work
www.facebook.com/sussexdeptofed
www.facebook.com/sussexdeptofsw
www.facebook.com/sussexchildhood

## SCHOOL AND UNIVERSITY MEETINGS AND COMMITTEES

| Committee/Group/Meeting | Meets | Purpose |
|---|---|---|
| School Briefing | Monthly | To keep staff appraised of general updates/news |
| School Leadership Team (SLT) | Weekly | To discuss and make decisions about any/all pertinent School matters |
| Departmental Meetings | Termly | To discuss matters relevant to each Department, including all aspects of academic work |
| Health, Safety and Environment Committee | Termly | To discuss and advise the Head of School on all matters relating to safety, health and environment within the School. |
| School Meeting | Termly | To disseminate information, encourage discussion on issues of common interest and take soundings on proposed University policies. |
| School Research Committee | Termly | To support the Head of School and Directors of Research and Knowledge Exchange in formulating and implementing the School's research strategy, promote a strong research and knowledge exchange culture and ethos across the School, review the progress of Departments/Groups and individuals in the context of the School Research Strategy, and develop activities that enhance research. |
| School Research Degree Committee | Termly | To oversee arrangements for the selection, admission and appointment of supervisors, and the induction, delivery of provision and annual reviews of doctoral researchers. Also to monitor arrangements for training and support for doctoral researchers and postdoctoral research staff. |
| School Student Experience Group (SSEG) | Termly | To discuss matters related to the student experience within the School. |

| Committee/Group/Meeting | Meets | Purpose |
|---|---|---|
| School Student Progress Committee | Termly | To permit/require a student to either temporarily interrupt his or her studies or discontinue registration permanently. Also to submit a report on temporary and permanent withdrawals and to receive reports on the status of all students who have interrupted their studies. |
| School Teaching and Learning Committee | Termly | To be responsible for both undergraduate and postgraduate taught courses, covering a range of curriculum, examination and audit responsibilities. |
| School Equality, Diversion and Inclusion Committee | Termly | To advise the School on the strategic direction of equality and diversity matters in relation to staff, students and other stakeholders. |
| Equality, Diversity & Inclusion (EDI) Forum | Termly | To discuss, address and consider resolutions and initiatives to support the improvement of staff wellbeing in the School. |
| EDI Steering Group | Twice per term | To review the issues raised at the EDI Forum, prioritise, and plan to a set timeframe. Take actions forward in consultation with SLT. |

The Planning, Governance and Compliance (PGC) office coordinates a number of committees to ensure institutional business is handled efficiently and in accordance with the Statutes and Regulations of the University. The details and timetable for University committees are on these web pages, including an organisation chart of the University, a document setting out the approved terms of reference, composition and reporting lines of university committees and officerships.

## STAFF ABSENCE: SICK/ANNUAL/STUDY LEAVE

### Sick Leave
All staff should notify their line manager on the first day of sickness absence with details of their illness, when they expect to return, how they might be contacted, and - in the case of faculty - any teaching or meetings being missed (with perhaps suggestions as to who might be asked to cover). Sickness absence should also be loggied on MyView. For absences of 4-7 days (including sickness at weekends) staff should complete a self-certificate on their return to work. A doctor's certificate must be submitted for absences longer than 7 days. For more information on sickness absence – including Return to Work forms and Sickness Absence Management Procedures – visit the Human Resources web pages.

### Annual Leave
The University's holiday (annual leave) year runs from 1 October - 30 September. It is not normally expected that academic staff will take annual leave during term time. Staff request holiday and notify their line managers of any other absence via MyView. Guidance on using this platform can be found on the HR web pages.

The University operates an Annual Leave Purchase Scheme thorugh which staff may purchase up to two working weeks of additional leave at certain times of the year, spreading the cost over the year to which the leave relates. See the Annual Leave Purchase Scheme Policy for more details.

Approval for annual leave should be sought from the relevant line manager, and cover arranged for the period of absence prior to submitting the annual leave request. An out-of-office email message must be set prior to departure providing details of the period of absence and who to contact in your absence.

The University has a responsibility to record all absence (ie. annual leave, sickness, paternity, maternity, adoption leave) for Tier 2 and Tier 5 visa holders. Visit the HR web pages for more information, or contact the Senior Operations Manager.

### Study Leave

There is a formal process for the application of university study leave (see relevant forms on the ['For staff' internal web page](#)). Before applying, faculty are required to discuss and negotiate their intended application with their peers, their subject group lead and Head of Department.
The process ensures that teaching is covered, often balanced by the person making the application agreeing to take on a little more teaching responsibility in a preceding or following term.

## PAY INFORMATION

Payslips and P60s are available to view and/or download [online](#) each month.

## STAFF DEVELOPMENT

[Organisational Development](#) runs a wide variety of training courses to support staff development. Most courses can be booked via Sussex Direct, but prior permission must be sought from your line manager. [ITS](#) also run training courses for staff.

### Mentoring

In addition to receiving support from your line manager, you can be assigned a [Mentor](#) or [Buddy](#) who will meet with you periodically to provide advice and support.

Some of the benefits of a mentor are:
- Having a supportive relationship with someone outside of your line management with whom you can explore and progress professional development goals
- Having the opportunity to learn from a more experienced colleague
- Tailored support and guidance appropriate to your situation/career stage
- Confidential and objective discussions

The School's '[Buddy Scheme](#)' is designed specifically to support new staff members and complements the induction process.

### Staff Development Allowance

The School allocates funds each year to support the professional development of its academic staff. The normal maximum individual entitlement is £650 per year (pro-rata for part-time staff) and is available to faculty on Teaching & Research, Teaching & Scholarship, and Research Fellow contracts. The approval of funding is at the discretion of the line manager and is dependent on budget availability. Priority will be given where no alternative funds are avaiable, whether the applicant is actively participating in the event, and/or whether a clear case for developmental has been made. The Conference Attendance Fund Policy and Staff Development Claim Form are downloadable from the ['For staff' internal web page](#).

