

**WHO'S WHO
WITHIN THE CWU**

Last updated: August 2010

TABLE OF CONTENTS

CONTACTS1

INTRODUCTION BY GENERAL SECRETARY2

UNION’S OFFICERS AND DEPARTMENTAL HEADS3

GENERAL SECRETARY’S OFFICE4

SENIOR DEPUTY GENERAL SECRETARY’S DEPARTMENT5

IT DEPARTMENT (SDGS)7

TELECOMS & FINANCIAL SERVICES DEPARTMENT8

POSTAL DEPARTMENT11

ORGANISING DEPARTMENT14

EQUAL OPPORTUNITIES DEPARTMENT18

HEALTH, SAFETY & ENVIRONMENT DEPARTMENT19

LEGAL DEPARTMENT20

EDUCATION AND TRAINING DEPARTMENT23

EDUCATION AND TRAINING (ALVESCOT LODGE)24

EDUCATION AND TRAINING DEPARTMENT (ELSTEAD HOTEL).....26

INTERNATIONAL AFFAIRS DEPARTMENT27

COMMUNICATIONS DEPARTMENT28

RESEARCH DEPARTMENT30

HR AND FACILITIES DEPARTMENT32

CWU EMPLOYER PENSIONS’ OFFICE.....34

CONTACTS

COMMUNICATION WORKERS UNION
150 THE BROADWAY
WIMBLEDON
LONDON, SW19 1RX

www.cwu.org

www.billyhayes.co.uk

COMMUNICATION WORKERS UNION
150 THE BROADWAY
WIMBLEDON
LONDON
SW19 1RX

TEL: 020 8971 7200

FAX: 020 8971 7300

EMAIL: info@cwu.org

WEBSITE: www.cwu.org

WEBLOG: www.billyhayes.co.uk

NOTE:

This booklet is not a phone or email directory, these details can be obtained from the main switchboard or Organising Department on the above telephone number

INTRODUCTION BY GENERAL SECRETARY

Welcome to the Who's Who within CWU.

This booklet is designed to sketch who is employed by the CWU. It is as up to date as any document of this kind can be. Naturally there are some grey areas with respect to employees, e.g. Regional Project Workers are funded by the Department for Education and Skills, but line responsibility is with the Head of Education and Training.

This short booklet is a brief guide to those who are employed at CWU HQ and the outstations of the Head Office. It is not intended to act as a definitive guide but it does bring together in a single manageable form, a compendium of those who work on behalf of our members.

As at August 2010 the CWU had **212 employees, 186 full-time and 26 part-time.**

It is hoped this booklet will assist in making the unions operation more transparent.

Staff are members of the following trade unions: CWU, GMB and NUJ.

This document can be accessed on the CWU Website www.cwu.org

W Hayes
General Secretary

The CWU is committed to equal opportunities in employment. Details of the employment policy and procedures can be obtained by contacting Alice Butler, Head of HR and Facilities, 150 The Broadway, Wimbledon, SW19 1RX Tel: 020 8971 7200. Email: abutler@cwu.org

UNION'S OFFICERS AND DEPARTMENTAL HEADS

General Secretary

Billy Hayes

Senior Deputy General Secretary

Tony Kearns

Deputy General Secretary (Postal)

Dave Ward

Postal

Vacant

Ray Ellis

Andy Furey

Bob Gibson

Terry Pullinger

HR and Facilities

Alice Butler

Equal Opportunities

Linda Roy

Deputy General Secretary (Telecoms & Financial Services)

Andy Kerr

Telecoms & Financial Services

Sally Bridge

Nigel Cotgrove

Ian Cuthbert

Brian Healy

Colin O'Callaghan

Grace Mitchell

Jim Gavine

International Affairs

John Baldwin

Health & Safety

Dave Joyce

Legal Services

Tony Rupa

Communications

Kevin Slocombe

Organising

John East

Assistant Secretary

Simon Sapper

Research

Natalie Jacottet

Education & Training

Trish Lavelle

GENERAL SECRETARY'S OFFICE

Billy Hayes General Secretary

The General Secretary reports to the NEC. The General Secretary provides the strategic direction of the Union and takes the lead in relation to the Union's management and relations with all outside bodies. The General Secretary is also Chief Spokesperson and representative of the CWU. The General Secretary also has a line management responsibility for the immediate office and allocation of responsibilities to all employees of the CWU.

Stephen Bell Head of Policy

The Head of Policy supports the General Secretary and their office in their work. The post-holder has responsibility for keeping the General Secretary up-to-date on issues affecting CWU members and provides him with advice, assistance and coordination on all policy matters.

Andrea Snowden Head of Administration

The Head of Administration supports the General Secretary and their office in their work. The post-holder has responsibility for managing and prioritising the work of the General Secretary's Department and for tracking decisions and monitoring progress as well as co-ordinating work between the GS's Department, his Regional Secretaries and reports.

Dorothy Lovett Executive Personal Assistant

The Personal Assistant has responsibility for the efficient running of the General Secretary's Department.

Janet Mather Personal Assistant

The Personal Assistant provides an administrative and secretarial role to the General Secretary and Policy Advisor.

Diane Clarke Personal Assistant

The Personal Assistant provides an administrative and secretarial role to the General Secretary, specialising in political matters.

