

## SAAS Executive and Non-Executive Board Members

### David Robb, Chief Executive



David became SAAS Chief Executive and Accountable Officer in January 2019. He had previously served as the Chief Executive of the Office of the Scottish Charity Regulator (OSCR) since 2011.

As a Scottish Office trainee in the early nineties, David worked in planning, health policy and local government reorganisation and was Private Secretary to Sir Hector Monro, MP, Minister for Agriculture and the Environment, Sport and the Arts.

In 1995-96 David was seconded to help establish the Cairngorms Partnership (now the Cairngorms National Park Authority). On his return, David worked in a range of roles, covering housing policy, social inclusion, First Minister's Policy Unit, NHS workforce, public bodies policy and public service improvement.

Between October 2007 and April 2010, David was Director of Policy and Development in the Scottish Public Services Ombudsman. In 2010, David returned to the Scottish Government, leading work on public service reform strategy as Head of Public Service Reform and Efficiency, where he sponsored the Christie Commission and helped prepare the Government's response. He also represented the Scottish Government on the Board of Quality Scotland.

David is a digital champion, so was delighted in 2016 to be asked to join the SG Digital Directorate as Deputy Director for Digital Public Services & Business Transformation. He combined these duties with his OSCR role, returning full time to OSCR in August 2017.

**Lauren McNamara, Director of Strategy and Innovation**



Lauren joined SAAS as Director of Policy and Engagement in 2017 and her post was retitled in December 2018. Previous to working with SAAS, Lauren worked for Registers of Scotland from 1999.

Lauren has responsibility for the Policy, Funding Awareness, Change, Complaints and Appeals, Risk, Information Management, Statistics, Procurement and Communications teams at SAAS. She recently appointed a Head of Innovation to work with her to explore new possibilities for improving services for SAAS customers.

**Anne Ward, Interim Director of Corporate Services**



Anne was appointed as Interim Director of Corporate Services in April 2018, having previously served as Director of Operations from 2014.

Anne joined the Civil Service in 1979 and before joining SAAS was Programme Manager at Registers of Scotland. Anne is responsible for IT Services, Facilities, Business Continuity, HR, Organisational Learning and Organisational Development and Audit and Assurance. Anne also provides oversight of the work of the Corporate Office.

**Audrey Shimmons, Director of Finance, seconded to SAAS Debt Management Project**



Audrey joined SAAS in 2007 and became Director of Finance in 2014.

Before joining the Agency, Audrey spent six years as Financial Analysis Manager with the Regulation & Inspection Division of Communities Scotland, now the Scottish Housing Regulator. She is a fellow of the Association of Chartered Certified Accountants (FCCA).

The SAAS Finance, Counter Fraud and Recoveries teams for whom Audrey is normally responsible are currently reporting to other directors while Audrey works on the SAAS Debt Management Project.

### **Laura McCluskey, Interim Director of Operations**



Laura was appointed as Interim Director of Operations in April 2018, having previously held a variety of policy, engagement and project roles in SAAS since joining in 2015. She joined the Civil Service in 2009.

Laura is responsible for the Agency's processing and casework teams, including Undergraduate, Postgraduate, Disabled Students' Allowance, Nursing, Rest of UK, Part-time Fee Grant and Electronic Document Management. Laura is also responsible for the SAAS Contact Centre.

### **Kathy Patterson, Non- Executive Board Member**



Kathy joined SAAS as a non-executive board member in June 2014. She sits on the SAAS Board and the Audit & Risk Assurance Committee and chairs the Strategic Overview Committee.

Until her retirement in January 2015 Kathy was Academic Registrar and Deputy Secretary at Heriot-Watt University with a major focus on student services. She previously held posts as Departmental Administrator for Civil and Offshore Engineering at Heriot-Watt University and for Veterinary Pathology at the University of Edinburgh. Her first career was as a Crown Servant at the Ministry of Defence. Kathy is a member of the Board of Trustees for the Heriot-Watt University Student Union.

### **Edward McGrachan, Non- Executive Board Member**



Ed joined SAAS as a non-executive board member in June 2014. He sits on the SAAS Board and the Strategic Overview Committee, and serves as Chair of the Audit and Risk Assurance Committee.

He is a Chartered Engineer with a Master's degree in Digital Techniques from Heriot Watt University. He has had an international career in IT, Telecommunications and Business Re-engineering, with time spent working for Nortel Networks and BT on major projects in North America, Continental Europe and the UK.

Now retired, Ed has worked with various public and charitable organisations. He has served as Governor

and Chair of Audit at South Devon College of Further Education, as a Member of the Diocesan Board of Education for the Church of England in Devon and as Lead Governor of South Western Ambulance Service NHS Foundation Trust. Ed currently serves as Chairman of the Veterans Advisory and Pensions Committee for West Scotland, a Non-Departmental Public Body, and as a Board Member of Glasgow Colleges' Regional Board.

### **Janet Unsworth, Non-Executive Board Member**



Janet joined SAAS as a non-executive board member in 2014. She sits on the SAAS Board and the Strategic Overview Committee. Janet supported the implementation of the SAAS Student Account as a member of the Programme Board and served as the Chair of the Portfolio Management Committee.

Janet is Chair of FourSquare Scotland, an Edinburgh-based homelessness charity that runs hostels for young people, a refuge for victims of domestic abuse, offers educational and advisory services for those at risk of homelessness and has a thriving social enterprise function. She also sits on the Children's Panel.

Janet has held non-executive positions at technology company QikServe and Changing the Chemistry. Prior to her non-executive career she co-founded, grew and sold a successful internet-based holiday lettings business. Her earlier, executive career was technology-based and her specialism was the delivery and implementation of technology-based major cultural change. She has worked for Deloitte, Oracle and RBS.

### **Jane Handley, Non-Executive Board Member**



Jane joined SAAS as a non-executive board member in December 2018. She sits on the SAAS Board, the Strategic Overview Committee and the Audit and Risk Assurance Committee

Jane has over 25 years' experience working in Scotland's Colleges, her most recent post being Head of Faculty at Edinburgh College. As part of this role she developed partnerships with local authorities, schools and employers with a focus on widening access, improving learner experiences and promoting further education to young people.

Jane was a lecturer in Computing and Information Technology in Glasgow and moved to Edinburgh in 1992. She has an extensive academic and practical background, including curriculum planning and review, widening participation and quality enhancement.

Jane is a member of the Board of the Scottish Qualifications Authority (SQA) and chairs the SQA's Advisory Council. She is a member of the SQA's Qualifications Committee and the SQA's Accreditation Committee. Jane is also a non-executive director of Access to Industry, a registered charity that works with individuals to support them into education and employment.

### **Stephen Woodhouse, Independent Member of ARAC**



Stephen joined SAAS as the independent member of the Audit and Risk Assurance Committee in August 2018.

Stephen is a chartered accountant and retired in 2018 after a career in both the private and public sectors, latterly as Director of Finance for the Crown Office & Procurator Fiscal Service. He had had a number of roles within the Scottish Government, including the Accountant in Bankruptcy, Director of Finance at the Scottish Court Service, Head of Police Funding and Performance and Head of the Emergency Response Unit in Scottish Resilience.