

# Operations Services Team Structure

**Senior Manager:  
Mary Edmiston**

**HEI Helpline Telephone Number : 0845 702 3316**

**Options 3: Tuition Fees  
SIS & CoC**

**Option 4:  
All other enquiries**

**Option 1: HEBSS  
Option 2: WBS**

## **Funding Team**

Tuition Fees / BACs/ CoC/SIS

**Manager: Rose Watson**

**Team Leader: Ashley Boyd**

Arron Chambers  
Allison Russell  
Crawford Kennedy  
Tracey Forrest  
James Gallagher  
Kevin Jardine  
Katie MacDonald  
Alan McKinnon  
Craig Donald  
Lynne Gammie

## **HEI Portal Services**

Courses Service & Bursaries

**Manager: Mary Bryce**

**Team Leader: Lesley Deeley**

Joanne McClure  
Ronnie Prior  
Nan Roughan  
Garry MacAllister  
Sandra McBride  
David Scanlan  
Victoria Glen  
Marian Leddie  
Christopher O'Shea  
Graham Smith

[sis@slc.co.uk](mailto:sis@slc.co.uk) – SIS queries  
[coc@slc.co.uk](mailto:coc@slc.co.uk) – CoC queries  
[feepayments@slc.co.uk](mailto:feepayments@slc.co.uk) – Fee queries  
[bacspayments@slc.co.uk](mailto:bacspayments@slc.co.uk) – SSAR / SSAC queries

[bursary@slc.co.uk](mailto:bursary@slc.co.uk) – Bursary queries  
[hei\\_data@slc.co.uk](mailto:hei_data@slc.co.uk) – Courses Service queries  
[fis@slc.co.uk](mailto:fis@slc.co.uk) – Financial Information Service queries