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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 Tel: +44 (O) 161 275 2424Monday 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 then email to FET.escalations@manchester.ac.uk | **Stephen Bateson** Faculty Estates partner | **Steve Jordan** Acting Chief Property Office |
| **IT** | WebsiteHelp & supportTel: +44 (0) 161 306 506424 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/%3Aw%3A/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 | **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
* [SALC](https://www.itservices.manchester.ac.uk/help/)
* SEED
* SoSS
* Faculty Office
 | **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**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 contactsAMBS – [pippa.paga@manchester.ac.uk](https://www.itservices.manchester.ac.uk/)SALC stephanie.holmes@manchester.ac.ukSEED - seedschooloffice@manchester.ac.ukSoSS – [Carla.liburd@manchester.ac.uk](https://www.estates.manchester.ac.uk/services/mediaservices/contactus/) (Head of School Resources) | School Operations ManagersAMBS - Michelle KiplingSALC - Kim HunterSEED - Lucy AdamsSoSS - Georgina Lewis-Vasco | Director of School Operations:-AMBS - Sarah FeatherstoneSALC- Jayne HindleSEED - Kay HodgsonSoSS - Alison Wilson | **Hannah Rundle,** Executive Director of Faculty Operations |

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| **Area** | **First port of call** | **First level escalation route** | **Second level escalation route** | **Third level escalation route** |
| Research Support | Research Support Officers (application stage):AMBS SALCSEEDSoSS  Research Support Officers (Awards Mobilisation and Grant Management Stage):FHUM | 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 | Research FinanceManager- Hayley Roberts | Senior Research Finance Manager - Kirsty Brennan | 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)  |