

PROFESSIONAL STAFF DIRECTORY



January 2023

Welcome to the College of Humanities, Arts and Social Sciences Professional Services

Our professional services support the University's activities in academic, student, international, research, and corporate areas. They are a hardworking and highly motivated team who are always seeking to improve the services provided to enhance the customer experience.

This professional services guide will help you get to know our professional staff services and assist in directing you to the right staff member.

Many of our College services can be accessed via our online request tool 'Service One' via your OKTA dashboard.

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DIRECTOR OF COLLEGE SERVICES

The Director, College Services (DCS) is responsible for providing leadership, and strategic and operational direction, for the College's delivery of professional support services to students and staff.

As part of the Leadership Team, the DCS leads strategic projects and change processes within the College, and contributes to the development and local implementation of University strategies, frameworks, standards and transformation initiatives.

The role provides leadership and direction to the professional staff working within the College across the matrix structure, and is responsible for the establishment of multi-disciplinary teams to provide cohesive and consistent customer service to staff and students.

DIRECTOR OF COLLEGE SERVICES Sean Parsonage

Contact: TBA

Email: sean.parsonage@flinders.edu.au

Location: Humanities, level 2, Room 278



COLLEGE SUPPORT TEAM

The Executive Officer and College Support team provide strategic and administrative support to the Vice-President and Executive Dean and Senior Executive of the College, and operational support to the whole College. They support College internal events, maintain the document library, communication systems and produce the College newsletter.

The College Support Team are also responsible for the delivery of orientation, student mentoring, the implementation of strategic initiatives and programs (such as APRs, workload and 3 year planning), supporting curriculum development processes, committees and projects and governance processes.

EXECUTIVE OFFICER

Sam Gross

Contact: 8201 9763

Email: sam.gross@flinders.edu.au

Location: Humanities, Level 2, 272



SENIOR PROJECT OFFICER

Kerry Ludwig

Contact: 82012 637

Email: kerry.ludwig@flinders.edu.au

Location: Humanities, Level 2, 272



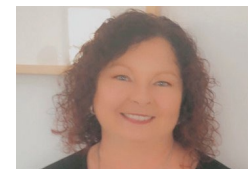
SENIOR COLLEGE SUPPORT OFFICER

Sonja Yates

Contact: 8201 5886

Email: Sonja.yates@flinders.edu.au

Location: Humanities, Level 2, 273



COLLEGE SUPPORT ASSISTANTS

Rebecca Holdstock and Colleen deLaine

Location: Humanities, Level 2, 272

Rebecca Holdstock

Contact: 8201 2130

Email: chass.operations@flinders.edu.au

Mon, Tues, Fri: 9:30 am - 2:30 pm; Wed: 9:30 am - 5:00 pm

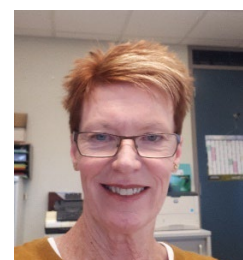


Colleen deLaine

Contact: 8201 2265

Email: chass.operations@flinders.edu.au

Wed & Thurs only: 8:30 am – 4:30 pm



TECHNICAL TEAM

The College of HASS Technical Team is responsible for providing specialist technical support for teaching and research activities across the College, primarily in the program areas of Screen & Media, Drama and Archaeology. The responsibilities for the team include:

- Liaising with Academic Staff to ensure the College priorities for teaching and research are being met
- Management of Work Health and Safety requirements
- Oversight of highly specialised equipment and laboratory spaces
- Administration of equipment and space booking systems.