SENIOR DEPUTY GENERAL SECRETARY'S DEPARTMENT

Tony Kearns

Senior Deputy General Secretary

The Senior Deputy General Secretary deputises for the General Secretary when absent. The SDGS has lead responsibility of the finances for the Union, producing policy documents for the FOS and NEC to set the financial strategy of the Union. In addition, the post-holder is responsible the administration of National Elections and Industrial Action Ballots and for dealing internally with CWU employees (pay, terms and conditions etc) together with the Head of Human Resources and Facilities. SDGS has line management responsibility for employees in the Finance Department as follows. The SDGS is the CWU National Officer for the Retired Members Advisory Committee:

Peter Metcalfe

Senior Policy Advisor

The Senior Policy advisor provides policy advice and support to the SDGS as well as manages the work of the Finance section employees. In addition the Senior Policy Advisor undertakes special projects on behalf of the SDGS.

Vacant

Finance and Budget Manager

The Finance Assistant works with the Senior Policy Advisor to produce budget information for the budget holders. Additionally the position undertakes some secretarial work for the SDGS.

Chris Tapper

Events Manager and Membership Services

Responsible for the administration of membership services and co-ordination of CWU events including the planning and administration of conferences. The post also assists the SDGS in matters pertaining to retired members (RMAC).

Kelly McIntyre

Senior Secretary

The Senior Secretary provides an administrative, secretarial and financial assistance role to the SDGS and the Senior Policy Advisor.

Vacant

Assistant Finance System Manager

The Assistant Finance System Manager deputises takes responsibility for managing the cash and reconciliation of all bank transactions. The role also manages and administrates payroll.

Vacant

Accountant

The Accountant has responsibility for confirming all financial outgoings are legitimate and in accordance with rules and regulations as well as providing management accounts and cash flow projections.

Linda McNamara
Branch Accounts Administrator

Branch Accounts responsibilities include maintaining accurate records of Branch expenditure and claims and interfacing with Branches.

Vacant
Branch Accounts

Branch Accounts responsibilities include maintaining accurate records of Branch expenditure and claims and interfacing with Branches.

Jenny Muir
Purchase Ledger Accounts Clerk

The Purchase Ledger Clerk responsibilities include the payment of all general invoices and general administration.

Diana Puttick
Accounts Clerk

The Accounts Clerk responsibilities include the payment of expense invoices for CWU Officers, staff and Field Activists.

Vacant
Accounts Clerk

The Accounts Clerk responsibilities include the payment of expense invoices for CWU Officers, staff and Field Activists.

Lisa Parrett
Ballot Clerk

The Ballot Clerk is responsible for the preparation and despatching of Ballot papers, biographical details, membership listings and related work.

IT DEPARTMENT (SDGS)

David McIntosh

IT Project Manager (Temporary)

The individual is responsible for making some limited budgetary decisions as well as liaising with the Senior Deputy General Secretary to advise, direct and discuss on a future IT Strategy for the CWU.

Doreen Russell

Personal Assistant

The Personal Assistant provides secretarial and administrative support in the Department and co-ordinates the IT helpdesk. The post-holder also provides IT support when required.

Geoff Green

IT Support Assistant

The IT Assistant provides IT support within Union Headquarters and its related offices.

Ashley Sandell (Temp)

IT Support Assistant

The IT Assistant provides IT support within Union Headquarters and its related offices.

Vacant

IT Helpdesk Assistant

The IT Helpdesk Assistant receives support enquiries from users. The post-holder is responsible for logging jobs and providing IT support when required.

TELECOMS & FINANCIAL SERVICES DEPARTMENT

Andy Kerr

Deputy General Secretary (Telecoms & Financial Services)

The Deputy General Secretary (T&FS) is the Senior Officer in the Communication Workers Union reporting to the Telecoms and Financial Services Executive (TFSE) and in that capacity oversees the work of the Department.

The Deputy General Secretary (T&FS) reports to the TFSE on all industrial issues affecting members employed within the Telecommunications and Financial Services Industries. The DGS (T&FS) acts for and with the authority of the General Secretary as required.

The DGS (T&FS) also line manages a team of employees as follows:

Bill Taylor

Senior Policy Advisor

The Policy Advisor supports the DGS (T&FS) and the Officerial team in carrying out the work of the Department.

Audrey Brown

Senior Personal Assistant

The Personal Assistant is responsible for providing an administrative and secretarial service to the DGS (T&FS).

Barbara Rodrigues

Senior Personal Assistant

The Personal Assistant is responsible for providing an administrative and secretarial service to the DGS (T&FS) and the Telecoms and Financial Services Executive.

Sally Bridge

Assistant Secretary

Has responsibility for all BT Operator & Ancillary issues, Agency Suppliers (Hays, Kelly's, Manpower UK and Search), Eures, ISS – Eaton, Manpower Business Services, Telefonica O2 UK, Service Birmingham Capita. The post-holder has line management responsibility for the following:

Kay Corrigan

Personal Assistant

The Personal Assistant fulfils administrative and secretarial support to the Assistant Secretary.

Nigel Cotgrove
Assistant Secretary

Has responsibility for all issues in G4S, iPSL, Santander including Geoban, Isban, Produban) and Pension issues in the Telecoms & Financial Services sectors. The Assistant Secretary is also Officer to the Financial Services Sub-Committee and to the Independent Review Body.

