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| **Area** | **First port of call** | **First level escalation route** | **Second level escalation route** | **Third level escalation route** |
| **Estates & Facilities**  (for reporting faults, maintenance issues, problems with teaching spaces, AV, car parking, security, catering,  cleaning etc.) | [Website](https://www.estates.manchester.ac.uk/services/msu/helpdesk/) [estates@manchester.ac.uk](mailto:soss-research@manchester.ac.uk)  Tel: +44 (O) 161 275 2424  Monday to Friday 8am-4pm | **Named building contact** (see local notices) **Then, Simon Hallett,** Senior Faculty Estates Officer  **Helpdesk Only Issues –** Complete [Faculty Estates Escalation - Submission Form.docx](mailto:georgina.lewis@manchester.ac.uk?d=wa77ae350a24043dd84c51770aebc2d7e&csf=1&web=1&e=UeIHgP&isSPOFile=1) then email to [FET.escalations@manchester.ac.uk](mailto:HumanitiesResearchFinance@manchester.ac.uk) | **Stephen Bateson** Faculty Estates partner | **Steve Jordan**  Acting Chief Property Office |
| **IT** | [Website](mailto:kim.hunter@manchester.ac.uk)  [Help & support](mailto:estates@manchester.ac.uk)  Tel: +44 (0) 161 306 5064  24 hours a day, 7 days a week | **Steven Bagley, Alex Galbraith, David Whadcock (TLS)**- IT Service Relationship Managers | **Caroline Hargreaves,** Faculty IT Business Partner | **Patrick Hemmaway**, Chief Information Officer |
| **People & OD**  (for issues relating to fees, expenses, recruitment, contracts, payroll etc.) | * [People Services page](https://www.staffnet.manchester.ac.uk/people-and-od/aboutpeopleod/contact-us/peopleod-operations/#d.en.833730) * [People & OD forms](https://www.staffnet.manchester.ac.uk/people-and-od/aboutpeopleod/contact-us/submit-peopleod-forms/) * Fees & Expenses - [email](https://livemanchesterac.sharepoint.com/:w:/r/sites/UOM-HUM-Faculty-Office/Shared%20Documents/General/Faculty%20Estates%20Escalation%20-%20Submission%20Form.docx) * Recruitment, Contracts, Payroll * **Hazel Tritschler**   People & OD Operations Manager | Faculty P&OD partners  [details here](mailto:Charlotte.Wong@manchester.ac.uk) | **Fiona Keenan**  Faculty Head of P&OD | **Andrew Mullen**  Interim Director of People & OD |
| **Finance**  (for queries re budget codes, spend, finance reports etc.) | School/Faculty finance teams:-   * [AMBS](mailto:AMBS.finance@manchester.ac.uk) * [SALC](https://www.itservices.manchester.ac.uk/help/) * [SEED](mailto:seedandsossfinance@manchester.ac.uk) * [SoSS](mailto:FET.escalations@manchester.ac.uk) * [Faculty Office](mailto:kirsty.brennan@manchester.ac.uk) | **David Boyd**  Head of Faculty Financial Reporting & Analysis | **Vicky Skinner**  Head of Faculty Finance | **Carol Prokopyszyn**  Chief Financial Officer |

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| **Media Services** | Contact details available [here](mailto:feesandexpenses@manchester.ac.uk)  **AMBS**  [mbs-reprographics@manchester.ac.uk](https://www.staffnet.manchester.ac.uk/people-and-od/aboutpeopleod/contact-us/peopleod-partners/) | **Jamie Wright,** Media Services Assistant Manager  (does not include AMBS) |  | **Trevor Byrne,** Head of Media Services |
| **School Services**  (for operational issues, academic queries, T&L, technical teams etc.) | Local contacts  AMBS – [pippa.paga@manchester.ac.uk](https://www.itservices.manchester.ac.uk/)  SALC [stephanie.holmes@manchester.ac.uk](mailto:salcfinance@manchester.ac.uk)  SEED - [seedschooloffice@manchester.ac.uk](mailto:seedschooloffice@manchester.ac.uk)  SoSS – [Carla.liburd@manchester.ac.uk](https://www.estates.manchester.ac.uk/services/mediaservices/contactus/) (Head of School Resources) | School Operations Managers  AMBS - [Michelle Kipling](mailto:mbs-reprographics@manchester.ac.uk)  SALC - [Kim Hunter](mailto:HUMSFacultyOfficeFinance@manchester.ac.uk)  SEED - [Lucy Adams](mailto:Carla.liburd@manchester.ac.uk)  SoSS - [Georgina Lewis-Vasco](mailto:seedandsossfinance@manchester.ac.uk) | Director of School Operations:-  AMBS - Sarah Featherstone  SALC- Jayne Hindle  SEED - Kay Hodgson  SoSS - Alison Wilson | **Hannah Rundle,**  Executive Director of Faculty Operations |

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| Research Support | Research Support Officers (application stage):  [AMBS](mailto:MBS%20Research%20Services%20%3cresearch.services@manchester.ac.uk%3e)  [SALC](mailto:salc.research@manchester.ac.uk)  [SEED](mailto:Seed%20Research%20%3cseed.research@manchester.ac.uk%3e)  [SoSS](mailto:SOSS%20Research%20%3cSoSS-Research@manchester.ac.uk%3e)    Research Support Officers (Awards Mobilisation and Grant Management Stage):  [FHUM](mailto:FHum%20PostAward%20%3cFHum.PostAward@manchester.ac.uk%3e) | Research Support Managers:    FHums (Awards Mobilisation and Grant Management for all Schools) – Nathan Coates    AMBS (application stage) - Kellie Gallagher    SALC (application stage) - Raksha Parmar    SEED (application stage) - Louise Gorton    SoSS (application stage) - Paula Dalzell    SoSS (Grant Management) - Mark Kelly | Faculty Research Services Leads   * Elaine Edwards * Jonathan Starbrook       SoSS (Grant Management) – Pip Walker | Faculty Head of Research & Business Engagement - Jared Ruff    Head of Research Services – Lita Denny    **then**    **Andrew Walsh** (Director of Research & Business Engagement) |
| Research Finance | [Humanities Research Finance](mailto:michelle.kipling@manchester.ac.uk) | Research Finance  Manager- [Hayley Roberts](mailto:research.services@manchester.ac.uk) | Senior Research Finance Manager - [Kirsty Brennan](mailto:salc.research@manchester.ac.uk) | Head of Research Finance – **Petri Uola**  **then**  **George Whalley** (Deputy Chief Financial Officer)  **then**  **Carol Prokopyszyn** (Chief Financial Officer) |
| Research Contracts | Information available [here](https://www.staffnet.manchester.ac.uk/rbe/contracts/) | The individual from the Contracts Team you are dealing with. | Lisa Murphy – Head of Contracts | **Andrew Walsh** ( Executive Director of Research & Business Engagement) |