## PROMOTION

Information on the process for academic promotion can be found on the [Human Resources web pages](#).

## ANNUAL ACHIEVEMENT & DEVELOPMENT REVIEW

All staff have an annual Achievement & Development Review during the summer with their line manager or other nominated appropriate person.
See the [Organisational Development web pages](#) for further information about ADR policy, guidelines and training.

# GDPR AND RECORDS MANAGEMENT GUIDELINES

The General Data Protection Regulation (GDPR) came into force in May 2018, replacing the previous Data Protection Act 1998. It brought with it a wider definition of personal data, and more strict requirements for data controllers (such as employers) and how personal data is stored and used.
All staff are required to complete the Elearning GDPR module available via LearnUpon which you will  automatically have been enrolled on.

If you are involved in any personal data breach, however minor, this must be reported immediately to the Data Protection Officer.

For more information, guidance and advice, refer to the GDPR and data protection web page.

See also the Records Management Policy and Master Record Retention Schedule.

# EQUALITY, DIVERSITY AND INCLUSION (EDI)

The School of Education and Social Work aims to be inclusive and embed the principles of Inclusive Sussex into our policies and culture. We work hard to ensure that all members of our community have equal access to opportunities, experiences and support that enables everyone to reach their full potential.

The EDI Committee includes representatives from across the School, and seeks to promote and encourage our values across the School by championing initiatives that meet the University's goals of being Equal, Diverse, Accessible and Flexible.
See more details on the internal Equality and Diversity web pages.

The School's EDI Forum is an open group for staff and postgraduate researchers to discuss issues associated with EDI and wellbeing. Alka Townend, EDI Director and Forum lead, shares examples of practice from the Central EDI unit and EDI champions in other schools. Meetings are informal and exploratory, with members invited to review existing practice and suggest adaptations.
A twice-termly EDI Steering Group runs alongside the termly EDI Forums. Its membership is made up of a representative from the School's two departments, Initial Teacher Education, professional services staff, and postgraduate researchers. It reviews issues raised by the Forum, prioritises them, plans activities and takes agreed actions forward in consultation with the School Leadership Team.

'Diversity in the Workplace' is an online EDI course which is compulsory for all staff to undertake within their first month of employment. 'Trans and Non-binary Awareness' is also compulsory. 'Unconscious Bias' is strongly recommended for all staff, and compulsory for those at Grade 7 and above. 'Recruitment and Selection' must be undertaken by any staff involved with recruiting others.
Details of these and other online EDI courses can be found on Organisational Development's LearnUpon site.

# ENVIRONMENTAL POLICY

The School supports energy conservation and the consideration of the environmental impact of its activities in accordance with the University's Environmental Policy. The Social Science Green Impact Team has worked collaboratively since its launch in November 2023 towards the achievement of a Green Impact Gold Award for creating a greener and more sustainable working environment.
The team looked at areas such as energy, travel, waste and recycling, water and biodiversity, as well as health and wellbeing.

# FAMILY FRIENDLY POLICIES

See the Human Resources web pages for information on the University's family friendly policies, including policies to support those with caring responsibilities and the flexible working procedure.

# Academic Staff

## ANNUAL WORKLOAD PLANNING

Workload Planning is the process for allocating teaching, administrative jobs, and research leave for the School's academic staff. Heads of Department will explain your workload allocation for the following year, if applicable. The normal expectation is that, unless contracts specify otherwise:

• All staff on a teaching and research pathway will be involved in teaching, research and service to the university. This will notionally (depending on operational requirements) be in the percentage ratio of 40/40/20 respectively over the course of a year.

• All staff on a teaching and scholarship pathway will be involved in teaching, scholarship and service to the University. This will notionally (depending on operational requirements) be in the percentage ratio of 70/10/20 respectively over the course of the year.

Workload planning guidance is available to view or download from the School's internal staff web pages.

## TIMETABLING

At the University of Sussex, Timetabling is undertaken centrally by the Student Systems and Records Office (SSRO). The teaching timetable is produced on a yearly basis and circulated to teaching staff by Course Coordinators. Data is collected from Departments enabling Departmental timetables to be produced. In turn, Timetabling produces individual student timetables made available via Sussex Direct.

You are normally entitled to determine module content (reading, questions, pedagogical direction), assuming you have the agreement of your Head of Department. However, you must make sure that any changes fit with the module description as advertised during the period in which students chose their options - and that they fit with the module's learning outcomes. If you want to make significant changes to module content/learning outcomes/modes of assessment you must go through a formal committee cycle, starting with the School Teaching and Learning Committee. To find out about how this works, talk to the Director of Teaching and Learning, the Curriculum and Assessment Officer, or your Head of Department.

## ATTENDANCE MONITORING

Tutors are expected to track attendance at all lectures and seminars. Recording attendance allows the Academic Experience Coordinator and Director/s of Student Experience to monitor and intervene when necessary to ensure that students receive any assistance and support they need.

Attendance information should be recorded in Sussex Direct after class. Registers can be printed out from Sussex Direct by clicking on 'Teaching Groups' in the drop-down menu.

## CANVAS AND EDUCATIONAL ENHANCEMENT

Each taught module has its own Canvas site. Canvas sites should be ready for students to see by the week before term starts, and the first few weeks at least should be completed.

Canvas sites should contain contact details for the tutor(s); a general introduction to the module; a week-by-week breakdown of module content; weekly reading lists; seminar questions; how the module will be assessed; Departmental assessment criteria; etc.
Canvas offers additional functionality, such as quizzes, videos and polls.

For help regarding Canvas use, there are FAQs on the Educational Enhancement web pages.
For general IT support, including contact details, refer to the ITS 'help' web pages.
For details on training offered by Educational Enhancement, see their training web pages.

