

Operational issues: Who to contact in the first instance

Please note: academic, welfare or library issues are not covered here.

<p>Amanda and Cindy Receptionist and Administrator</p> <p>Cindy Weekend Receptionist</p>	<p>Door entry system queries, temporary access cards, mail and parcels, internal mail, lost room keys, if you're locked out during office hours, room bookings and key collection, vacation storage, paying battels, lockers, catering booking forms, projector booking, vacation residence.</p>	<p>reception@regents.ox.ac.uk Reception, 01865 288120 Mon- Fri 9am- 5pm; Sat- Sun 11am- 5pm (term- time only)</p>
<p>Sharon College Administrator and Receptionist Cover</p>	<p>Meals system (your meals account – either pay- as- you- go or online booking), formal hall bookings, matriculation, graduation, ministerial student queries.</p>	<p>sharon.merry@regents.ox.ac.uk Reception, 01865 288178, Mon- Fri 9am- 5pm</p>
<p>Dean Maintenance Officer</p>	<p>Maintenance problems.</p>	<p>Report issues at Reception or to Dean directly maintenance@regents.ox.ac.uk, Mon- Thurs 8am- 4pm</p>
<p>Mark Catering and Domestic Manager (Sarah is the assistant manager)</p>	<p>Catering: feedback on food, dietary requirements. Domestic: issues with room cleaning or general cleaning, recycling and waste management, first aid kits.</p>	<p>mark.rippington@regents.ox.ac.uk Kitchen, 01865 288131 Mark: Mon- Fri 7am- 2pm, Fri 3pm- 8pm; Sarah: Mon- Fri 12pm- 8pm</p>
<p>Stephen Director of Operations and Fellow</p>	<p>Issues referred from other members of the team. Major maintenance, special projects, special events, health and safety, safeguarding.</p>	<p>stephen.mcglynn@regents.ox.ac.uk Reception, 01865 288123, Mon- Fri</p>
<p>Nicki Director of Finance and Fellow</p>	<p>Battels and fees, travel grants, financial hardship and support, student loans, bursaries and scholarships, OxCORT payments and payroll, landlord references, vacation residence support grants.</p>	<p>nichola.kilpin@regents.ox.ac.uk Office between Reception and SCR, 01865 288122, Mon- Fri</p>
<p>Ruosi Academic Administrator</p>	<p>Replacement University cards, disability support, enrolment, proof of student status and college stamps, transcripts, visa checking, safeguarding concerns.</p>	<p>academic.administrator@regents.ox.ac.uk Vinson Corridor, 01865 288153, Mon- Fri 9am- 5pm</p>
<p>Alex and Roger Junior Deans</p> <p>Bethany Assistant Dean</p>	<p>Out- of- hours only. Locked out of your room or to report major maintenance issues (e.g. power failure, flood). Can contact Stephen or Bob at home in case of major issues.</p> <p>University Security can also help in emergencies on 01865 289999.</p>	<p>Out- of- hours only. The Junior Dean on duty is indicated at Reception.</p> <p>Lily: 07487 565998, Angus 1 George: 07960 138464, Angus 3 Bethany: 07847 497825, Wheeler 2</p>
<p>Jorge IT Support</p>	<p>Printers, WiFi, computers outside the Library.</p>	<p>it-support@regents.ox.ac.uk Library Office, 01865 288145, Mon 9am- 1pm, Thurs 1 pm- 5pm</p>
<p>JCR officers</p>	<p>JCR room ballot, coffee machine, air beds</p>	
<p>Wash Station</p>	<p>Issues or queries relating to the Sheol laundry.</p>	<p>24/ 7 support line: 0800 141 2331</p>