



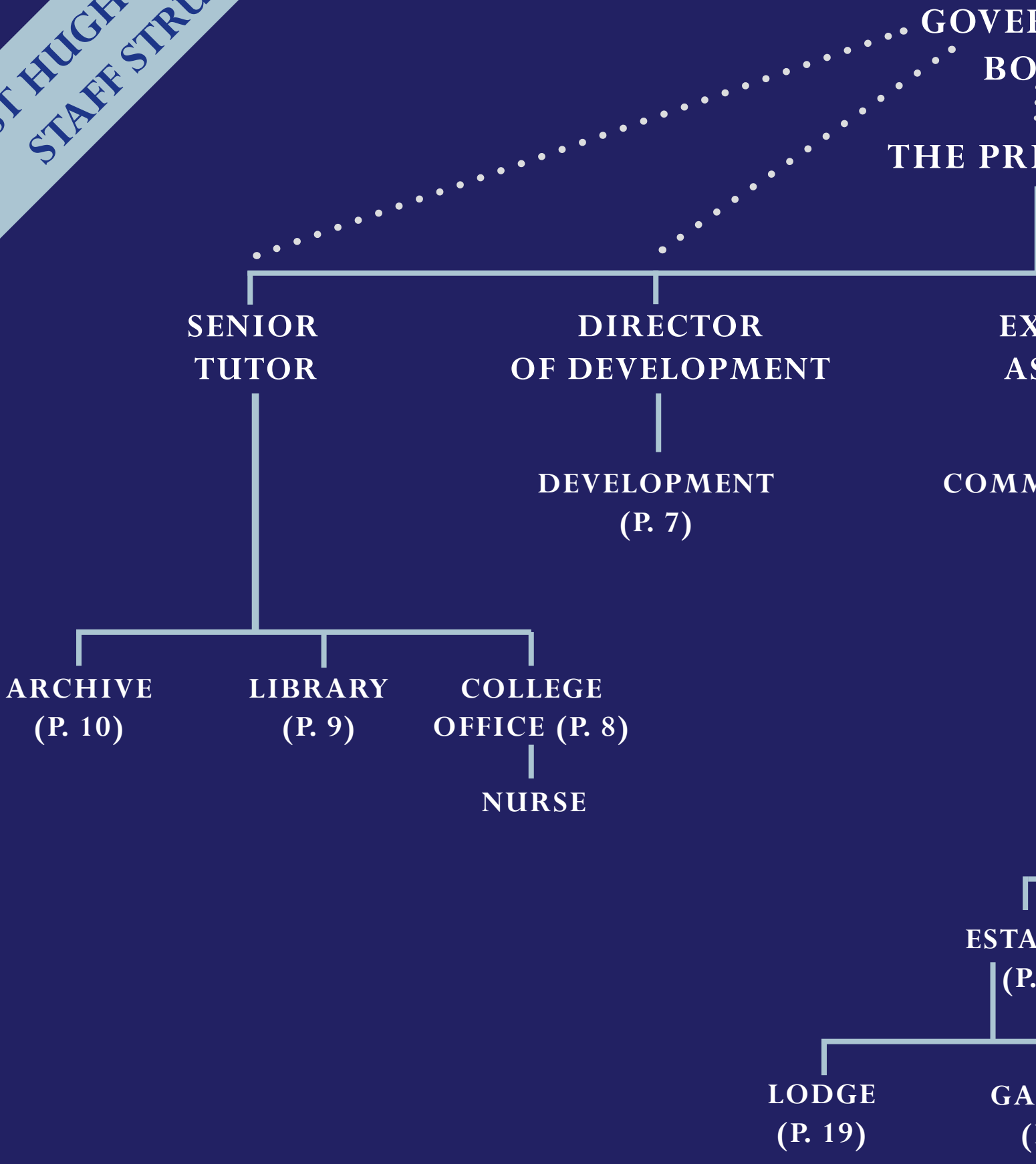
St Hugh's College

Staff Who's Who?