# RECORDING LECTURES

Panopto is the University's online media platform. It is available through Canvas as an app for your tablet or phone, and as a desktop application. You can use Panopto to record classes, capture video content on the go, and manage when and where your recordings are available.

# ASSESSMENT AND FEEDBACK

As a tutor or convenor, you should be clear about the modes of assessment and submission dates for the modules you teach. Assessment modes and hand-in dates are agreed by the School Teaching & Learning Committee and cannot be changed during the academic year. Student assessment mostly happens via electronic submission and marking via Turnitin.

# ACADEMIC AND PASTORAL SUPPORT

Members of faculty will normally be appointed as an Academic Advisor to a group of students. Academic Advisors, Course Coordinators, and the School's Director/s of Student Experience [eswdose@sussex.ac.uk] will often be the first port of call for students with queries or problems. Staff are not expected to act as counsellors or experts in all the workings of the University, but it is important that you are aware of the range of student support services so that students can be referred to the right place. If in doubt, the advisors in the Student Centre offers welfare support to students and can point you in the right direction if they cannot help.

# SUPPORTING YOUR STUDENTS

### Drop-in hours
It is the responsibility of all academic staff to hold two  office-based 'student feedback' or 'drop-in' hours per week during term time on different days. These days/times should be advertised on your office door and also on your Sussex web profile (times can be edited via Sussex Direct).
Any changes to the schedule should be well advertised as soon as possible.
Please encourage your students to attend, especially in the first few weeks of a new module, in class as well as in essay feedback.

### Email contact with students
During term time, students can expect to receive an acknowledgement of any email query within 24 hours. It is good practice to provide students with an estimate of the anticipated time for a full response if you are unable to resolve the issue immediately. Students should not expect to receive responses outside of normal working hours or at weekends.

### Students with specific learning difficulties (SpLDs)
Academic staff should ensure thay have read any/all learning support notes for flagged students - and make explicit to students with SpLDs when and where they can come for support and advice (see 'Drop-in hours' above). If you feel that any student is in need of particular help, or you are worried about their wellbeing, refer to the Director of Student Experience (eswDOSE@sussex.ac.uk) in the first instance who can advise on the most appropriate next steps.

### PhD Supervision
Permanent members of faculty are expected to supervise doctoral researchers and this is officially recognised as part of your teaching load. To help you attract potential doctoral researchers, ensure that your web profile details your research interests and subject areas you are particularly interested in supervising. Also, each Department has a doctoral convenor who will be able to point potential doctoral researchers in your direction.

# ACADEMIC MISCONDUCT

Information for staff handling cases of student-academic misconduct can be found on the
Academic Development and Quality Enhancement (ADQE) web pages.

# TRAVEL

The University's official travel provider is Key Travel which should be used for booking all air travel
and as many other overseas services as possible - EXCEPT where the use of an alternative supplier is
substantially cheaper, low risk and outweighs the other benefits of using Key Travel.
You will require a user login for the University's Key Travel account. To get one, you need to email your
name, department and contact number to bookers@keytravel.com.
NOTE: The process of obtaining a login can take up to 3 working days.

All business related travel should be covered by the University's travel insurance policy.
If you are travelling abroad on university business, you will need to apply for travel insurance via the
'admin' tab on your Sussex Direct page and complete an Overseas Travel Safety and Security Risk
Assessment (also downloadable from the internal staff web pages - see 'Travel').
If you are required to complete part 2 of the form, you will need to obtain an approval signature from
the Head of School before sending the form on to the Head of School Coordinator.

# FINANCE

The University uses the Unit 4 Finance System, an online platform for processing expense claims,
budget reports, purchase orders, etc. Please do not commit to any expenses, payments or casual work
without the approval of your Head of Department or the Head of Initial Teacher Education.
They will confirm if/when the expense has been approved, following which your travel can be arranged.

For more information about the finance system, or for troubleshooting/advice,
contact the Finance Helpdesk:
E rt-finance-servicedesk@sussex.ac.uk / T ext.7172

## Expenses
Out-of-pocket expenses incurred while on university business can be claimed via Unit 4.
The Finance web pages contain details of the University's expenses policies, as well as FAQs.
See also link under 'Claiming expenses' at the bottom of the internal staff web pages.

## Purchasing
If you need to make a purchase, eg. conference fees, accommodation, travel, materials, equipment etc,
the Assistant Coordinators based on reception [eswclerical@sussex.ac.uk] will advise you.
They can also raise a requisition and generate a purchase order which will be required.

The School has its own credit card which can be used for making purchases from suppliers which are
not set up on the finance system, or for transactions that may be time-sensitive. If you would like to
make a purchase using the School's credit card, please contact the Senior Operations Manager.

**Employing casual staff**

All casual workers must be recruited from Reed Talent Solutions, who will recruit, manage, produce timesheets for and pay the workers, including carrying out right-to-work checks. Reed must be used for most types of casual engagement in the School. There are, however, a few exceptions for which we have been given special dispensation to employ and pay individuals directly, namely where only a named specific individual is wanted, ie:

- Guest lecturers / Guest speakers / Workshop facilitators
- Experts by Experience
- External research assessors
- School Mentors claiming supply cover for such roles as assisting with interviews
- External academics supporting specialist marking/assessment

For the above exceptions, the recruiter must either complete an 'Invoice Request Template' themselves, or ask the employee to do this

It is imperative that the Senior Operations Manager be contacted **before** any casual work is committed to, and certainly before any worker is engaged. For more guidance and for access to relevant documents (forms and policies), visit our 'Employing Casual Workers' web page, and/or contact the Senior Operations Manager [a.pereira@sussex.ac.uk].