TECHNICAL TEAM LEADER Scott Castledine

Contact: 8201 5016 / Mobile 0431 500 885
Email: Scott.castledine@flinders.edu.au
Location: Humanities, Level 2, 269



TERRESTRIAL ARCHAEOLOGY Chantal Wight

Contact: 8201 5063 / Mobile 0458 683 442
Email: arch.tech@flinders.edu.au
Location: Humanities, Level 1, 114a



MARITIME ARCHAEOLOGY Hiro Yoshida

Contact: 7421 9749
Email: arch.tech@flinders.edu.au
Location: Social Sciences North, Level 1, Room 123



TECHNICAL TEAM

DRAMA

Andrew Bailey

Contact: 8201 2488

Email: andrew.bailey@flinders.edu.au

Location: Matthew Flinders Theatre, Room 03



DRAMA

Cameron Mackness

Contact: 8201 5575

Email: cameron.mackness@flinders.edu.au

Location: Drama Centre, Room MO2



SCREEN AND MEDIA

Todd Pursche

Contact: 8201 5790

Email: screenbookings@flinders.edu.au

Location: Social Sciences North, Level 1, Room 115



STUDENT ADMINISTRATION SERVICES

Student Administration Services (SAS) provides support across the student and teaching lifecycles, from enrolments to graduation. The Division is defined by two interconnected levels of service: the College SAS teams and the University-wide SAS teams, who work collaboratively to deliver simple, timely, efficient and innovative student administration services and advice to both students and staff. The College SAS teams provide integrated, local support services for student, teaching and learning activities and are the closest point of contact for the College. Led by a College Manager, the teams consist of a number of support roles providing services in an area of expertise across the student administration lifecycle. Incoming service enquiries are triaged to ensure that staff are connected with the appropriate SAS team member to solve the request.

COLLEGE MANAGER **Julie Strunk**

The College Manager is responsible for leading the operations of the SAS service delivery team and driving SAS service improvements within the College (including Transnational Education Support).

Contact: 7221 8295

Email: Julie.strunk@flinders.edu.au

Location: Humanities, Level 2, Room 208



COORDINATOR ENROLMENT AND STUDENT PROGRESS **Carolyn Cousins**

Responsible for coordinating and providing enrolment and student progress services within the College, as well as being an escalation point for complex SAS enquiries

Contact: 8201 2195

Email: Carolyn.cousins@flinders.edu.au

Location: Humanities, Level 2, Room 208



ENROLMENT AND COURSE ADVISORS

Annie Taverner *and* Jo Willis

Responsible for providing students with high-quality enrolment and course planning support, including answering complex enquiries and giving specialised guidance. Managing student study plans, credit applications and course completions

Annie Taverner

Contact: 8201 5321

Email: hassenquiries@flinders.edu.au

Location: Humanities, Level 2, Room 208



Jo Willis

Contact: 8201 2590

Email: hassenquiries@flinders.edu.au

Location: Humanities, Level 2, Room 208



EDUCATION RESOURCES COORDINATOR

Jess Wetherall

Operating across Colleges, responsible for University resources scheduling activities, including the development of the University timetable. Management of class registration activities and resolution of timetable changes. Providing reports/input to curriculum planning, modelling and load planning.

Contact: 7421 9125

Email: jess.wetherall@flinders.edu.au

Location: Humanities, Level 2, Room 208



EDUCATION RESOURCES OFFICER

Emily Millar

Supporting resources scheduling activities, including the ongoing maintenance of the University academic timetable. Supporting class registration activities and administration relating to the engagement of casual academic staff.

Contact: 8201 2135

Email: chassero@flinders.edu.au

Location: Humanities, Level 2, Room 208



**STUDENT PROGRESS AND ASSESSMENT
ADVISOR
Jo Smiley**

Responsible for providing students and staff with support relating to assessment, examinations, results entry, deferred/supplementary exams, student progress/At Risk, and prizes and awards processes.

Contact: 8203 5516
Email: hassenquiries@flinders.edu.au
Location: Humanities, Level 2, Room 208



**STUDENT ADMINISTRATION SERVICES
ASSISTANT
Loretta Kahmann**

Responsible for providing a wide variety of administrative services for student, teaching and learning activities to students and staff. This includes support across the student lifecycle, assisting Topic Coordinators with preparation and administration of topics, and supplementing the administrative support for WIL activities.