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ST HUGH'S COLLEGE
STAFF STRUCTURE



LEARNING

STRATEGY

PRINCIPAL

EXECUTIVE ASSISTANT

THE BURSAR (P. 11)

CHAPLAIN (P.6)

COMMUNICATIONS (P. 5)

EXECUTIVE ASSISTANT

OFFICES (P. 17)

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DOMESTIC BURSAR (P. 20)

FINANCE (P. 12)

HR (P. 15)

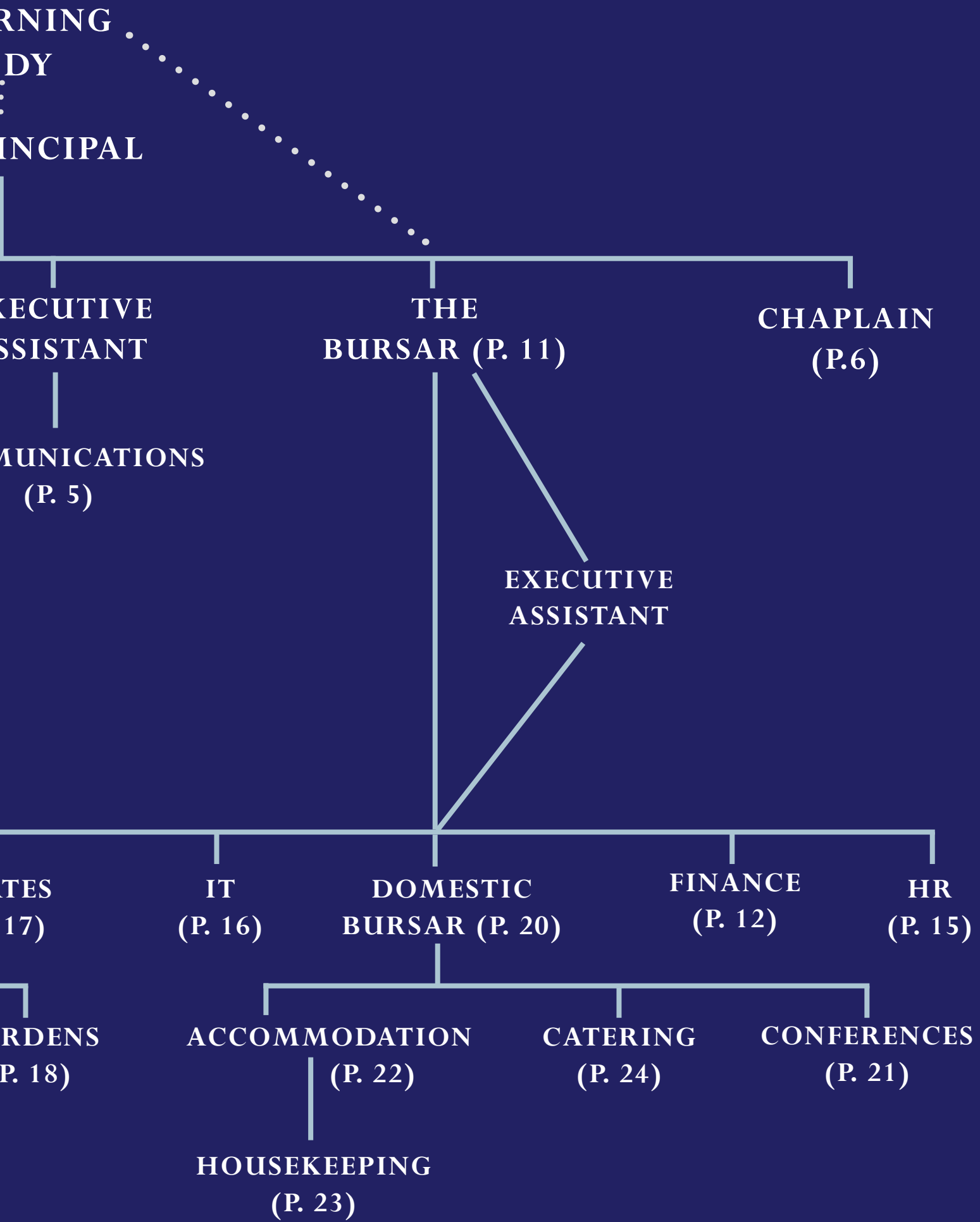
LANDSCAPING (P. 18)

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⑤ Principal's Executive Assistant

WHO are you?

The Principal's Executive Assistant

WHAT do you do?

- Provide comprehensive support to the Principal: manage her diary and negotiate internal & external events
- Line manage the Communications Manager
- Administer SCR membership

WHY might we need you?

- Planning, advice, logistics, event information

- Access to the Principal's diary

WHERE are you most likely to be found?

In my Office (Admin Corridor)

WHEN do you work?

Usually 9.30am-5.30pm and later!

