

## IRO staff contact list

We will be closed from 12:00 Noon on the 23<sup>rd</sup> December and will re-open Monday the 4<sup>th</sup> January 2021.

### Industry Engagement Teams

Name:	Telephone number:	Email:	Job title:	What I can help with:	Alternative contact:	Operational hours:
Danny Stafford	07367 833989	learnserv@railwayoperators.co.uk	Industry Engagement Operations Manager	- Short course queries: Into to Rail - Ops Handbook - Operators' Handbook orders & queries - OneFile assistance - <b>Part of the safeguarding roster</b>	Aisha Mazhar	Mon-Fri
Aisha Mazhar	07367 793003	aisha@railwayoperators.co.uk	Collaborative Digital Learning Manager		Danny Stafford	Mon-Fri

Name:	Telephone number:	Email:	Job title:	What I can help with:	Alternative contact:	Operational hours:
Beth Chadwick	07375389936	beth@railwayoperators.co.uk	Industry Strategy Manager	Please direct all membership enquiries to Carolyn Hughes.	Carolyn Hughes	Mond- Thursday 8am-12am
Carolyn Hughes	07309 583003	membership@railwayoperators.co.uk	Membership Coordinator	- Membership fees - Membership queries: change of address etc.	Kelly Marklove	Tues-Thurs

				<ul style="list-style-type: none"><li>- Membership upgrades</li><li>- New members</li><li>- Rail News / Rail Staff subscriptions</li></ul>		
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## Learning and Development Teams

### Academic

Name:	Telephone number:	Email:	Job title:	What I can help with:	Alternative contact:	Operational hours:
Adam Fenton	07960 043386	learning@railwayoperators.co.uk	Learning and Development Manager	<ul style="list-style-type: none"> <li>- Anything to do with the academic programme (Cert, Dip, Deg, MBA)</li> <li>- GCU enquiries</li> <li>- <b>Part of the safeguarding roster</b></li> </ul>	Gemma Crossett	Mon-Fri
Gemma Crossett	07308 166603	progress@railwayoperators.co.uk	Learning and Development Coordinator	<ul style="list-style-type: none"> <li>- Learning enquiries: Certificate, Diploma, Degree courses</li> <li>- Webinars</li> <li>- Tutorials</li> <li>- Extension requests</li> <li>- Resits</li> <li>- Timeouts</li> <li>- Withdrawals</li> </ul>	Adam Fenton	Mon-Fri

## Quality Team

Name:	Telephone number:	Email:	Job title:	What I can help with:	Alternative contact:	Operational hours:
Liz Walker	07311 060603	liz@railwayoperators.co.uk	Quality Assurance and Standards Manager	<ul style="list-style-type: none"> <li>- All enquiries relating to EQA L2 Rail Infrastructure Operators/network Operations</li> <li>- All enquiring relating to data protection</li> <li>- Complaints &amp; apprenticeship appeals</li> <li>- Membership queries</li> <li>- Payments</li> </ul>		Mon-Fri
Debbie Baker	07307 602004	epa@railwayoperators.co.uk	EPA Fulfillment Coordinator			Mon-Fri
Ian Smith	07309 600030	epa1@railwayoperators.co.uk	EPA Invigilator			Mon-Fri
Josh Lehnert	TBC	epa3@railwayoperators.co.uk	EPA Invigilator			Mon-Fri
Teresa Grant	TBC	epa2@railwayoperators.co.uk	EPA Invigilator			Mon-Fri

## CEO Office

Name:	Telephone number:	Email:	Job title:	What I can help with:	Alternative contact:	Operational hours:
Fiona Tordoff	07989 436546	<a href="mailto:fiona@railwayoperators.co.uk">fiona@railwayoperators.co.uk</a>	CEO	<ul style="list-style-type: none"> <li>- Help with overview of all IRO operations</li> <li>- <b>Part of the safeguarding roster</b></li> </ul>		Mon-Fri
Zoe Bull	07309 717970	<a href="mailto:it@railwayoperators.co.uk">it@railwayoperators.co.uk</a>	IT Manager	<ul style="list-style-type: none"> <li>- IT systems: admin rights/access</li> <li>- Hardware requests &amp; issues</li> <li>- Website</li> <li>- Membership queries</li> <li>- Payments</li> </ul>		Mon-Fri
Nadine Schmid	07311 006668	<a href="mailto:projects@railwayoperators.co.uk">projects@railwayoperators.co.uk</a>	Projects & Support	<ul style="list-style-type: none"> <li>- OneFile queries</li> </ul>		4 days a week (days vary) Core hours 8-1
Kelly Marklove	07492 373126	<a href="mailto:kelly@railwayoperators.co.uk">kelly@railwayoperators.co.uk</a>	Membership & Engagement Manager	<ul style="list-style-type: none"> <li>-Area Councils, Events, Corporate Members.</li> </ul>	Please direct all membership enquiries to Carolyn Hughes.	Mon-Fri

## Apprenticeships - Operations

Name:	Telephone number:	Email:	Job Title:	What can I help with:	Alternative contact:	Operational hours:
Kerrie Jones	07309 555880	<a href="mailto:kerrie@railwayoperators.co.uk">kerrie@railwayoperators.co.uk</a>	Apprenticeship Operations Manager	ESFA Funding Contract information Apprenticeship programmes <b>Safeguarding DSL</b>	Teresa Barnacle	Mon-Thurs
Holly Hancock	07378 989890	<a href="mailto:holly@railwayoperators.co.uk">holly@railwayoperators.co.uk</a>	Apprenticeship Co-ordinator – Employer Liaison	All apprentice related matters	Sarah Vernon or Teresa Barnacle	Mon-Fri
Sarah Vernon	07375 389935	<a href="mailto:sarah@railwayoperators.co.uk">sarah@railwayoperators.co.uk</a>	Apprenticeship Co-ordinator – Employer Liaison	All apprentice related matters	Holly Hancock or Teresa Barnacle	Mon-Fri
Teresa Barnacle	07903 512677	<a href="mailto:teresa@railwayoperators.co.uk">teresa@railwayoperators.co.uk</a>	Apprenticeship Co-ordinator – Employer Liaison	All apprentice related matters	Holly Hancock or Sarah Vernon	Mon-Fri

## Apprenticeships - Learning and Teaching

Name:	Telephone number:	Email:	Job title:	What I can help with:	Alternative contact:	Operational hours:
Tina Morris	07958 610202	knowledge@railwayoperators.co.uk	Apprenticeship Teaching and Learning Manager	- Apprentices - teaching and learning resources, assessments, workshop and OneFile content	Kerrie Jones	Mon-Fri

				<ul style="list-style-type: none"><li>- Employers and Line Managers – apprentice progress and support</li><li>- Apprenticeship teachers, trainers and coaches – all queries</li></ul> <p><b>Part of the safeguarding roster.</b></p>		
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## Safeguarding

Safeguarding Email: [safeguarding@railwayoperators.co.uk](mailto:safeguarding@railwayoperators.co.uk)

Safeguarding Contact:

Kerrie Jones