

## SAAS Executive and Non-Executive Board Members

### **Paul Lowe, Chief Executive**



Paul was appointed as Chief Executive and Accountable Officer for SAAS in 2016. He had previously worked across several government organisations including the Crown Office and Procurator Fiscal Service, the Scottish Court Service, the Scottish Government and the Department for Work and Pensions. Paul has a leadership background in Project and Programme Management, Operations, Inter-Agency Working and Policy. Paul chairs the SAAS Board.

### **Lauren McNamara, Director of Policy, Engagement and Change**



Lauren was appointed as Director of Policy and Engagement in 2017, having previously worked for Registers of Scotland from 1999. Lauren has responsibility for the SAAS Policy, Funding Awareness, Complaints & Appeals and Portfolio Management and Communications teams. Lauren has also recently appointed a Head of Innovation to work with her to explore all the possibilities of 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, Facilities, Business Continuity, HR, Cyber-Resilience and Learning and Development. Anne also provides oversight of the work of Corporate Office.

**Audrey Shimmons, Director of Finance**



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). Audrey is responsible for the SAAS Finance, Counter Fraud and Recoveries teams.

**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 and has worked in a number of operational and policy roles. Laura is responsible for the Agency's processing and casework teams including Undergraduate, Nursing, Rest of UK, Disabled Students' Allowance, Postgraduate, 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 Committee, and also chairs the Agency's Advisory Committee. Until her retirement in December 2014 she was Academic Registrar & Deputy Secretary at Heriot-Watt University with a major focus on student services. She previously held posts as Departmental Administrator for Civil & 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.

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



Ed joined SAAS as a Non-Executive Board Member in June 2014. He sits on the SAAS Board, Advisory Committee, the Audit and Risk Committee and the Transformation Programme Board. He has worked with various public and charitable organisations as Governor and is Chair of Audit at South Devon College of Further Education. Ed is a Member of the Diocesan Board of Education for the Church of England in Devon and Lead Governor of South Western Ambulance Service NHS Foundation Trust. He currently holds a ministerial appointment from the Ministry of Defence as Chairman of the Veterans Advisory and Pensions Committee for the West of Scotland.

He is a retired Chartered Engineer who has had an international career in IT, Telecommunications and Business, including time spent working for Nortel Networks and BT on major business re-engineering programmes in North America, continental Europe and the UK.

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



Janet joined SAAS as a Non-Executive Board Member in 2014. She sits on the SAAS Board and Advisory Committee. Janet also holds board positions at: Qikserve, who provide mobile ordering technology for the hospitality industry; Changing the Chemistry, a charity promoting improved board effectiveness by increasing diversity, and FourSquare Scotland, an Edinburgh-based homelessness charity who have hostels for young people, advisory services and a thriving social enterprise function. She established and chairs Foursquare's Audit and Risk Committee. She sits on the Children's Panel.

Janet also 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 worked for Deloitte, Oracle and RBS.