# Research

## SCHOOL RESEARCH PROCESS FOR BIDS AND AWARDS

The School of Education and Social Work has a vibrant and thriving research culture with over 50 researchers working on projects across its four research centres. When you are ready to make your own individual or collaborative research bid, you should first discuss it with your mentor and line manager - and any other senior colleague/s familiar with your research area.
Make the most of in-house expertise to identify potential funders and help you hone your idea into a research proposal that is suitable and likely to be supported for submission. You can also seek advice from Research and Enterprise Services, for example, by attending a drop-In session.
They can advise you on funding possibilities and provide training on bidding.

As well as academic colleagues, Professional Services staff within the School - alongside the Research and knowledge exchange team - will support you in making your research bid. Together they will suppport you from the earliest stage: from costing your bid, through to award and contract, to maximise your chances of success and ensure the School delivers a strong portfolio of projects.
See details on the Research and knowledge exchange web pages regarding the process for applying for bids and awards.

## ELEMENTS

'Elements' is the University's research information management system that allows academic faculty to capture, analyse and showcase their research. It supports the management of research activities by providing a single point of organisation, presentation and reporting for all scholarly and research activities, including research outputs.

## ETHICAL REVIEW

An overview of ethical review processes can be found on the Research and knowledge exchange web pages.

## RESEARCH CENTRES

The School hosts five Research Centres:
- Centre for International Education (CIE)
- Centre for Teaching and Learning Research (CTLR)
- Centre for Social Work Innovation and Research (CSWIR)
- Centre for Innovation and Research in Wellbeing (CIRW)
- Centre for Innovation and Research in Childhood and Youth (CIRCY)

Detailed information on the work and activities of these Centres can be found on their websites. Centre membership is open to staff and students - staff being encouraged to join however many centres whose research themes chime with their own.

The School is also affiliated with the Sussex Humanities Lab - a research programme with a focus on digital culture, methods and theory, and the Andrew and Virginia Rudd Centre for Adoption Research and Practice.

## OPEN RESEARCH SEMINARS

The School hosts a number of high-profile seminars during term time as part of the
ESW Open Research Seminar Series. Events, hosted by one or more of the School's esearch
centres, are presented by in-house as well as external speakers. Participation is free and open to all.

Events are advertised to other Schools, Departments and research centres across the University via
'Broadcast' (the University's internal news and events electronic noticeboard), on the relevant
research centre's website, and via the School's social media channels. They are also promoted to staff
within the School specifically via posters in Essex House, the plasma screen in Essex House reception,
and meeting invitations sent from the ESW Events Outlook calendar ('acceptance' of an invitation
merely registers your interest and ensures that the event details are logged in your own Outlook
calendar - attendance is not checked or regulated this way).

Research centres run a range of other activities, including reading groups, impact events and
training workshops. Contact the relevant centre director with ideas for events,
or to offer to present or get involved in an event yourself.

## IMPACT

The School of Education and Social Work has an excellent record in achieving impact from our
research, reflecting our wider impact strategy. This is important for exercises such as the
Research Excellence Framework (REF), but also because it is central to the objectives of the School.

If you are interested in increasing the impact of your research, contact the School's Research Impact
Lead, Professor Elaine Sharland [e.sharland@sussex.ac.uk] or the Assistant Research Manager,
Hazel Crawford [hazel.crawford@sussex.ac.uk].

# Health, Safety and Wellbeing

New staff must have had a safety induction as part of their induction. The School Administrator - together with the Health and Safety Coordinator - are responsible for safety advice and coordination within the School.

## THE HEALTH AND SAFETY TEAM

The Health and Safety Team are there to report accidents or incidents. They can also provide advice and information on any health and safety matters, including first aid, fire wardens, display screen equipment (DSE) assessments, etc. To access this advice or these services, email Senior Operations Manager, Ana Pereira [a.pereira@sussex.ac.uk], or Health and Safety Coordinator, Joe Rodway [j.rodway@sussex.ac.uk].

## EMERGENCY PROCEDURE

In the event of an emergency (first aid, fire, flammable or toxic spillages, the need for emergency services), staff should call the Emergency Hotline: 01273 873333 / Ext: 3333.
It is important that this number is used (NOT 999) as the University's Security team need to meet emergency services at the entrance to campus and guide them directly to the relevant location. The Health, Safety and Wellbeing web pages have further information on the University's emergency procedures.

NOTE: A first aid box is located at Essex House reception.

## DISPLAY SCREEN EQUIPMENT

Display screen equipment (DSE) is a device that has an alphanumeric or graphic display screen. That might be a conventional display screen (eg. desktop PC monitors) or a laptop, touch-screen or similar. If your office workstation is not set up correctly, it could lead to adverse health effects, including aching limbs, back pain, fatigue and eye strain (see below). For further information and a DSE self- assessment tool, you should refer to University guidance on DSE.

## ACCIDENTS

Incidents, accidents and 'near misses' are self-reported online via Sussex Direct. Details and relevant links can be found on the Health & Safety web pages. Reports logged are accessible to Safety Coordinators and the University's Safety Team. Medical information from First Aiders should not be included in reports. Data from incident reports are used to spot trends and inform recommendations on potential safety improvements.

Incidents can also be reported directly to our Safety Coordinator, Joe Rodway [j.rodway@sussex.ac.uk].

If you spot a problem with any part of the University estate, please log this with SEF in the first instance: SEF.ServiceCentre@mitie.com. However, if the problem poses a significant risk to people, please also log it on the Sussex Direct system.

## PEEPS

A Personal Emergency Evacuation Plan (PEEP) is a bespoke 'escape plan' for individuals who may not be able to reach a place of safety unaided, or within a satisfactory (safe) period of time in the event of any emergency, ie. the disabled, elderly, pregnant, those temporarily injured/incapacitated.
If you require a PEEP, please contact the Senior Operations Manager.