HOW do we contact you?

E: amanda.moss@st-hughs.ox.ac.uk

T: 01865 274920

Busiest time? During term time

Communications

WHO are you?

The Communications Manager

WHAT do you do?

- Brand & promote the College
- Monitor social media & the press
- Manage the College's website & Magazine
- Record public and internal events
- Write the Staff Newsletter
- Circulate messages to staff and students
- Monitor student media

WHY might we need you?

- Assistance promoting events and services
- Photography

- Editorial assistance
- Website or social media updates

WHERE can you be found?

- The Principal's Team Office
- Behind a camera at College events

WHEN do you work?

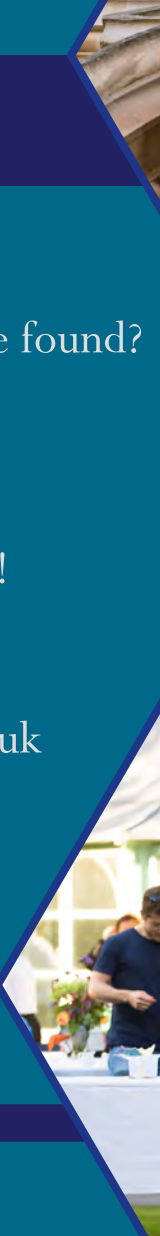
10am-6pm Mon-Fri

(+ regular evening work to cover events)

HOW do we contact you?

E: communications.manager@st-hughs.ox.ac.uk

Busiest time? Variable



Chaplaincy ⑥



WHO are you?

- The Chaplain
- The Chapel Music Tutor
- Student staff (Organ and Choral Scholars)

WHAT do you do?

- Lead the Chapel's services & events
- Oversee the College Choir
- Conduct weddings, baptisms, funerals & memorials
- Staff & student welfare

WHY might we need you?

- Support or counselling
- Liaise regarding the Chapel or for any College events

Busiest time? During term time



WHERE can you be found?

- Chaplain's office: RM 24 of Main Building
- In the Chapel

WHEN do you work?

9am-5pm Mon-Fri & Sunday
afternoons & evenings during term
time.

HOW do we contact you?

E: shaun.henson@st-hughs.ox.ac.uk

T: 01865 274955



⑦ The Development Office

WHO are you?

- Director of Development
- Executive Director of International Advancement
- Fundraising Manager
- Alumni Relations Manager
- Major Gift Fundraiser
- Database & Research Manager
- Regular Giving & Trusts Manager

WHAT do you do?

- Engage alumni & supporters of the College
- Run events
- Write publications (Alumni Magazine, The Chronicle, e-newsletter)
- Fundraise for the College through face-to-face meetings, the annual telethon & events.

WHY might staff need you?

- Discussion of alumni events
- Alumni details
- Tours for guests

WHERE are you most likely to be found?

In the office or at an event

WHEN do you work?

9am-5pm, Mon-Fri (+ evenings & weekends for events)

HOW do we contact you?

E: [development.office@](mailto:development.office@st-hughs.ox.ac.uk)

st-hughs.ox.ac.uk

T: 01865 13839

Busiest time?

All year round



The College Office ⑧



WHO are you?

- Academic Registrar
- Deputy Academic Registrar
- Admissions & Outreach Officer
- Administrative Officer
- Nurse

WHAT do you do?

- Oversee outreach events
- Administer undergraduate & graduate admission into the College
- Answer on-course student queries & write letters
- Co-ordinate student welfare & disability
- Organise graduations & exams
- Liaise with academic Staff
- Order stationery
- Manage student records

WHY might we need you?

- Student matters
- Stationery

- Information about the University

WHERE can you be found?

- In the College Office, Main Building
- Giving tours & presentations
- In a meeting with a student
- In the photocopier room!

WHEN do you work?

8am-5pm Mon-Fri

(+ some weekends for events)

HOW do we contact you?

E: college.office@st-hughs.ox.ac.uk

T: 01865 274929

Busiest time?

September/October particularly, but usually at the beginning & end of every term

⑨ The Library

WHO are you?

- The Librarian
- The Library Assistant

WHAT do you do?

- Develop the Library's collection
- Manage the Library & library services
- Oversee the day to day running of the Library
- Administer services to students
- Curate Library exhibitions

WHY might staff need you?

- Help finding a book/DVD in the Library or via the University's search functions

- Renewing your books or DVDs

WHEN do you work?

