

## STEP Worldwide Staff

Set out below is a short summary of each team within the STEP Worldwide office in London, and a list of their staff. The senior staff leading each department normally attend every Council meeting, and other staff attend as necessary depending on the matters to be discussed.

### EXECUTIVE TEAM

STEP is led by Chief Executive, [Mark Walley](#), assisted by [Hannah Maloney](#), Executive Assistant. Mark has responsibility for overall management and delivery of STEP's strategy and activities.

Mark is supported by [Jim Walkinshaw](#) Chief Operating Officer (Finance and Resources), responsible for Finance, HR, IT, Events and Office Infrastructure; and [Elaine Crehan](#), Chief Operating Officer (Member Services), assisted by Member Services Executive [Rebecca Mason](#), and responsible for Membership, Marketing, Special Interest Groups and Branch Development.

### MEMBER SERVICES

#### Branch and Membership Development

[Veronica Rayo](#) is Branch Support Executive and Secretary to STEP's Branch Development Committee. She works alongside the COO for Member Services on new branch and market development, manages relationships and provides marketing and membership development support to existing branches and chapters. She is also Secretary to the Caribbean and Latin America Regional Committee and responsible for content and maintenance of Caribbean and Latin America Regional web page, the Latin American Development web page and USA Board of Directors webpage.

#### Special Interest Groups (SIGs)

[Emma Yeats](#) is Head of Special Interest Groups and Secretary to the SIG Steering Committees. She manages and coordinates all activities relating to STEP's SIGs, providing guidance and continuity in the supply of products and services, as well as long-term strategy planning. Responsibilities include the oversight of all SIG Committee administration and meeting management, the development and delivery of SIG events, stakeholder management, responsibility for SIG governance processes such as elections, maintenance of the SIG portion of the website, ownership and creation of SIG e-communications and marketing, handling of SIG membership enquiries and member management.

Emma works alongside the COO for Member Services on new SIG development and overall strategy and development of the SIG offering in line with the Society's overall business plan.

Other team members:

[Sarah Moore](#), Senior Special Interest Groups Executive

#### Membership

[Richard Clarke](#) is Membership and Database Manager to the Membership Committee. His team supports members whatever their requirements and advises prospective members on STEP's routes of entry. The Membership team is responsible for the administration of the member database. This covers inputting and updating student enrolment information, maintaining member records, managing the annual renewals process and supporting other STEP departments and projects where required. The team also supports STEP Chapters/Branches, ensuring they are provided with assistance on activity relating to the database and membership.

Other team members:

- [Alan Morrissey](#), Membership Registrations Manager
- [Jenny Teasdale](#), Membership Registrations Manager
- [Christian Darwood](#), Membership Executive
- [Lauren Sowerby](#), Membership Coordinator

## Marketing

[Kelly Farrell](#) is Head of Marketing. The team is responsible for the planning and executing of all the marketing across events, qualifications, SIGs and membership. This covers creating and implementing strategies as well as coordinating with CLT, and the Professional Development, Membership, SIGs, and Events teams on tactical plans including brochures, flyers, emails, event collateral. The team has overall responsibility for the relationships with creative agencies and ensuring the brand is consistent across the Society.

Other team members:

- [Nicola Fletcher](#), Marketing Manager
- [Vanessa Chooramun](#), Marketing Executive

## COMMUNICATIONS

[Louise Polcaro](#) is Director of Communications. Louise and her team manage all of STEP's communications channels, including publications (STEP Journal, Trusts Quarterly Review, Directory and Yearbook, and all books, reports and leaflets), the website, e-newsletters (including the Industry News Digests, Membership Newsletter, Weekly Update and Jobs Update), all central social media channels and all press and media activity. Louise and her team are responsible for developing current and new communications to meet member needs and maximising the revenue potential of commercial communications.

Other team members:

- [Blathain Iqbal](#), Head of Editorial
- [Kaitlyn Gutzke](#), Managing Editor
- [Helen Swire](#), Editor
- [Loren Harway](#), Assistant Editor
- [Joanna Pegum](#), PR and Media Executive

## Website

The Website team sits within the Communications function, led by Louise Polcaro. [Michael Tsingo](#) is Head of Web Services for the STEP website [www.step.org](http://www.step.org). Michael manages the day-to-day operation of the website in line with STEP's overall communications and business aims, overseeing the Web Editor (responsible for website content and member experience) and the Web Developer (responsible for technical development of the website software). Overall, the Web team is responsible for delivering quality content, assisting members and branches to achieve their website needs, enhancing web technology and security, and improving the website experience of STEP members and general users.