The post-holder has line management responsibility for the following:

Suzanna Deacons
Personal Assistant

The Personal Assistant fulfils an administrative and secretarial role to the Assistant Secretary.

Neelam Verma
Pensions Advisor

Works to the Assistant Secretary assisting pension case work and is also Secretary of the NCU SSS.

Ian Cuthbert
Assistant Secretary

Has responsibility for Alphameric, BT Retail Engineering issues, BT Ireland, BT Openreach, COLT, Manx Telecom, Mirec, Norlands, Telecity, William Hill Ltd.

The post-holder has line management responsibility for the following:

Louise Lane
Personal Assistant

The Personal Assistant fulfils an administrative and secretarial role to the Assistant Secretary.

Jim Gavine
Assistant Secretary

Has responsibility for all issues in BT Retail (excluding Operator & Ancillary and Engineering issues), BT HQ Functions. Will also have responsibility for BT Retail Billing, Steria and Yell later this year. The post-holder has line management responsibility for the following:

Julie Quaife
Personal Assistant

The Personal Assistant fulfils an administrative and secretarial role to the Assistant Secretary.

Brian Healy
Assistant Secretary

Reports to the DGS (T&FS) on strategic issues for BT Group; this also embraces the Next Generation Access Network campaign as well as Regulation and Resourcing. The post-holder is the Officer for BT Operate, BT MSL, BT Design and BT Wholesale. In addition is the Officer for Accenture HR Services, Accenture Learning and Hewlett Packard.

The post-holder has line management responsibility for the following:

Marcia Lewis
Personal Assistant

The Personal Assistant fulfils an administrative and secretarial role to the Assistant Secretary.

Grace Mitchell
Assistant Secretary

Has responsibility for ANovo, Airwave, BT Fleet, BT Personnel and Equality issues, BT Supply Chain, Fujitsu Birmingham and Northern Ireland, Virgin Media
The post-holder has line management responsibility for the following:

Imelda Holmes
Personal Assistant

The Personal Assistant fulfils an administrative and secretarial role to the Assistant Secretary.

Colin O'Callaghan
Assistant Secretary

Has responsibility for BT Estates (BT Property, Monteray, Telereal Trillium, Reliance), BT Global Services, BT Personnel issues including Facilities, London Weighting, Newgrid, Relocation, Newstart and Modern Apprentices, Catering BTUK, Computacenter.
The post-holder has line management responsibility for the following:

Lisa DeFontaine
Personal Assistant

The Personal Assistant fulfils an administrative and secretarial role to the Assistant Secretary. This role is worked on a job share basis.

(Christina) Linda Massey
Personal Assistant

The Personal Assistant fulfils an administrative and secretarial role to the Assistant Secretary. This role is worked on a job share basis.

POSTAL DEPARTMENT

Dave Ward

Deputy General Secretary (Postal)

The Deputy General Secretary (Postal) is the Senior Officer in the Communication Workers Union reporting to the Postal Executive and in that capacity oversees the work of the Postal Department.

Six National Officers of the Union within the Postal Industry report to the Deputy General Secretary (Postal). The Deputy General Secretary (P) reports to the Postal Executive on all industrial issues affecting members employed within the Post Office and its subsidiaries. The DGS (P) acts for and with the authority of the General Secretary as required.

The DGS (P) also line manages a team of employees as follows:

Lionel Sampson

Senior Policy Advisor

The Senior Policy Advisor provides policy advice to the DGS (P) and co-ordinates the work of the DGS (P) team of employees.

Norman Candy

Policy Advisor

The Policy Advisor supports the DGS (P) by managing and progressing the day-to-day work of the section. The post-holder also specialises in Post Office Pensions – offering advice and guidance.

Janina Dunn

Personal Assistant

The Personal Assistant provides secretarial and administrative support to the DGS (P) and also has responsibility for co-ordinating the efficient running of the DGS (P) secretarial and administrative team.

Nicola Chapple

Senior Secretary

The Senior Secretary provides secretarial and administrative support to the DGS (P).

Vacant

Secretary

The Secretary provides secretarial support to the DGS (P) team.

Ray Ellis

Assistant Secretary

This position has responsibility for Conduct Code, Attendance, Grievance, Engineers including Motor Transport. The post-holder has line management responsibility for the following:

Martin Akerman
Policy Assistant

The Policy Assistant supports the Assistant Secretary by managing and progressing the day-to-day work of the section.

Dawn Jeffery
Senior Secretary

The Senior Secretary provides secretarial and administrative support to the Assistant Secretary.

Vacant
Assistant Secretary

This position has responsibility for the Royal Mail Centre, including admin grades and TPO. The post-holder has line management responsibility for the following small team:

Chris Bennett
Policy Assistant

The Policy Assistant supports the Assistant Secretary by managing and progressing the day-to-day work of the section.

Alison Corbett
Senior Secretary

The Senior Secretary provides a secretarial and administrative role to the Assistant Secretary and the team.

Dawn Lynch
Secretary

The Secretary provides secretarial support to the Assistant Secretary and the team.