9am-5pm, Mon-Fri

HOW do we contact you?

E: library@st-hughs.ox.ac.uk

T: 01865 274938

Busiest time? During term time



WHO are you?

The College Archivist

WHAT do you do?

- Manage the College Archive
- Oversee contemporary records management
- Answer enquiries & facilitate research
- Curate Library exhibitions

WHY might staff need you?

- Queries concerning College history
- Archived student files for transcripts
- Putting contemporary content into the Archive

WHERE are you most likely to be found?

1st floor of the Library

WHEN do you work?

8am-4pm Mon-Tues, 8-11.30am Wed
(at Pembroke College for the rest of the week)

HOW do we contact you?

E: archivist@st-hughs.ox.ac.uk

T: 01865 613846



11 The Bursary



WHERE are you most likely to be found?

- In the Bursar's Office, by the Croquet Lawn entrance to Main Building
- Meeting with the managers
- In a committee meeting in College or across the University

WHEN do you work?

9am-5.30pm Mon-Fri

HOW do we contact you?

E: bursar@st-hughs.ox.ac.uk

T: 01865 274913

Busiest time? During term time/
when planning a future project

WHO are you?

- The Bursar
- Executive Assistant (shared with the Domestic Bursar)

WHAT do you do?

- Hold responsibility for all aspects of College life and buildings
- All non-academic provision for College Fellows, students & staff, in addition to conference guests & visitors
- Oversee & direct a number of key functions
- Ensure the successful continuation & development of the College & the estate for current & future generations.

WHY might staff need you?

For anything that can't be resolved with their Line Manager



The Finance Department (12)

WHO are you?

- Senior Accountant
- Financial Controller
- Cash Management & Credit Controller
- 2x Finance Officer

WHAT do you do?

- Advise on budgets
- Invoice & pay suppliers
- Administer student fees, loans, accommodation fees & battels
- Administer SCR invoices/ entertainment allowances, in addition to IT & research allowances & SCR subscriptions
- Reconcile Development gifts
- Process expense claims
- Administer external tuition payments & invoicing
- Manage cash-received
- Process Conference invoices

WHY might staff need you?

- Budgets & expenditure advice
- Expense claims & bus passes
- University card top-up
- Discussion of SCR & research allowances
- Making payments via the College credit card

WHERE are you most likely to be found?

- In the Finance Office in Main Building
- In a meeting

WHEN do you work?

8am-5pm, Mon-Fri

HOW do we contact you?

E: finance.office@st-hughs.ox.ac.uk

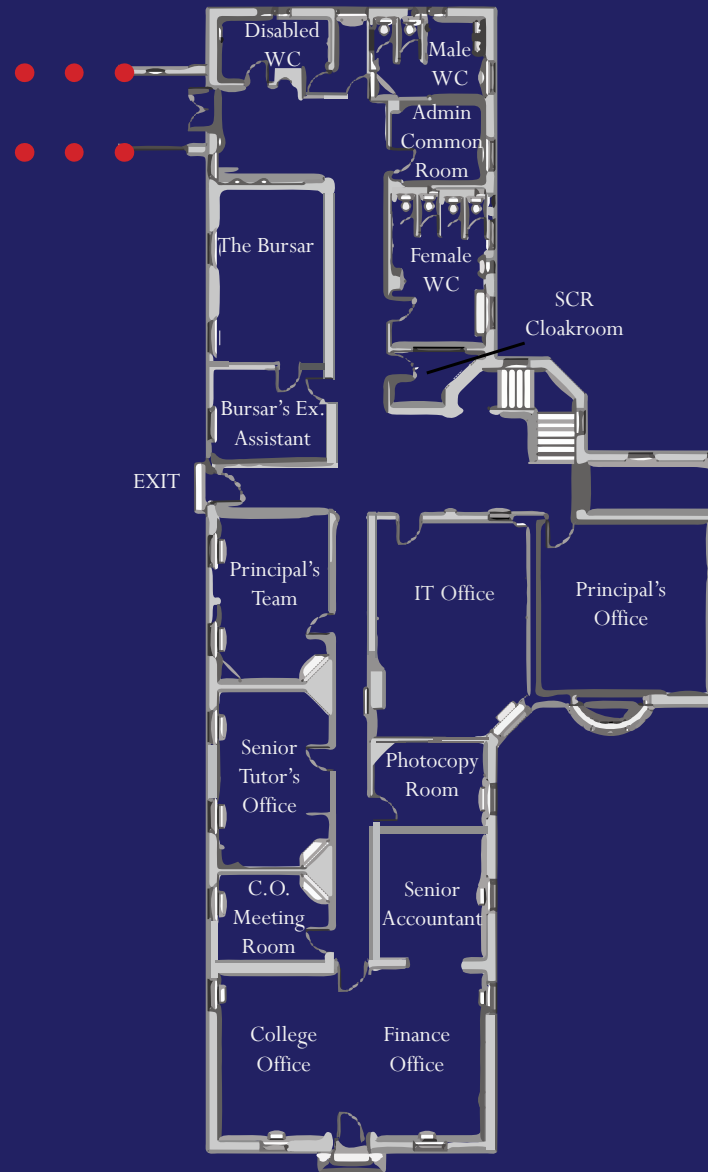
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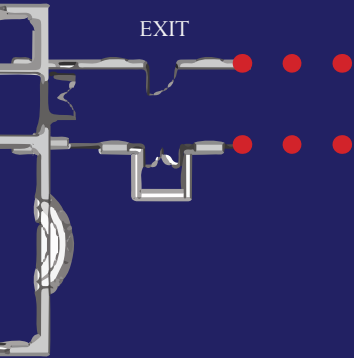
Busiest time? July-October