# FIRE PRECAUTIONS

If the fire bell sounds (and it is not the weekly test which happens at 9am every Wednesday) you must stop what you are doing immediately, close any windows that are open and leave your office closing the door behind you. Exit the building by the quickest route - not using a lift. Do not stop to collect any belongings, and do not take hot drinks with you. Do not congregate at the building entrance, but move directly to the assembly point - identified by a green sign with a tick (for Essex House this is the grassy area between Essex and Bramber House at the base of the stairs leading up to Essex House reception). Do not re-enter the building until told to do so. You are responsible for any students or guests with you, so you will need to accompany them to the assembly point.

Fire Wardens have been appointed for each area of the building (usually a corridor). They are responsible for ensuring that all offices and rooms in their area (incl toilets, showers and cupboards) are clear, that doors and windows are shut, and that staff in their area have evacuated safely and speedily. They then report to the Fire Marshall at the Control Point to confirm that their area has been checked.

# EYESIGHT TESTING

The neglect of eye health can lead to both short and long term health conditions, including increased eye strain and headaches. All DSE users can have a free bi-annual eye test. Follow the guidelines set out by the Health, Safety and Wellbeing office to request an eye test. A budget code can be provided by the Senior Operations Manager:[a.pereira@sussex.ac.uk],

# OCCUPATIONAL HEALTH

If you feel that your work is being affected by problems at work or at home, you should discuss it with your line manager who will treat the matter in complete confidence and may refer you to Occupational Health. University staff also have access to a range of benefits that can be found on HR's Rewards and benefits web page.

The University's Employee Assistance Programme (EAP) partners are Spectrum.Life. Through them, you can access wellbeing support whenever you need it, including access to qualified counsellors by phone, WhatsApp, live chat and SMS. You can also request a call back 24/7, 365 days a year. As well as a confidential counselling helpline offering up to eight structured counselling sessions, you can access a medical helpline, legal support and help with day-to-day issues, such as career coaching, consumer advice or relationship mediation.
UK Freephone: 0800 316 9337 or WhatsApp and SMS: Text 'Hi' to 07418 360 046
Online platform: landg.spectrum.life/login + access code: BeWell
Download the mobile app from your APP store: Spectrum.Life. Use access code: BeWell.

# RISK ASSESSMENT

The University has a duty to carry out risk assessments in compliance with Health and Safety at Work regulations. You can find information and more forms regarding risk assessment on the internal staff web pages.

# REPORT + SUPPORT

The University is committed to providing a safe, inclusive and respectful environment for all members of its community. If you - or someone you know - has experienced bullying, harassment, a hate incident, sexual violence, domestic abuse or discrimination, you can use the Report and Support platform.

All staff, students and visitors can use this platform to find information about and access support services, and to submit a report (anonymously if desired) so that an advisor can contact you to outline your options - for support or action.

# Appendix 1

## SCHOOL OF EDUCATION AND SOCIAL WORK ORG STRUCTURE: 2024/25

**Executive Dean: Faculty of Social Sciences**
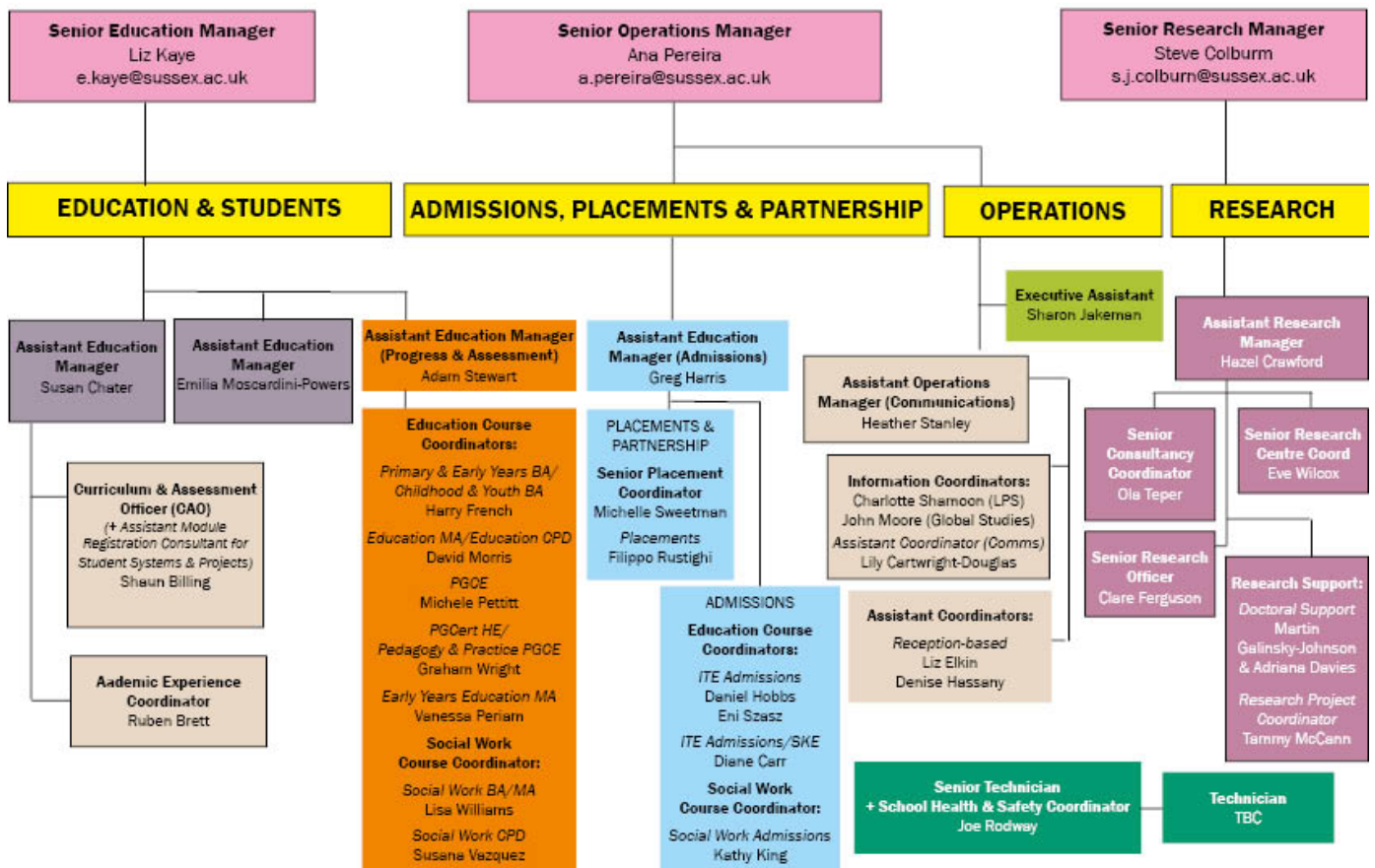Professor Rosie Cox
SocSci-Dean@sussex.ac.uk