Terry Pullinger
Assistant Secretary

This position has responsibility for Packages and Express, Logistic Solutions and Quadrant. The post-holder has line management responsibility for the following:

Bob McGuire
Policy Assistant

The Policy Assistant supports the Assistant Secretary by managing and progressing the day-to-day work of the section.

Diane Wyatt
Senior Secretary

The Senior Secretary provides a secretarial and administrative role to the Assistant Secretary.

Vacant
Secretary

The Secretary provides secretarial support to the Assistant Secretary and the team.

Andy Furey
Assistant Secretary

This position has responsibility for Counter Networks, Sales and Customer Services and Cash Logistics and Security. The post-holder has line management responsibility for the following small team:

Nicola Marshall/Lorna Pearson
Policy Assistant

The Policy Assistant supports the Assistant Secretary by managing and progressing the day-to-day work of the section. This role is worked on a job share basis.

Claire Bowers
Senior Secretary

The Senior Secretary provides a secretarial and administrative role to the Assistant Secretary.

Vacant
Secretary

The Secretary provides secretarial support to the Assistant Secretary and the team.

Bob Gibson
Assistant Secretary

This position has responsibility for Delivery and Romec Cleaners. The post-holder has line management responsibility for the following small team:

Steve Fishwick
Policy Assistant

The Policy Assistant supports the Assistant Secretary by managing and progressing the day-to-day work of the section.

Hayley Nutley
Senior Secretary

The Senior Secretary provides a secretarial and administrative role to the Assistant Secretary.

Vacant
Secretary

The Secretary provides secretarial support to the Assistant Secretary and the team.

ORGANISING DEPARTMENT

John East **National Organising Secretary**

The Organising Department is responsible for: Recruitment and Organising; Regional organisation; Branch organisation. The National Organising Secretary heads the Department and has line management responsibility for the following employees:

Vacant **Policy Assistant**

The Policy Assistant is responsible for supporting the National Organising Secretary in the ensuring the smooth running of the Department and provision of advice and guidance to members.

Ray Walsh **Policy Assistant**

The Policy Assistant is responsible for supporting the Assistant Secretary in ensuring the smooth running of the Department and provision of advice and guidance to members. The postholder has line management responsibility for the following employees:

Bobbie Allen **Senior Secretary**

The Senior Secretary provides administrative and secretarial support to the Assistant Secretary and the team.

Trish Knight **Personal Assistant**

The PA works with the Assistant Secretary and liaises with activists, branches, organisers and Head Office in developing and co-ordinating recruitment organising campaigns. This also involves assisting branches wishing to pursue union recognition in non-unionised telecom companies. The PA assists the officer in budget control and monitoring.

Zubeida Mussa **Personal Assistant**

The PA works alongside the Assistant Secretary and provides key secretarial and administrative support. The post-holder is the first point of contact for new members and has responsibility for dealing with all enquiries received via the CWU website and free-phone hotline. In addition to which the PA provides central support to all the Field Organisers.

Matt Edwards **Project Manager - I.T. Membership Records System (Temporary)**

Responsible for the maintenance and development of the Membership Records System, including On-Line access for Members and Branches.

Marilyn Stoner
Records Manager

The Records Manager reports directly to National Organising Secretary and leads the membership records section in dealing with a large volume of membership applications. The postholder has line management responsibility for the following employees:

Hasu Sohelia
Assistant Records Manager

The Assistant Records Manager assists the Records Manager in their responsibilities and substitutes the post of Records Manager during periods of leave.

The following employees input membership application data. They are responsible for maintaining and updating the membership database. Additionally they deal with queries from Branches, members and non-members in connection with these records.

Data Input Operators

Patricia Bosley
Sharon Clarke
Elsie D'Souza
Barbara Freakley
Mary Grigson
Nikki Haughton
June Herbertson
Beverley Holt
Teresa Kelly
Susan Williams
Sharon Willis
Barbara Knight
Anthony Silvestri
Lorna Robotham

Dougie Rafferty
Field Organising Manager (Temporary)

The Field Organising Manager reports to the National Organising Secretary and is responsible for leading the Field Organising Team. The postholder has line management responsibility for the following employees:

Lesley Anne Ure (London & Eastern)
Field Organiser

The Field Organiser plays a role in building and developing sustainable organising structures in the recognised and non-recognised companies at a micro level, and manages in line with nationally identified projects and campaigns and through organising workers builds recruitment levels and identifies activists.

Sarah Connolly **Wales**
Pavel Krajca **North East**
Neil Singh **Midlands**
TUC Academy Organisers

TUC Academy Organisers are jointly employed by the CWU and TUC as trainee Field Organisers.

Lynn Browne
Senior Field Organiser

The Senior Field Organisers take a lead role in building and developing sustainable organising structures in recognised and non-recognised companies at a macro level, and manage in line with nationally identified projects and campaigns. In addition the Senior Field Organisers undertake the Coaching, Support, and Development of trainee Field Organisers and Field Organisers within the CWU and also develops and delivers training programmes for trainee Field Organisers, and workplace leaders.

The postholder has line management responsibility for the following employees:

Laura Segal **South East**
Field Organiser

The Field Organiser plays a role in building and developing sustainable organising structures in the recognised and non-recognised companies at a micro level, and manages in line with nationally identified projects and campaigns and through organising workers builds recruitment levels and identifies activists.