Contact: 8201 7924
Email: hassenquiries@flinders.edu.au
Location: Humanities, Level 2, Room 208



WORK INTEGRATED LEARNING

The WIL team liaise with industry regarding potential placement opportunities and requirements and manage related contracts. They promote activities to students through information sessions, email, social media, in lectures and events. They also prepare students and manage their requirements for placement, coordinate compliance checking, records and reports, and respond to student queries during placement, and seek and action post-placement feedback from industry partners.

WORK INTEGRATED LEARNING COORDINATOR Kahlene Michalanney

Contact: 8201 2603
Email: kahlene.michalanney@flinders.edu.au
Location: Social Sciences South, Level 2, Room 250



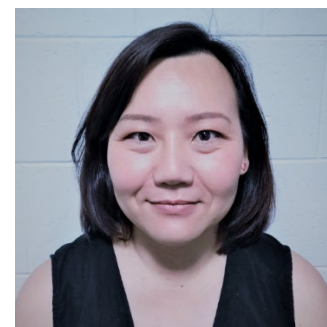
WORK INTEGRATED LEARNING TEAM LEADER Jess Venning

Contact: 8201 5133
Email: jess.venning@flinders.edu.au
Location: Social Sciences South, Level 2, Room 269



WORK INTEGRATED LEARNING SUPPORT OFFICER Tiffany Ponsittinat

Contact: 8201 3517
Email: tiffany.ponsittinat@flinders.edu.au
Location: Humanities, Level 2, 269 (Thurs & Fri)



ONLINE LEARNING AND TEACHING

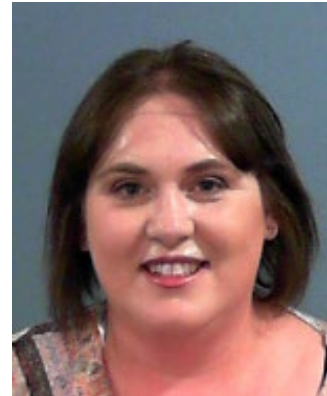
The Online Learning and Teaching team leads and supports high quality online and blended learning and teaching; the innovative and expanded use of educational technology, and eLearning support services.

LEARNING DESIGNER **Cheryl Schelbach**

Contact: 8201 3267

Email: Cheryl.schelbach@flinders.edu.au

Location: Humanities, Level 2, 269



eLEARNING AND MEDIA OFFICERS (ELMOs) **Lefeng Lin and Marcia Schubert**

Our ELMOs support academic and professional staff in the use of Flinders Learning Online (FLO) to support learning and teaching in online (digitally delivered and assessed) and blended (a combination of online and traditional face- to-face learning) modes

Contact: 8201 5000 or via Service One

Location: Humanities, Level 2, 269
AND Law and Commerce, Level 3, 13



PEOPLE AND CULTURE

The People and Culture team are the contacts for staff and supervisors in the College for P&C queries and issues and can provide guidance to managers in relation to HR processes, paperwork and progressing HR paperwork through to employment services. They also support strategic staff related issues, including recruitment, employee relations, case management and change, and mentor, coach and train supervisors on P&C related processes. They are available to provide interpretation and advice on the Enterprise Agreement.

SENIOR PEOPLE AND CULTURE BUSINESS PARTNER Katie Hazell

Contact: 8201 5360

Email: katie.hazell@flinders.edu.au

Location: Humanities, Level 2, 279 and Social Sciences
South, Level 2, Room 267



PEOPLE AND CULTURE ADVISOR Soumya Baby

Contact: 8201 2221

Email: soumya.baby@flinders.edu.au

Location: Humanities, Level 2, 279



FINANCE

The Finance team provide operational financial support to the college including information and advice on accounts, payment of invoices, staff reimbursements, University purchasing cards, raising debtor invoices and purchase orders. They can assist with research grant account queries and acquittals. They can also assist with salary costings and advice on university financial policies, Fringe Benefits Tax (FBT) and GST. They provide strategic financial support to the College in the form of financial modelling and analysis, the preparation of budgets, forecasts, rolling projections and variance reporting.