**Head of School**
Professor Simon Thompson
s.j.thompson@sussex.ac.uk

**Head of Professional Services: Faculty of Social Sciences**
Pippa Robinson
pjr26@sussex.ac.uk

**Head of the Department of Education**
Dr Tamsin Hinton-Smith
j.t.hinton-smith@sussex.ac.uk

**Head of Initial Teacher Education (ITE)**
Secondary: Clare Stenning
c.l.stenning@sussex.ac.uk

**Head of the Department of Social Work & Social Care**
Dr Reima Ana Maglajlic
r.a.maglajlic@sussex.ac.uk

**Senior Operations Manager for the Social Science 'cluster'**
Ana Pereira
a.pereira@sussex.ac.uk
*aligned to Education & Social Work*

**Senior Research Manager for the Social Science 'cluster'**
Steven Colburn
s.j.colburn@sussex.ac.uk
*aligned to Global Studies*

**Senior Education Manager for the Social Science 'cluster'**
Liz Kaye
e.kaye@sussex.ac.uk
*aligned to Law, Politics & Sociology*

**Department of Education Faculty**

**Initial Teacher Education (ITE) Faculty**

**Department of Social Work & Social Care Faculty**

**Professional Services staff across the Social Science 'cluster', ie:**
School of Education & Social Work, School of Law, Politics & Sociology, and School of Global Studies

### ACADEMIC DIRECTORS

**Director of Teaching & Learning (DTL)**
Dr Julia Sutherland
esw-dtl@sussex.ac.uk

**Director of Research & Knowledge Exchange**
Professor Mario Novelli
eswdrake@sussex.ac.uk

**Director of Postgraduate Research**
Prof Gillian Ruch
g.ruch@sussex.ac.uk

**Director of Recruitment & Admissions (DoRA)**
Sally Dudley
s.e.dudley@sussex.ac.uk

**Co-Directors of Student Experience (DoSE)**
Dr Rachel Burr & Jo Tregenza
eswdose@sussex.ac.uk

**Director of Equality, Diversity & Inclusion (EDI)**
Alka Townend
alka.townend@sussex.ac.uk

### RESEARCH CENTRES + DIRECTORS

**Centre for International Education (CIE)**
Professor Jo Westbrook
jo.westbrook@sussex.ac.uk
Dr Linda Morrice
l.m.morrice@sussex.ac.uk

**Centre for Teaching & Learning Research (CTLR)**
Dr Christina Hancock
c.l.hancock@sussex.ac.uk

**Centre for Innovation & Research in Childhood & Youth (CIRCY)**
Dr Liam Berriman
m.lefevre@sussex.ac.uk

**Centre for Innovation & Research in Wellbeing**
Professor Charles Watters
c.watters@sussex.ac.uk

**Centre for Social Work Innovation & Research (CSWIR)**
Dr Jeri Damman
j.l.damman@sussex.ac.uk
Dr Henglien (Lisa) Chen
h.l.chen@sussex.ac.uk

# Appendix 2



SCHOOL OF EDUCATION AND SOCIAL WORK PROFESSIONAL SERVICES STRUCTURE: 2024/25

# Appendix 3



**UNIVERSITY OF SUSSEX**

## SCHOOL OF EDUCATION AND SOCIAL WORK

## A-Z of Service Provision

**If you cannot find the relevant person or service you require, please contact the reception on 7888 or email:** eswclerical@sussex.ac.uk

| A | | | |
|---|---|---|---|
| **Associate Tutors** (appointments, payments) office hours, resources, meetings) | Senior Operations Manager | | a.pereira@sussex.ac.uk |
| **B** | | | |
| **Buildings** (Maintenance issues e.g. lights, heating, overflow pipes, corridors, windows, exterior areas) | Assistant Coordinator team on Reception | 7888 | esw@sussex.ac.uk |
| **C** | | | |
| **Cafés on campus** | See Food and drink on campus | | |
| **Catering** (ordering) | Assistant Coordinator team on Reception | | esw@sussex.ac.uk |
| **Cleaning** (Bins not emptied, rooms not cleaned, spills, toilets not cleaned, hand towels needed) | Building Manager | 3137 | ServiceCentre@sef.fm |
| **Committees** | Head of School Coordinator | | hosc@esw.sussex.ac.uk |
| **Communications** (plasma screen in reception, promotion of news, producing of posters, flyers, reports, certificates, social media, web) | Assistant Operations Manager (Communications) | | eswcomms@sussex.ac.uk |
| **Computer faults** | ITS Fault Reporting | | |
| **Computer Registration** | IT Services, Shawcross Building | | Visit in person |