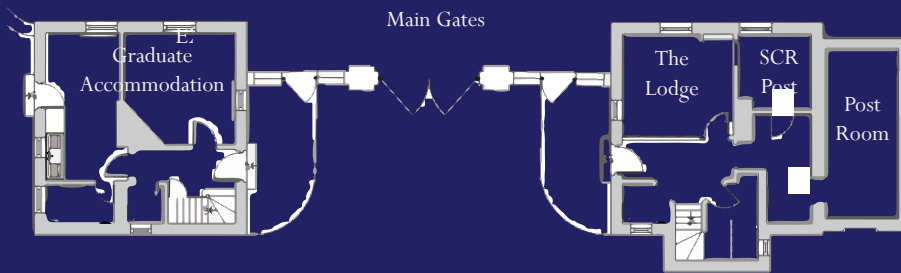


Mary Gray Allen Building





St Hugh's College Map of Offices



Main Building & The Lodge

15 The HR Department



WHO are you?

- HR Advisor
- HR Assistant

WHAT do you do?

- Provide support & guidance to all staff on people issues
- Oversee recruitment, right to work checks & inductions
- Process payroll & pension schemes
- Oversee employment regulation & legislation

WHY might staff need you?

- Normally Managers will be able to answer staff queries and questions. However, we are available to provide advice & support.

WHERE are you most likely to be found?

The HR office (near the JCR)

WHEN do you work?

9am-4pm, Mon - Fri

HOW do we contact you?

E: hr@st-hughs.ox.ac.uk

T: 01865 613834 | 01865 274914

Busiest time? There doesn't appear to be a quiet time!

The IT Department 16

WHO are you?

- IT Manager
- 3x IT Officers

WHAT do you do?

- Keep all staff, Fellows & students online & working
- Set up temporary computers for exams
- Provide guidance & training on all aspects of IT
- Communicate central network issues

WHY might staff need you?

- Any IT issues: internet problems, IT hardware/software issues
- Issues with University cards - money top ups (if Finance is not in)
- Printer cartridges

WHERE are you most likely to be found?

- The IT Office in Main Building
- All over College

WHEN do you work?

9am-5pm, Mon-Friday (covered by various staff)

HOW do we contact you?

E: it-services@st-hughs.ox.ac.uk

T: 01865 274931

R: Channel 4

Busiest time? Varies, but during term time mainly



17 The Estates Team

WHO are you?

- Estates Manager
- Maintenance Engineer
- Carpenter
- Decorator
- Electrician
- 2x Handyman
- 3x Quadsmen
- Plumber
- Administrator

WHAT do you do?

- Administer routine & emergency maintenance & repairs of College buildings & grounds
- Liaise with contractors
- Oversee health & safety

WHY might we need you?

- Maintenance requests (via website)
- Removals & installations (via website)
- Urgent health & safety issues (Lodge)



WHERE are you most likely to be found?

- Team is mobile - tea room & workshop is in MGA basement
- Admin/management MGA 14

WHEN do you work?

7am-3.45pm Mon-Fri

HOW do we contact you?