Tracey Bent **Postal**
Dave Condliffe **Postal**
TUC Academy Organisers

TUC Academy Organisers are jointly employed by the CWU and TUC as trainee Field Organisers

George Rankin
Senior Field Organiser

The Senior Field Organisers take a lead role in building and developing sustainable organising structures in recognised and non-recognised companies at a macro level, and manage in line with nationally identified projects and campaigns. In addition the Senior Field Organisers undertake the Coaching, Support, and Development of trainee Field Organisers and Field Organisers within the CWU and also develops and delivers training programmes for trainee Field Organisers, and workplace leaders. The postholder has line management responsibility for the following employees:

Tom Dale **London & Eastern**
Kevin Leetion **Scotland & North East**
Michelle Daykin **South West**

Field Organisers

The Field Organiser plays a role in building and developing sustainable organising structures in the recognised and non-recognised companies at a micro level, and manages in line with nationally identified projects and campaigns and through organising workers builds recruitment levels and identifies activists.

Mark Norris

Senior Field Organiser (Temporary)

The Senior Field Organisers take a lead role in building and developing sustainable organising structures in recognised and non-recognised companies at a macro level, and manage in line with nationally identified projects and campaigns. In addition the Senior Field Organisers undertake the Coaching, Support, and Development of trainee Field Organisers and Field Organisers within the CWU and also develops and delivers training programmes for trainee Field Organisers, and workplace leaders.

The postholder has line management responsibility for the following employees:

Alan Smith

Midlands

Kerry Fleck

North Ireland

Elaine Taylor

North West

Field Organisers

The Field Organiser plays a role in building and developing sustainable organising structures in the recognised and non-recognised companies at a micro level, and manages in line with nationally identified projects and campaigns and through organising workers builds recruitment levels and identifies activists.

EQUAL OPPORTUNITIES DEPARTMENT

Linda Roy Assistant Secretary

The Equal Opportunities Department is responsible for all equality issues that affect members throughout the Union. It is responsible for administering the WAC, RAC, LGBTAC, DAC and EOC.

The Assistant Secretary has responsibility for ensuring that members are informed of equal opportunities issues. The role also has line management responsibility for the following:

Fevzi Hussein Policy Assistant

The Policy Assistant is responsible for supporting the Assistant Secretary in ensuring the smooth running of the Department, provision of advice and guidance to branches/members and servicing of the Advisory Committees.

Dionne Gittens-Noel Personal Assistant

The Personal Assistant provides an administrative and secretarial role to the Assistant Secretary.

Julie Rodrigues Senior Secretary

The Senior Secretary provides an administrative and secretarial role to the Assistant Secretary.

HEALTH, SAFETY & ENVIRONMENT DEPARTMENT

Dave Joyce

Assistant Secretary

The CWU Health, Safety & Environment Department has responsibility across the whole of the Union and campaigns to ensure that Union Safety Representatives are empowered to ensure that members receive the highest priority in their health & safety at work; as well as advising on general health and safety issues on a wider scale.

This post reports to the National Health, Safety and Environmental Committee and co-ordinates Regional Health & Safety Forums across the UK. The Assistant Secretary line manages a small team as follows:

Gerard Harkin

Policy Assistant

The Health, Safety and Environment Officer supports the Assistant Secretary and advises on health, safety and environment matters in the Postal Industry.

Steve Mann

Policy Assistant

The Health, Safety and Environment Officer supports the Assistant Secretary and advises on health, safety and environment matters in the Telecoms Industry and other Industries where the CWU has members.

Katy Gray

Senior Secretary

The Senior Secretary provides secretarial and administrative support in the Department.

Laura Hance

Senior Secretary

The Senior Secretary is employed provides secretarial and administrative support in the Department. This role is worked on a job share basis.

LEGAL DEPARTMENT

Tony Rupa **Assistant Secretary**

The Legal Department provides legal assistance and advice to CWU members, on all aspects of Personal Injury, Non-work related matters and Employment Law cases.

The Assistant Secretary is responsible for delivering legal services to members in accordance with CWU rules and also oversees the smooth running of a large Department comprising as follows:

Edith Macauley **Legal Services Administrator**

The Legal Services Administrator reports direct to the Assistant Secretary and carries out a line management role of employees as well as decision making on legal matters to all staff. In conjunction with the Assistant Secretary, manage the Department's budget including monitoring all costs and disbursement incurred by Panel Solicitors.

Sharon Willis **Assistant Legal Administrator**

The Assistant Legal Administrator deputises for the Legal Services Administrator during any period of absence.

Sylvia Boyce **Policy Advisor**

This role provides support to the Assistant Secretary in managing the smooth running of the Employment Law section of the Department. The role includes providing guidance and advice to the departmental team in their initial contact with members, branch and other officers, employment tribunal panellists, lawyers for both parties and tribunals.

Chi Umeh **Organising and Employment Rights Advisor**

Provides legal advice to members and organisers in the non-recognised sector and assists in progressing members' requests for representation at employment tribunals.

Lesley Sadler **Senior Co-ordinator**

The Senior Co-ordinator deals with Postal Ill-Health Retirement Appeals and providing administrative support and co-ordination of correspondence between claimants and solicitors regarding legal claims.