| | | | |
|---|---|---|---|
| **Computer Requests** (Requesting equipment, software purchase) | Senior Operations Manager | | a.pereira@sussex.ac.uk |
| **Curriculum & Assessment** (Curriculum changes, exam boards, STLC servicing, transfers, annual monitoring) | Curriculum & Assessment Officer | | sab25@sussex.ac.uk |
| **D** | | | |
| **Data protection queries** | Data Protection Office | | dpo@sussex.ac.uk |
| **DSE** (Display Screen Equipment assessment requests) | Senior Operations Manager | | a.pereira@sussex.ac.uk |
| **E** | | | |
| **Educational Enhancement** (support with all learning technologies & platforms, incl. Canvas, Panopto, Mahara, etc) | Educational Enhancement | | tel@sussex.ac.uk |
| **Electronic Purchasing System** (Ordering from approved suppliers, requests for new suppliers) | Assistant Coordinator team on Reception | 7888 | esw@sussex.ac.uk |
| **Email Aliases (finding)** | | | via Sussex Direct, Searches |
| **Email groups** | Assistant Operations Manager (Communications) | | eswcomms@sussex.ac.uk |
| **F** | | | |
| **Finance** | Finance Business Partner | | stephen.crossman@sussex.ac.uk |
| **First Aid, Emergencies** | | 3333 | |
| **Freedom of Information** | Division of General Counsel, Governance & Compliance | | |
| **Furniture** (Unwanted furniture, furniture moves, requests for additional furniture) | Senior Operations Manager | | a.pereira@sussex.ac.uk |
| **H** | | | |
| **Head of School Coordinator** (Meetings with HoS, casual claims, right to work checks) | | | hosc@esw.sussex.ac.uk |
| **Health and Safety** (DSEs, PEEPs, risk assessments, Floor Wardens, H,S&E Committee, reporting) | Health & Safety Coordinator | | j.rodway@sussex.ac.uk |

| I | | | |
|---|---|---|---|
| **Invoices**<br>(Processing, authorising) | Assistant Coordinator team on Reception | | esw@sussex.ac.uk |
| **IT Support** | Information Technology Services (ITS) | 8090 | |
| **IT Systems**<br>(CMS, Database, Outlook) | Senior Operations Manager | | a.pereira@sussex.ac.uk |
| **Initial Teacher Education (ITE)** admissions enquiries | | | iteadmissions@sussex.ac.uk |
| **Initial Teacher Education (ITE)** progress & assessment enquiries | | | ite@sussex.ac.uk |
| **K** | | | |
| **Keys, Salto Cards**<br>(Request for office key, returning keys, reporting lost keys) | Senior Operations Manager | | a.pereira@sussex.ac.uk |
| **L** | | | |
| **Library, University** | The Library | | |
| **M** | | | |
| **Mailout arrangements** | Assistant Coordinator team on Reception | | esw@sussex.ac.uk |
| **Meeting room booking** | Book via the Assistant Coordinator team on Reception | | esw@sussex.ac.uk |
| **Minor work requests**<br>(Requests for carpenter to fix or quote for shelving, coat hooks, hang pictures, fix furniture etc) | Logged by the Assistant Coordinator team on Reception | | esw@sussex.ac.uk |
| **N** | | | |
| **New Staff: Faculty**<br>(Induction, ITS registering, office space) | Head of School Coordinator | | hosc@esw.sussex.ac.uk |
| **New Staff: Research**<br>(Induction, on-line ITS registering, office space) | Assistant Research Manager | | hazel.crawford@sussex.ac.uk |
| **New Staff: PS**<br>(Induction, ITS registering, office space) | Senior Operations Manager | | a.pereira@sussex.ac.uk |
| **News Items** | Assistant Operations Manager (Communications) | | eswcomms@sussex.ac.uk |

3

| O | | | |
|---|---|---|---|
| **Ordering (purchase orders)** (Ordering from approved suppliers, requests for new suppliers) | | | esw@sussex.ac.uk |

| P | | | |
|---|---|---|---|
| **Parking and Permits** | See Staff parking on campus | | SEF.Transport@mitie.com |
| **Photocopiers** (Request for paper, report a fault) | Assistant Coordinator team on Reception | | esw@sussex.ac.uk |
| **Placements** | | | |
| **Postal/Courier Services** | Assistant Coordinator team on Reception | | esw@sussex.ac.uk |
| **Postal Services – University** (Missing post, parcels) | Sussex Estates & Facilities (SEF) | | ServiceCentre@sef.fm |
| **Post pigeonholes (staff)** | Assistant Coordinator team on Reception | | esw@sussex.ac.uk |
| **Postgraduate Researchers** (PhD enquiries, access to Director, study space, advice on research applications) | Research Coordinators | | eswpgradmin@sussex.ac.uk |
| **Postgraduate Taught Students** (Course outlines, MA enquiries, induction, timetabling) | MA Course Coordinators **-** Education, Childhood & Youth Studies, International Education & Development - Early Years Education - Social Work | | d.morris@sussex.ac.uk MAEYTSadmin@sussex.ac.uk swadmissions@sussex.ac.uk |
| **Printing** (Large or complicated print jobs, use of colour printer, scanner) | Assistant Coordinator team on Reception | | esw@sussex.ac.uk |
| **Procurement** | Assistant Coordinator team on Reception | | esw@sussex.ac.uk |
| **Publicity** | Assistant Operations Manager (Communications) | | eswcomms@sussex.ac.uk |
| R | | | |
| **Research** | Assistant Research Manager | | hazel.crawford@sussex.ac.uk |
| **Research Communications** (Policy engagement / impact) | Assistant Research Manager | | hazel.crawford@sussex.ac.uk |

| | | | |
|---|---|---|---|
| **Research Seminars**<br>(promotion) | Assistant Operations Manager (Communications) | | eswcomms@sussex.ac.uk |
| **Room bookings**<br>(All University buildings including the Freeman Centre) | Room bookings and Timetabling | | www.sussex.ac.uk/roombooking |
| **Rubbish, recycling**<br>(Not to be left in corridors) | Use the appropriate bins in corridors and kitchenettes of building or speak to a porter | | esw@sussex.ac.uk |