Maintenance request form

T: 01865 613882

R: Channel 3



Busiest time? All year

The Gardening Team (18)

WHO are you?

- Head Gardener
- Senior Gardener
- Gardener

WHAT do you do?

- Maintain all grounds, including paths, benches & fences
- Administer general gardening, such as maintenance of the beds & trees
- Mow the lawns

WHY might we need you?

- Collection of herbs
- Flowers for events
- Removal of ivy/overhanging shrubs

WHERE are you most likely to be found?

- In the gardens or the greenhouse
- In the mess room at 13 Canterbury Road (side annexe)

WHEN do you work?

7am-5pm, Mon-Fri

HOW can we contact you?

E: edward.reid@st-hughs.ox.ac.uk

T: 01865 274998

R: Channel 3

Busiest time? The summer (mowing) & Autumn (leaf clearing)



19 The Lodge

WHO are you?

- Head porter
- Deputy Head Porter
- 3x Day porter
- 2x Night Porters
- 2x Weekend Night porters

WHAT do you do?

- Look after the Fire Alarms in College
- Process incoming & outgoing post & parcels
- Administer first aid
- First point of contact for calls to College
- Control building access
- Look after student safety & 24-hour security

WHY might we need you?

- Access to buildings
- Post requests
- Accident reporting

WHERE can you be found?

- In the Main Lodge
- DPB Lodge
- About the College site

WHEN do you work?

The lodge is open 24hrs/day all year.

HOW do we contact you?

E: lodge@st-hughs.ox.ac.uk

T: 01865 274900

R: Channel 1

Busiest time? All year round!



Domestic Bursary 20

WHO are you?

- The Domestic Bursar
- Executive Assistant (shared with the Bursar)

WHAT do you do?

- Manage all aspects of the domestic side of College including:
 - Catering & dining
 - Accommodation (commercial & student)
 - Housekeeping
 - Conferences & events (internal & external)

WHY might we need you?

- Anything to do with catering, housekeeping, conferences or accommodation



WHERE can you be found?

- In the Domestic Bursar's Office next to the Wordsworth Room
- In the Dining Hall
- Meeting with my managers

WHEN do you work?

8.30am-5.30pm plus evenings & weekends for events

HOW do we contact you?

E: rahele.mirnatoghi@st-hughs.ox.ac.uk

T: 01865 274908

Busiest time? During big conferences/summer schools in the summer



21 The Conferences Office



WHO are you?

- Conferences Manager
- Conferences & Events Coordinator
- Accommodation & Conferences Assistant

WHAT do you do?

- Book and administer external & internal events ranging from summer schools & conferences to dinners
- Assist with AV setups
- Liaise with Catering, Estates, Accommodation & the Lodge about events
- Run the B&B rooms for the College

WHY might we need you?

- To book rooms & catering
- Discuss coordination of events

WHERE can you be found?

- Conference Office in Main Building
- Around the College site checking setups

WHEN do you work?

9am-5pm Mon-Fri (often later during term time)

HOW do we contact you?

E: conferences@st-hughs.ox.ac.uk

T: 01865 274424

R: Channel 2

Busiest time? During the holidays.

The Accommodation Office (22)

WHO are you?

- The Accommodation Manager
- Accommodation & Conferences Assistant

WHAT do you do?

- Allocate accommodation
- Oversee the day-to-day management of rooms for students, Fellows & staff
- Purchase furniture & equipment
- Oversee the work of the Housekeeping department

WHY might we need you?

- To order furniture or equipment
- To join the gym
- To book B&B room
- To comment on College cleanliness

WHERE can you be found?

In the Accommodation Office by the front doors of Main Building

WHEN do you work?

9am-5pm Mon-Fri

HOW do we contact you?

E: accommodation.manager@st-hughs.ox.ac.uk

T: 01865 274907

R: Channel 2

Busiest time? The beginning of the academic year and at the end of each term



23 The Housekeeping Team

WHO are you?

- Head Housekeeper
- 4x Senior Scouts
- Around 40 Scouts

WHAT do you do?

- Clean all College rooms, including student bedrooms, Fellows' rooms and offices
- Administer deep cleans on a regular basis
- Complete laundry orders
- Report health & safety issues posed by building faults
- Unofficially report student welfare

WHY might we need you?

- Any cleaning requests or queries
- In-depth knowledge of College buildings & grounds!



WHERE can you be found?

- All over the College
- Scout Common Room / Office

WHEN do you work?