FINANCE BUSINESS PARTNER Susan Harris

Contact: 8201 3484
Email: chass.finance@flinders.edu.au
Location: Humanities, Level 2, 272



FINANCIAL ANALYST Josie Nunn

Contact: 8201 3611
Email: chass.finance@flinders.edu.au
Location: Humanities, Level 2, 272



FINANCE SERVICES Central Processing Team

Contact: via email
Email: chass.finance@flinders.edu.au

GRANTS FINANCE OFFICER Tracy Knight

Contact: 8201 5044
Email: grants.finance@flinders.edu.au
Location: Education Building, Level 4, Room 4.28



MARKETING AND COMMUNICATIONS

The Office of Communication, Marketing and Engagement (OCME) is pivotal in managing and advancing Flinders' reputation as an innovative, world-leading university. In an increasingly competitive higher education market, with a dynamic media landscape, it's crucial to have a strong, consistent and recognisable brand. Through the ongoing development and implementation of strategies and programs, OCME supports the University to achieve its objectives set out in the 2025 Agenda. The experienced, professional staff at OCME are responsible for promoting our brand through words, ideas, and images that articulate and reinforce the mission and values of Flinders. The multi-faceted team assist staff through numerous activities including:

- the management and creation of marketing and branding campaigns and materials
- liaising with external news providers
- producing internal and external media content
- communications training
- alumni engagement
- advancement and fundraising support
- events management
- and stakeholder engagement support.

Marketing and Communications partners manage marketing and events aligning with College strategic plans, College marketing and communication plan, develop written content for a wide range of purposes, increase the profile of the College research activities, College Website text, dissemination of newsworthy activities, College strategic engagement with University events, for example, Open Days.

MARKETING AND COMMUNICATIONS PARTNER Sophie Muir

Contact: 8201 5324
Email: sophie.muir@flinders.edu.au
Location: Humanities, Level 2, 269



DIGITAL CONTENT PRODUCER Jessica Ingram

Contact: 8201 3288
Email: jessica.ingram@flinders.edu.au
Location: Humanities, Level 2, 269



INTERNATIONAL RECRUITMENT AND ENGAGEMENT

MANAGER **Brett Wagner**

Contact: 8201 3813
Email: brett.wagner@flinders.edu.au



ALUMNI AND ADVANCEMENT

The College Alumni Partner creates connections and develops relationships with our alumni, emphasising the positive benefits of maintaining connection with the university, using creativity to foster connections and instituting the mentoring program within the college.

The College Advancement Manager identifies and develops relationships with individual philanthropists, corporate and community partners and alumni who will support the college in its endeavours by donating their time, resources and financial support

ADVANCEMENT MANAGER **Heidi Warren**

Contact: 8201 7979
Email: heidi.warren@flinders.edu.au
Location: Humanities, Level 2, 269



ALUMNI AND ADVANCEMENT PARTNER **Rebecca Esteve**

Contact: 7421 9765
Email: rebecca.esteve@flinders.edu.au
Location: Humanities, Level 2, 269



RESEARCH DEVELOPMENT AND SUPPORT

The Research support team provide front of house research support for the College representing RDS and support to Dean Research in activities such as the College research strategy/plan, research initiatives and research committees. They provide high level support for the development and preparation of major grant applications, promote targeted funding opportunities, research engagement/impact and research profiling and give specialist advice on policies, processes, guidelines, research project management and compliance matters. They are also responsible for implementing and coordinating College strategic research activities, internal grant schemes and the College research budget including strategic co-investments, and coordinate Certification Approvals for all external grant applications.