Carole Francis **Personal Assistant**

The Personal Assistant provides administrative and secretarial support to the Assistant Secretary.

Anne de la Haye
Senior Secretary

The Senior Secretary fulfils the main administrative and secretarial role in the Employment Law Section of the Department.

Carolyn Lockwood
Secretary

The Secretary provides secretarial support to the Senior Secretary and the Employment Law Section of the Department.

The following employees are employed in the role of Claims Assessor and their duties include providing the administrative support and co-ordination of correspondence between claimants and solicitors regarding legal claims.

Claims Assessors

Emelia Aryee
Julie Canning
Linda Pewter
Debra Morgan
June Visser
Flavia Webb

Avril Kirk
Audio/Shorthand Typist

The Audio/Shorthand Typist provides secretarial support to the Assistant Secretary and Legal Services Administrator.

Leroy Noel
Stephen Brown
Clerical Administrators

The Clerical Administrator's responsibilities include fielding Legal calls via the Department's direct line switchboard and providing general administrative support within the Department.

Natalie Youlton
Clerical Administrator/Receptionist

The Clerical Administrator's responsibilities include fielding Legal calls via the Department's direct line switchboard and providing general administrative support within the Department.

Simon Sapper
Assistant Secretary

The post-holder has the following responsibilities: Relations with other Unions, Youth Advisory Committee, Officer to the National Discipline Committee, Officer to the GPC, strategy delivery, project management, field development and initiatives and CWU Union Awards.

The post-holder has line management responsibility for the following:

Jo Thair
Personal Assistant

The Personal Assistant fulfils an administrative and secretarial role to the Assistant Secretary.

Maeve Kennedy
Project Worker - Climate Solidarity Project

Implements the CWU's DEFRA-funded Climate Solidarity project until June 2011. (Subject to funding.)

EDUCATION AND TRAINING DEPARTMENT

Trish Lavelle

Head of Education and Training

The CWU's Education and Training Department responsibilities include providing members with the skills required to negotiate effectively with management; to encourage members to develop their own educational potential in order to better serve the trade union and labour movement. The Department has two education and training centres - Alvescot Lodge which is situated on the edge of the Cotswolds; and the Elstead Hotel in Bournemouth.

The Head of Education and Training is responsible for delivering the education and training programme across the Union, which includes setting up CWU Learning Centres within CWU regions. The post has line management responsibility for Alvescot Lodge and the following:

Lee Wakeman

Policy Assistant

The Policy Assistant provides support to the Head of Education and Training in the development and implementation of various training, education and lifelong learning programmes for CWU activists and members.

Michelle Simpson

Senior Secretary

The Senior Secretary provides administrative and secretarial support to the Head of Education and Training at headquarters and Alvescot Lodge. Website administration and support with any additional funding/International Projects within the department is also dealt with.

Paul Dovey

Project Manager National Lifelong Learning Project (England)

Simon Massen

Learning and Organising Project Worker

Regional Project Workers

The Regional Project Workers are Government funded via Unionlearn and their role is to assist in supporting ULRs and setting up Learning Centres throughout CWU regions. The Union Learning Fund supports the following project workers:

Joseph Showler	South East Region		Craig Anderson	Scotland
Ray Atkinson	North West Region		Neil Coleby	Eastern Region
Phil Sutton	South West Region		Steve Ratcliffe	Midlands
Vic Paulino	London Region		Andy Sorton	North East Region
Gerry Robinson	Northern Ireland		Kim Johnson	Wales Region

In addition, the ULF funds:

Laura Wright

Lifelong Learning Project Administrator

EDUCATION AND TRAINING (ALVESCOT LODGE)

Alvescot Lodge is a residential education centre based in Alvescot, Oxfordshire. It works with the National Open College and all courses are residential and accredited. The Head of Education & Training has line management responsibility for the following CWU employees at Alvescot Lodge: - Alvescot, Bampton, Oxon, OX18 2PY. Tel: - 01993 843 373.

Maxine Todd **Course Administrator**

The Course Administrator manages a number of administrative duties relating to the running of courses at Alvescot Lodge, as well as overseeing and organising the Receptionist and Clerical Support.

Mary Wheeler **Receptionist/Administrator**

The Receptionist has responsibility for the Switchboard at Alvescot Lodge as well as greeting visitors to the Centre. A number of administrative support duties are also incorporated into the role.

Rob Crew **Maintenance & Facilities Assistant**

The Maintenance & Facilities Assistant has responsibility for the general up-keep of Alvescot Lodge as a residential centre and manages day to day facilities matters; as well as maintaining the CWU mini-bus and providing IT support for the Centres IT equipment.

Bill Ness **Grounds person**

Alvescot Lodge has 7 acres of grounds. The Grounds person has responsibility for the overall up-keep of the grounds and also assists the Maintenance and Facilities Assistant as required.

Tracey Wheeler **Domestic & Catering Supervisor**

The Domestic & Catering Supervisor reports to the Head of the Education & Training Department.

The following domestic employees are employed at Alvescot Lodge, ensuring that high standards are maintained throughout the residential centre:

VACANT **Cook**

The cook prepares the food for lunch and the evening meal.

