



AUA Autumn Conference 2021 Agenda

Thursday, 18 November

10:00 to 10:05	Welcome and introduction
10:05 to 10:50	Opening Keynote Professor Kerstin Mey, President, University of Limerick
10:50 to 11:05	Break
11:05 to 12:05	Working session 1 101 Innovation requires a holistic approach Helen Matthews, Director of Academic Services, University College London Lynn Burke, Senior Project Manager, University College London 102 O brave new world, that has such people in it! Susannah Marsden, Senior Consultant, Susannah Marsden Consulting Hugh Jones, Senior Consultant, Hugh Jones Consulting 103 An engineering approach to higher education delivery Hazel Clifton, Senior Programme Manager, The Dyson Institute 104 When Gemba met Coaching Lorna Prince, Head of Organisational Development, University of Stirling Christine Stewart, Managing Director, Macresco Ltd
12:05 to 13:00	Lunch and networking on Wonder
13:00 to 14:00	Working session 2 201 Creating an inclusive environment Helen Curtis, School Manager, The University of Bristol Imogen Debbonaire, Executive Assistant, University of Bristol

	<p>202 Putting the heart back into higher education Laura Roper, Accreditations Manager, Bournemouth University Susanne Clarke, Head of Service Excellence, Bournemouth University</p> <p>203 Building personal development cultures: developing yourself and others Kenton Lewis, Director & Principal Consultant, Kenton Lewis Associates Limited</p> <p>204 Modernising Professional Services through 'stories' of automation Jordan Kirkwood, Head of Operations, King's College London</p>
14:00 to 14:15	Break
14:15 to 15:00	<p>Panel discussion</p> <p>Our roles in enhancing HE</p> <p>Chair:</p> <p>Amanda Oliver, Director of College Operations and AUA Chair, Brunel University London</p> <p>Panellists:</p> <p>Helen Curtis, School Manager, The University of Bristol Susanne Clarke, Head of Service Excellence, Bournemouth University Kenton Lewis, Director & Principal Consultant, Kenton Lewis Associates Limited</p>
15:00 to 15:05	Closing comments and end
15:05 to 15:35	Networking on Wonder (Optional)