SENIOR RESEARCH SUPPORT OFFICER Narmon Tulsi

Contact: 8201 2868
Email: narmon.tulsi@flinders.edu.au
Location: Social Sciences North, level 3, Room 3120



SENIOR RESEARCH SUPPORT OFFICER Dania Lawrence

Contact: 8201 2555
Email: dania.lawrence@flinders.edu.au
Location: Humanities, Level 2, 272



RESEARCH ASSISTANT / PROJECT OFFICER Mimi Eldeeb

Contact: 8201 2237
Email: mimi.eldeeb@flinders.edu.au
Location: Humanities, Level 2, 269



WORK HEALTH AND SAFETY

The college Work Health and Safety team oversee all activities relating to WHS including ergonomic advice and workstation assessments, advice on hazard management, field trips, diving and boating oversight, WHS compliance, risk assessment, investigation/reporting on accidents/incidents, WHS Training, elections for Health & Safety Representatives, legislation advice, as well as development and advice on policy and procedures.

SENIOR WORK HEALTH AND SAFETY OFFICER Tim Reeves

Contact: 8201 5638
Email: tim.reeves@flinders.edu.au
Location: Humanities, Level 2, 269



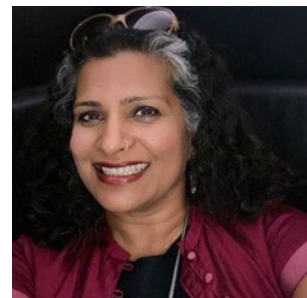
For urgent requests please contact the WHS Unit on 8201 3024

PROPERTIES, FACILITIES AND DEVELOPMENT

Our College Space and Facilities team are the face-to-face liaison between the Properties and Facilities & Development division and the College, providing campus presentation and maintenance, infrastructure and space planning, capital development and delivery, campus retail management, concierge services, fleet management and campus transport, car parking, security and access, mail and courier services.

COLLEGE SPACE AND FACILITIES PLANNER Pragathi

Contact: 7421 9902
Email: pragathi@flinders.edu.au
Location: Registry, Level 1, Room 131



COLLEGE SPACE AND PROJECTS COORDINATOR Steve Slape

Contact: 8201 2374
Email: steve.slape@flinders.edu.au
Location: Registry, Level 1, Room 140



NON-RESEARCH CONTRACTS

A Contracts Officer can assist professional and academic staff to negotiate, document and manage the University's relationships with third parties.

Please contact me when you:

- Want to engage a third party on behalf of the University (including engaging teaching staff as contractors)
- Are presented with a document which seeks to bind the University in any way
- Obtain funding or gifts from external sources
- Wish to download or purchase new software
- Are asked to sign a document on behalf of the University
- Wish to terminate or end the University's relationship with another party
- Wish to renew or vary an existing contract

CONTRACTS OFFICER Nicholas Dowling

Contact: 8201 5237
Email: chass.contracts@flinders.edu.au
Nick.dowling@flinders.edu.au
Location: Registry, Room 124



INFORMATION AND DIGITAL SERVICES

IDS are the first point of call for all your IT needs. The IDS team will help you with:

Teaching and Learning – Technology exists in all teaching and learning spaces to meet the needs of both presenter and audience. This includes all your audio visual, online and remote access needs. Don't hesitate to reach out to IDS if you need advice or assistance with using the technology.

Computer Support – IDS partners with the college to ensure staff are provided with a computer that meets their needs. They ensure your device remains operational and has the applications relevant to you. They also provide support for your voice and video communication needs, such as telephony and Microsoft Teams.

Research – IDS manages High Performance Computing (HPC) and has a team dedicated to supporting the colleges' research needs.

Planning & Data Analysis – IDS can assist the college and you with your data analysis needs. Planning and statistical data in relation to the college is available, along with a plethora of other reporting capabilities.

Strategy - IDS in collaboration with the college will implement the most appropriate technology to meet your and the Colleges' needs.

It all starts with contacting the IDS Service Desk:

Phone: 8201 2345

Service One: Raise a support ticket online using Service One <https://flindersuni.service-now.com/csp/>

Online: Self help and online resources can be found here: <https://staff.flinders.edu.au/workplace-support/digital-services>