Lindsey Croom
Residential Bar Manager/Administrator

The Residential Bar Manager reports to the Head of the Education & Training Department. A number of administrative support duties are also incorporated into the role.

Sandra Search
Domestic/Kitchen Assistant

The domestic/kitchen assistant involves cooking at breakfast and providing general kitchen assistance.

Marty Biddle
Domestic/Barperson

The domestic duties include cleaning bedrooms and bathrooms and then work as a waitress at lunch time and evening.

Rose Adams
Chalet/Laundry Worker

Chalet/Laundry worker cleans bedrooms and bathrooms and sees to all the laundry.

Beverley Hammond
Barperson

Works in bar in the evening.

Karen Hewitt
Domestic Assistant

The domestic assistant is responsible for the cleaning of the lower floor of the main house and washing up at breakfast.

Ann Holder
Domestic Assistant

The duties of the domestic assistant include waitressing at breakfast and providing assistance in the kitchen.

Sue Somerfield
Domestic Assistant

The duties of the domestic assistant include cleaning the upper floor of the main house.

Marion Krzywiec
Kitchen/Domestic Assistant

The kitchen/domestic assistant involves cooking at breakfast and providing general kitchen assistance.

EDUCATION AND TRAINING DEPARTMENT (ELSTEAD HOTEL)

The Union owns a residential education centre based at The Elstead Hotel, Bournemouth. Training courses are available from October until April for CWU training. In the other months of the year, the hotel is managed as a commercial hotel with discount available for CWU members and employees.

The Union has a management company to manage the affairs of the hotel, called *The Elstead Hotel (Bournemouth) Limited*. The Union does not directly employ any staff at the hotel. The number of staff at the Elstead varies but on average there are 20 staff. The accounts are published annually and are available for inspection throughout the year at Company House and at the Elstead; Knyveton Road, Bournemouth, Dorset, BH1 3QP. Tel: 01202 293 071.

Note: Companies house address is: - 27 Wilton Street, London, SW1X 7AZ

Directors:	W Hayes T Lavelle J Baldwin D Ward A Kerr T Kearns
Chair:	T Kearns
Company Secretary:	A Toomey
Managing Director:	G Phillips
Hotel Manager:	S Knight

INTERNATIONAL AFFAIRS DEPARTMENT

John Baldwin

Head of International Affairs

The International Affairs Department role is to ensure that the CWU is aware of all developments at the international level that impact on the members of the Union. The Department liaises closely with the Union Network International, the International Confederation of Free Trade Unions, the European Commission and the European Parliament.

The Head of International Affairs is responsible for developing and implementing the policy of the Department. The post provides advice and support to the General Secretary.

Angela Niven

Personal Assistant

The Personal Assistant is responsible for managing the internal departmental systems and procedures.

COMMUNICATIONS DEPARTMENT

Kevin Slocombe **Head of Communications**

The Head of the Communications Department is responsible for managing internal and external communications as well as national press and publicity on behalf of the Union. The position also has line management responsibility for the following Communications Department employees:

Simon Alford **Publications Editor**

The Publications Editor heads responsibility for CWU publications.

Karl Stewart **Journalist**

The Journalist is usually the first contact for branches; providing support and copy for CWU publications.

Howard Burns **Graphic Designer**

To undertake and oversee design and maintain corporate identity for union journals and publications.

Abigail Trewartha **Web Editor**

The Web Editor is responsible for day to day management of the CWU Website.

Marcia Murray **Personal Assistant**

The Personal Assistant is responsible for providing administrative support to the Head of Communications as well as co-ordinating several projects including the CWU diary.

Sian Jones **Press officer**

To manage the union's relationship with the media. To promote the union's message through the media and to manage both incoming queries and outgoing media releases. The press officer also manages the unions' online communications.

John Colbert **Communications and Campaigns Manager**

To support the Head of Communications on all CWU communications matters by assisting in the development and supporting the implementation of the ongoing communications strategy and policy. To manage all design and print operations effectively and efficiently to meet the needs of the CWU. To manage CWU campaigns from a communications perspective.

Debby Akerman
Print Services Manager

The Post and Reprographics Section has responsibility for all CWU print and reprographic needs and internal and external mailing.

The section Manager oversees the smooth running of the print and post section and reports to the Head of Communications. The post-holder has responsibility for the following employees:

Cliff James
Print Machine Operator

The Print Machine Operator is responsible for operating the print and photocopy equipment. The duties also include copying a majority of the work that is required for all of the committees and anything else that is needed and supporting departments with printing needs.

Barrie Ellis
Post Room Clerk

The Post Room Clerk deals with all in coming and out going post and parcels. The Post Room Clerk also advises people of the quickest and most cost effective way of sending out post.

Rui Fragoso
Post Room Clerk

The Post Room Clerk deals with all in coming and out going post and parcels. The Post Room Clerk also advises people of the quickest and most cost effective way of sending out post.

RESEARCH DEPARTMENT

Natalie Jacottet **Head of Research**

The prime purpose of the Research Department is to provide CWU HQ with factual and statistical briefings for the purposes of: collective bargaining and strategic involvement with the employers of our members; representations to political and regulatory bodies concerning the industries in which our members work. The secondary purpose of the Department is to meet all reasonable requests for relevant information from outside Union Headquarters with particular reference to CWU Branches.