| | | | |
|---|---|---|---|
| **S** | | | |
| **Security**<br>(incl. emergencies, theft, vandalism) | Sussex Security is based in York House | 3333 | SEF.Security@mitie.com |
| **Social Media** | Assistant Operations Manager (Communications) | | eswcomms@sussex.ac.uk |
| **Space and accommodation** | Senior Operations Manager | | a.pereira@sussex.ac.uk |
| **Staff identity, library card**<br>(Drop-in at The Undercroft beneath York House) | Print Unit | | SEF.printunit@mitie.com |
| **Stationery**<br>(General office supplies) | Assistant Coordinator team on Reception | | esw@sussex.ac.uk |
| **Student Admissions** | | | www.sussex.ac.uk/admissions |
| **Student Assessment**<br>(Coursework, exams, SEQs, transcripts, graduation) | Curriculum & Assessment Officer | | sab25@sussex.ac.uk |
| **Student Experience**<br>(Support DoSE, student support, SSPC, SSEG & student reps) | Director/s of Student Experience / Academic Experience Coordinator | | eswdose@sussex.ac.uk |
| **Student Advisors** | Student Centre | | T: 01273 075700<br>Submit an online enquiry:<br>https://student.sussex.ac.uk/centre/contact |
| **Sussex Direct**<br>(Individual queries) | | | sussexdirect.help@sussex.ac.uk |
| **T** | | | |
| **Transport Information**<br>(Incl. lates travel news) | Transport | | |

| U | | | |
|---|---|---|---|
| **Undergraduate Taught Students**<br>(Induction, course outlines, handbooks, teaching timetabling, learning support,<br>progress) | UG Course Coordinators:<br>Education<br>**-** Childhood & Youth,<br>Primary & Early Years<br><br>UG Course Coordinators:<br>Social Work & Social Care<br>- Social Work | | harry.french@sussex.ac.uk<br><br><br>swadmissions@sussex.ac.uk |
| **Unit 4**<br>(also see *Electronic Purchasing System*) | | | www.sussex.ac.uk/finance/ |
| V | | | |
| **Visiting Fellows** | Assistant Research Manager | | hazel.crawford@sussex.ac.uk |
| W | | | |
| **Web content** | Assistant Operations Manager (Communications) | | eswcomms@sussex.ac.uk |

# Appendix 4

## Key University Dates & Minimum Service Days: 2024/25

| | | |
|---|---|---|
| | **Arrivals Weekend** | 14/15 September 2024 |
| | **Welcome Week** | 16-20 September 2024 |
| | **Autumn Term begins** | Monday 16 September 2024 |
| **Semester 1** | Semester 1 begins | Monday 23 September 2024 |
| | Teaching begins | Monday 23 September 2024 |
| | Teaching ends | Friday 6 December 2024 |
| | **Autumn Term ends** | Friday 6 December 2024 |
| | Revision Week | 9-13 December 2024 |
| | Winter Break | Saturday 14 December 2024 - Sunday 5 January 2025 |
| | MINIMUM SERVICE DAY | Monday 23 December 2024 |
| | CHRISTMAS EVE | Tuesday 24 December 2024 |
| | CHRISTMAS DAY BANK HOLIDAY | Wednesday 25 December 2024 |
| | BOXING DAY BANK HOLIDAY | Thursday 26 December 2024 |
| | MINIMUM SERVICE DAY | Friday 27 December 2024 |
| | MINIMUM SERVICE DAY | Monday 30 December 2024 |
| | NEW YEAR'S EVE | Tuesday 31 December 2024 |
| | NEW YEAR'S DAY BANK HOLIDAY | Wednesday 1 January 2025 |
| | **Spring Term begins** | Monday 6 January 2025 |
| | Semester 1 assessment period begins | Monday 6 January 2025 |
| | Semester 1 assessment period ends | Saturday 18 January 2025 |
| | Semester 1 ends | Saturday 18 January 2025 |
| | Intersemester week | 20-24 January 2025 |
| | Winter graduation | 20-24 January 2025 (tbc) |

| Semester 2 | Semester 2 begins | Monday 27 January 2025 |
|---|---|---|
| | Teaching begins | Monday 27 January 2025 |
| | Teaching ends | Friday 11 April 2025 |
| | **Spring Term ends** | Friday 11 April 2025 |
| | Spring Break | Saturday 12 April - Sunday 4 May2025 |
| | MINIMUM SERVICE DAY | Thursday 17 April 2025 |
| | GOOD FRIDAY BANK HOLIDAY | Friday 18 April 2025 |
| | EASTER WEEKEND | Saturday 19 April 2025 |
| | EASTER WEEKEND | Sunday 20 April 2025 |
| | EASTER MONDAY BANK HOLIDAY | Monday 21 April 2025 |
| | MINIMUM SERVICE DAY | Tuesday 22 April 2025 |
| | Resit assessment period for online distance learning modules | Monday 28 April - Sunday 4 May 2025 |
| | **Summer Term begins** | Tuesday 6 May 2025 |
| | Semester 2 assessment period begins | Tuesday 6 May 2025 |
| | Semester 2 assessment period ends | Saturday 24 May 2025 |
| | **Summer Term ends** | Saturday 24 May 2025 |
| | Semester 2 ends | Saturday 24 May 2025 |
| | Summer Break | Sunday 25 May - Sunday 21 September 2025 |
| | Summer graduation | 21-25 July 2025 |
| | Resit assessment period (all modules) | Monday 4 - Saturday 16 August 2025 |
| | SUMMER BANK HOLIDAY | Monday 25 August 2025 |