Other team members:

- [Tom Mattock](#), Web Developer
- [Jaspreet Vara](#), Web Delivery Executive

- [Shiba Babamiri](#), Senior Web Content Editor

## POLICY

The Policy team is led by the Director of Policy, [Simon Hodges](#), and is responsible for managing STEP's relationship with major external stakeholders such as governments, regulators and international organisations such as the OECD and FATF. As well as representing STEP's views to these stakeholders, a key role is also to ensure that STEP members are informed of major policy developments which may lead to changes in legislation.

The team manages STEP responses to government consultations and provides secretariat to the Public Policy, EU, UK Practice and UK Technical Committees.

Other team members:

- [Emily Deane](#), Technical Counsel
- [Daniel Nesbit](#), Policy Executive

## Professional Standards

The Professional Standards function sits within the Policy team and is staffed by [Sarah Manuel](#), Professional Standards Manager. She is responsible for developing and implementing STEP worldwide professional standards, including the STEP Code of Conduct and Disciplinary Rules. She also manages the disciplinary infrastructure and processes, whilst keeping abreast of any regulatory issues that may affect STEP. In addition, Sarah is Secretary to both the Professional Standards Committee and the Disciplinary Panel.

## GOVERNANCE

[Zoe Willenbrock](#) is Governance Manager and Secretary to the Board of Directors and Council. She has oversight of all Board and Council business and meetings, as well as the wider governance of the Society. This includes STEP's constitutional documents and election code, and responsibility for its election processes. The governance function also oversees constitutional matters for STEP Branches around the world, and Zoe assists with the establishment of new branches. In addition, Zoe is Secretary to the England and Wales Regional Committee and Honorary and Judicial Membership Panel.

Other team members:

- [Alice Flanagan](#), Governance Assistant
- [Andrew Le Hegarat](#), Governance Project Administrator

## PROFESSIONAL DEVELOPMENT

The Professional Development team is led by [Nigel Race](#), Director Professional Development. The team oversees the STEP qualifications and liaises with several training partners, the main provider being Central Law Training International (CLTi), which delivers many of the qualifications. It works closely with the Professional Development Committee and provides reports to that Committee.

While all members of the team work across the remit, Madeleine has a special responsibility for Continuing Professional Development (CPD) and the CPD Centre, comprising the CPD Policy, the CPD

audit and the CPD resources. Madeleine also looks after branch education issues for the team and is developing the Professional Standards Awareness learning content on the website. Jenni, Trent and Chris have special responsibility for the STEP Employer Partnerships Programme, which aims to develop closer relationships with employers of STEP members via endorsement of employer training. Nigel has a special focus on qualifications and development of new qualifications but works with all of the team on CPD, PD and EPP projects.

Other team members:

- [Madeleine Jenness](#), Senior Manager, Professional Development
- [Jenni Hutchinson](#), Head of Employer Partnerships
- [Trent Weber](#), Senior Manager, Employer Partnerships
- [Chris Talia](#), Programme Manager - Employer Partnerships

## FINANCE AND RESOURCES

### Finance and HR

[Debbie Paggett](#) is Finance and HR Manager; the department is responsible for all finance matters relating to the STEP Worldwide office, including all the companies' statutory requirements. Debbie also acts as first point of contact on all Human Resources and Employment matters.

Other team members:

- [Kirsten Males](#), Finance Assistant
- [Riki Bronstein](#), Finance Assistant
- [Jodicci McDonald](#), Receptionist/Office Assistant

### Information Technology

[Colin Blomfield](#) is STEP's IT Manager and is responsible for internal infrastructure and security protocol. This includes all hardware and software requirements for STEP Worldwide.

## EVENTS

The Events team is led by [Kerri Linstead](#), Head of Events, and is responsible for organising high-quality conferences and awards ceremonies offering continuing professional development and business networking opportunities. The team also manage the Web Event offering and offer event planning support to the branches as and when needed.

Team members:

- [Lysette Matthews](#), Events Manager
- [Emma Dannevik](#), Events Manager
- [Lizzy Lester](#), Senior Events Co-ordinator
- [Jessica Townsend](#), Events Team Administrator