The Head of Research is required to exercise overall control of all the research work of the Department, both posts and telecommunications, both collective bargaining and strategic involvement. The Head of Research reports directly to the General Secretary, is a member of the Management Team, and is expected to contribute to the strategic thinking and direction of the Union as a whole.

The Department has three Researchers who produce research reports and projects covering a wide range of negotiations and other areas as directed, with the help of a Research Assistant:

Andrew Towers **Researcher**

Deals mainly with Royal Mail and Post Office Ltd.

Ian Wingfield **Researcher**

Deals mainly with Telecoms and Financial Services.

Pauline Granstan **Researcher**

Deals mainly with Logistics, Parcelforce and equal opportunities issues.

Ian Cook **Information Manager**

The Information Manager has overall responsibility for the maintenance and development of the CWU Library and internal documentation collection.

Sue Whereat **Personal Assistant**

Provides administrative and secretarial support to the Head of Research and the research team.

Suzanne Moczko **Personal Assistant**

Provides administrative and secretarial support to the Information Manager and Research Department.

Elaine Read
Information Assistant

Has responsibility for the day to day running of the internal documentation collection and is the first point of call when requesting CWU documents.

HR AND FACILITIES DEPARTMENT

Alice Butler

Head of HR and Facilities

The postholder leads the planning and continual development of professional and comprehensive HR and facilities services, providing advice to the Senior Management Team, and managing the HR and Facilities functions. To plan internal organisational development, with specific remits to review and develop the delivery of training and development.

Susan Dale

Deputy Head of HR

To support the Head of HR and Facilities in providing a professional and comprehensive HR service within CWU. To cover for the HR function in the absence of the Head of Department. To contribute to the developments, reviews and employment legislation. To oversee the day to day work of the Department.

Tracy Palmer

HR Advisor - Systems

The HR Advisor is responsible for co-ordinating and developing the internal departmental systems and procedures.

Helen Matthewson

HR Advisor – Strategic Projects and Advice

The HR Advisor manages projects on behalf of the department and provides advice and guidance to managers on a range of HR Issues.

Juliette Heal

Facilities Manager

To support the Head of HR and Facilities in providing a professional and comprehensive facilities service within CWU. To manage the day to day work of building, catering and reception services and to cover for the facilities function in the absence of the Head of Department. To be the competent person for Health and Safety and ensure that the CWU's policies and procedures are up to date and compliant with legislative requirements.

Debbie Watson

Facilities Assistant

The Facilities Assistant reports to the Facilities Manager and provides administrative support in the smooth running of the Department.

Jane Mansell

Administrative Assistant

The Administrative Assistant provides support to the Facilities Manager.

Rasto Gadjos
Caretaker

The Caretaker provides a general caretaking service throughout CWU Headquarters.

Martin Ward
Clerical Assistant

Martin works for 2.5 hours per week on general clerical duties

CWU Headquarters has a main switchboard and the following employees report to the Facilities Manager in delivering a switchboard/receptionist service:

Carol Hiscock
Switchboard Operator (Morning)

Samantha Nicholas
Switchboard Operator (Afternoon)

Maxine Wyss (All Day)
Receptionist

CWU Headquarters has a Deli Bar and the following employees report to the Facilities Manager in delivering a Catering Service:

Our small catering team run our Deli Bar on the fourth floor serving light meals and snacks at breakfast and lunchtime. They also provide a tea and coffee service for meetings and manage the vending machine contract. The members of the team are:-

Errol Malcolm
Catering Manager

Nermin Kabani
Catering Assistant

June Norcott
Cleaning Supervisor

The Cleaning Supervisor is responsible for maintaining the cleaning services within CWU Headquarters and has responsibility for the following Cleaners who work 14 hours per week.

Sandra McAndrew
Deputy Cleaning Supervisor

Cleaners

Nassima Belaouane	Natalie Knight
Priscilla Boateng-Gyamfi	Ruth Martinez
Alan Byde	Nelly Rodrigues
Rita Fianco	Gloria Rumbelow
Edwin Motato Gomez	Raissa Solovkova
Kingsley Larry	

CWU EMPLOYER PENSIONS' OFFICE

The CWU Employer Pensions' Office has responsibility for the management of two Occupational Pension Schemes for CWU Employees. The Office comprises the following:

Mick Cowen **CWU Pension Secretary**

The CWU Pension Secretary is responsible for supervising the administration of the former UCW Staff Superannuation Scheme and the CWU Staff Superannuation Scheme. The post-holder has a line management responsibility for the following employee:

Dee Vaughan **Personal Assistant**

The Personal Assistant fulfils an administrative and secretarial role to the CWU Pension Secretary.

The CWU has the following pension schemes:

UCW 2001 Pension Scheme

Trustees:	Neville Peel (Chair)
	J K R Baldwin
	E Dudley
	M Murray
	Z Mussa
	A Toomey
	A J Rupa
	K P Slocombe
	D W Walsh

CWU 2000 Pension Scheme

Trustees:	J K R Baldwin (Chair)
	S Bell
	L S Sampson

National Communications Union – Staff Super-annuation Scheme

Trustees:	W McClory
	A L Kerr
	B A Shepherd
	E S Read

NCU – SSS

Administrator	N. Verma
---------------	----------