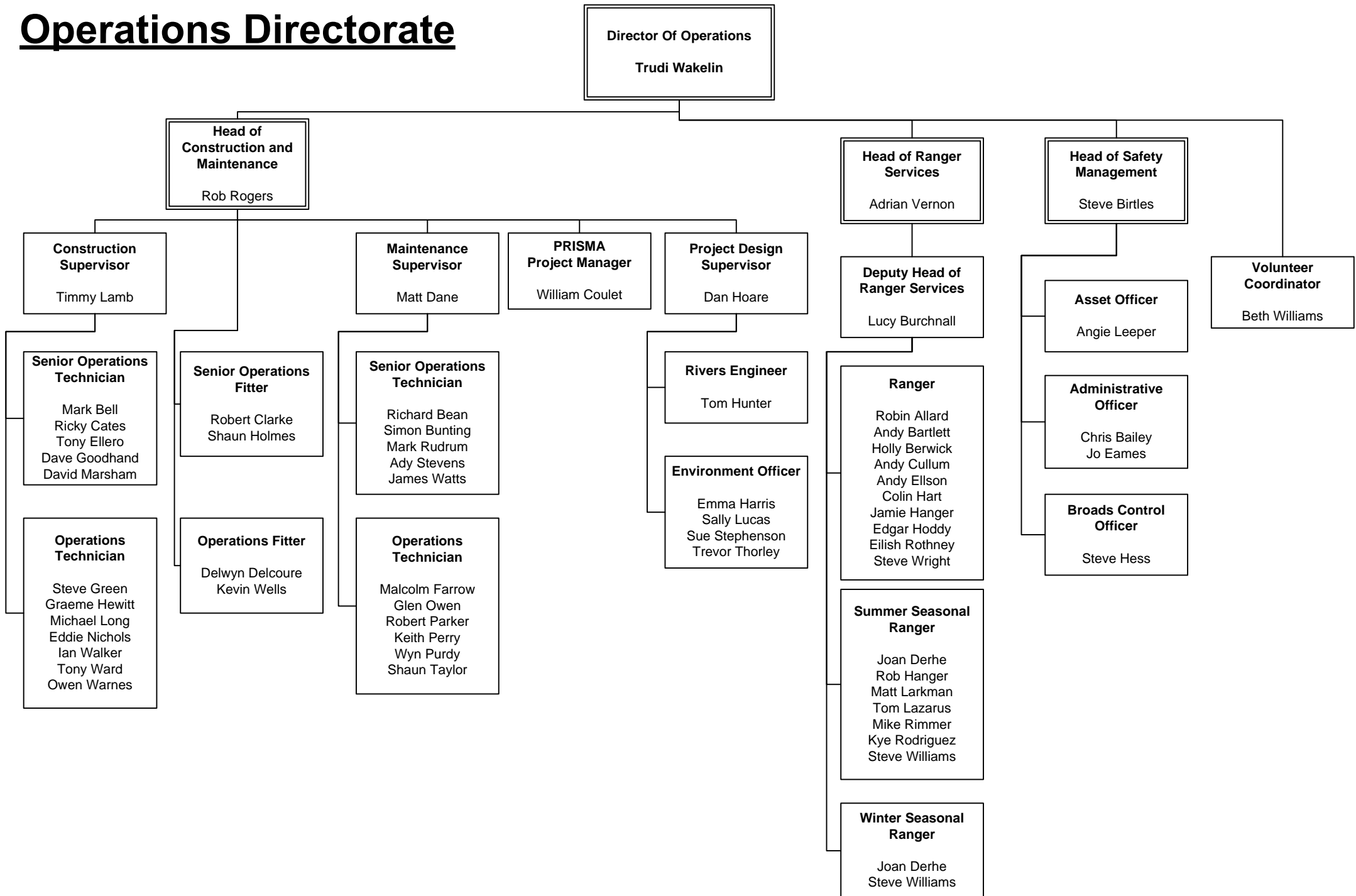


# Operations Directorate



# Change Management & Resources Directorate

**Director of Change Management & Resources**  
Rob Holman

**Head of Communications**  
Clare Weller

**Head of ICT / Collector of Tolls**  
Bill Housden

**Head of HR**  
Nicola Barnes

**Head of Finance**  
Alex Abery  
(maternity leave)  
Maria Fox  
(maternity cover)

**Head of Governance and Executive Assistant**  
John Organ

**Design & Information Supervisor**  
Karen Sayer

**Visitor Services Supervisor**  
Sam Bates

**Education Officer**  
Nick Sanderson

**IT Project Officer**  
Steve Linford

**Assistant Collector of Tolls**  
Joel Rushton

**HR Officer**  
Jane Bryant  
Lydia Taylor

**Senior Finance Assistant**  
Emma Krelle

**Administrative Officer**  
Sandra Beckett  
Rachael Evitt  
Regina Green

**Graphic Designer**  
Tom Barrett

**Information Assistant**  
David Anderson  
Stephanie Anderson  
Maureen Bird  
Dawn Coleman  
John Davies  
Paul Gowman  
Ron Harrison  
Robin Jeffries  
Bren Russell Wells  
Mike Spire  
Albert Ward  
Mark Wilson

**Website Officer**  
Rachel Killington

**IT Support Officer**  
Steve Sayers

**Waterways / Tolls Assistant**  
Charlie Middleton

**Finance Assistant**  
Robert Cleland  
Maxine Nicholas

**Information Officer**  
Jess Tunstall

**Press Officer**  
Hilary Franzen

**GIS Support Officer**  
Vicky Short

**Tolls Assistant**  
Howard Constantine

**Finance Assistant (Treasury)**  
Lynda Yeo

**Receptionist**  
Angela Garner  
Robert Organ

**Quay Assistant**  
Nathan Betts  
Gary Cotton  
Alan David  
Billy Lund  
Duncan Moore  
Dave Paddick  
Adrian Palmer  
Russell Spandler

**IT Support Technician**  
Robert Organ

**Seasonal Tolls Assistant**  
Charlotte Scales

**Finance Assistant (Insurance)**  
Simone Steel

# Planning & Strategy Directorate