9am-5pm Mon-Fri are covered & some weekends

HOW do we contact you?

E: housekeeping@st-hughs.ox.ac.uk

Maintenance Request Form

T: 01865 613857

R: Channel 2

Busiest time? All through the year, particularly turnovers at the end of the term



The Catering Team 24

WHO are you?

- Catering Manager
- Head Chef (plus 8x Chefs & 4x Kitchen Porters)
- 2x Deputy Hall Stewards (plus 3x Hall Team leaders & 7x Servery Assistants)
- SCR Steward
- Bar Manager (& Student Bar Assistants)

WHAT do you do?

- Provide all catering & bar services for the College, including conferences, events & meetings.
- Provide all meals in College: breakfast, lunch, dinner.
- Running the College Bar
- Assisting the Domestic Bursar with the day-to-day operation of the College wine cellar

WHY might we need you?

- Any questions about food or drink
- Organising any College event or meeting that involves any catering

WHERE can you be found?

In Hall, Wordsworth Tea Room, Senior Common Room or College Bar

WHEN do you work?

Generally 24/7 (before breakfast until the last evening meal has been cleared away)

HOW do we contact you?

E: catering.manager@st-hughs.ox.ac.uk
T: 01865 274905 | 01865 274906

Busiest time?

Every day from breakfast - mid-evening (or later), but especially on days when there are Formal Halls, special dinners, large conferences & summer schools.



25 Extra Information

Staff Committee

- Takes place once a term, usually around 6th Week
- Made up of representatives from each department with a permanent Chair and Secretary. Bursar and HR are also present for some of the meeting
- Discussions focus upon general staff matters - from the staff party and Christmas lunch, to issues about parking or lunch

Managers' Meetings

- Takes place every Tuesday morning
- All managerial staff are present with a rotating Chair
- Concerns general updates and information which are then fed back to all staff

Staff Coffee Mornings

- Take place throughout term time
- All staff are invited to have coffee/tea and pastries and have a chance to catch up with other departments
- Once a term the Principal gives feedback on recent developments and events

Staff Newsletter

- Published every month and written by the Communications Manager
- Includes updates, photographs and feedback on College life and is open to contributions from all staff members

Staff Summer Party

- Takes place during the Summer vacation, usually in August
- Is organised by a department or member of staff and overseen by Staff Committee and the Bursar
- Either held in College or at an off-site location, usually involving a band, a photo booth and sometimes a bouncy castle...

Staff Christmas Lunch

- Takes place in the last few days before College closes for Christmas
- Usually preceded by a drinks reception and including a quiz/raffle
- Either in College or at another College

- OthWeek:* The week before term begins for students. In Michaelmas Term, also known as Freshers' week
- Battels:* Bills from College
- Bodleian Libraries:* The collective name for all the central and departmental libraries - the main one is called the Bodleian
- China Centre:* Another name for the Dickson Poon Building
- The Chronicle:* College publication containing records from the past academic year
- Collections:* Undergraduate examinations which take place every term in College.
- Dean:* The Fellow responsible for student discipline
- Degree Days:* Graduation ceremonies which take place throughout the year
- eVision, OxCOURT, KX, Exchequer, Raiser's Edge:* Some of the many College systems for student databases, bookings, payroll and accounts
- Fellow:* A member of the College's teaching staff, also referred to as Tutors, Dons and SCR members
- Fob:* An electronic key that gives you access to College
- Gaudy:* College event for former students, run by the Development Office
- Governing Body:* The group responsible for the governance of the College
- Hilary:* Spring term: January - March
- JCR:* Junior Common Room: the undergraduate student body and the room above the bar
- Matriculation:* Registration ceremony for new students in October
- MCR:* Middle Common Room: Graduate student body & 87 Banbury Road
- Michaelmas:* Autumn term: October - December. First term of the academic year
- Nexus:* The University's email server
- Pigeon post:* The University's free internal mail system
- Scout:* Member of staff in the Housekeeping department
- SCR:* Senior Common Room: Fellows of the College and the common room in Main Building next to the Principal's office
- SSO:* Single Sign On: a unique code which you can use to sign in to various University systems
- St Hugh's College:* One of the 44 Colleges that make up the University, in addition to its Faculties and Departments and central offices
- Trinity:* Summer term: April - June
- University Card:* (Sometimes called a Bodleian card by students) An ID card that gives you access to College buildings and allows you to pay for lunch

