



2025 Conference Programme

5th – 7th March 2025

Hyatt Regency Manchester

Date: 5th March 2025

6.30pm: **INFORMAL MEET UP** – Bar area
7.30pm: **INFORMAL BUFFET DINNER** – Burgess Room

Date: 6th March 2025

- 8.40-9.00: **REGISTRATION & COFFEE** – outside Foster & Robinson Room
- 9.00-9.10: **Conference Welcome:** Sarah Rowe, HEBCoN Chair
- 9.10-10.10: **How a cyber incident shaped our approach to business continuity**, Patrick Hackett, Registrar, University Secretary & Chief Operating Officer, University of Manchester
- 10.10-10.50: **Martyn's Law – Common Sectoral Challenges Workshop**, Gary Morton, University of Newcastle
- 10.50-11.10: **TEA & COFFEE BREAK**
- 11.10-12.10: **To err is human, to profit is criminal: the psychology of cyber-attacks**, John Scott, Wildpark Security Consultancy, Certified Instructor, SANS Institute
- 12.10-1.10: **LUNCH** – outside Foster & Robinson Room
- 1.10-2.40: **Ready for anything: building and sustaining your resilience**, Leadership Consultant & Coach, AHUA Associate, Kim Newton-Woof
- 2.40-3.40: **Crisis communications: Lessons from the University of Manchester's communications team**, Jamie Brown, Interim Director of communications, University of Manchester
- 3.40-4.00: **TEA & COFFEE BREAK**
- 4.00-5.00: **Keynote speaker: Beyond Resilience: Overcoming the Psychological Allergy to Uncertainty**, Graham Norris
- 5.00-5.10: **Summary and Closing Comments:** Sarah Rowe, HEBCoN Chair
- 6.30: **Meet in hotel reception to walk to Museum for Award dinner**
7.00-7.30: **Pre Dinner reception drinks**
7.30-23.00: **Awards Dinner, Museum of Manchester**

Please join us!

This programme may be subject to change at short notice

Date: 7th March 2025

9.00-10.00: BREAKFAST in restaurant

10.00-11.00: Critical Arc, case studies – in Forest & Robinson room

11.00: Close

Thank you to our 2025 Conference Sponsors



2025 Conference Speakers



Key Note Speaker: Dr Graham Norris, Foresight Psychology

Dr. Graham Norris is an organisational psychologist and futurist who helps individuals and organisations create more ambitious futures for themselves.

Ladies and gentlemen, get ready to journey into the future with Dr Graham Norris.

Graham Norris is not your average psychologist. He's also a futurist who's mastered the art of adapting to change, making the future less of a mystery and more of an adventure.

He's worked at and with multinationals and non-profits around the world, and draws on this experience to fuel his research into change, uncertainty and decision-making.

When it comes to the future, he believes that if you're not confused, you're not paying attention.

Dr Graham Norris is here to help you see through the confusion.



Patrick Hackett, Registrar, University Secretary & Chief Operating Officer, University of Manchester

Patrick Hackett took up on 1 October 2018 his current role as Registrar, Secretary and Chief Operating Officer at The University of Manchester, where he leads just under 6,000 Professional Services (PS) staff and is a member of the Senior Leadership Team.

Previously Patrick was Deputy Vice-Chancellor at The University of Liverpool, a position he held from August 2013. Whilst in this role he contributed to the development of a new institutional strategy, 'Towards 2026'; led the Strategic Change programme to deliver new strategic objectives; and developed a new vision of 'one PS'.

From November 2008 Patrick was Chief Operating Officer at Liverpool. In this capacity Patrick undertook a fundamental review of the Professional Services and designed a new PS unitary organisation model that has been adopted by other institutions; he delivered reviews of Council, Senate and senior committees with subsequent major changes to improve governance and effectiveness; and he was responsible for the University's strategic commercial and business relationship with Laureate Inc., a private sector for-profit global higher education provider, which grew the University's highly successful online presence to over 10,000 students. He was a founding Director of Xi'an Jiaotong Liverpool University in Suzhou, China, that was established in 2006 and oversaw its growth to over 12,000 students.

An architect by profession, Patrick has a BArch from University College Dublin and has also previously held senior leadership positions at The University of Reading and Royal Holloway, University of London. Additionally, he has been a consultant, advising higher education institutions across the UK on facilities management organisation and development and the delivery of major capital projects.

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Patrick was a non-Executive Director of Aintree University Hospital NHS trust for six years until the end of March 2015 and he was also a Trustee Director of the University of Liverpool Pension Fund until 2018.



John Scott, Owner of Wildpark Security Consultancy

An organisation which aims to advise and support people in the security awareness, behaviour and culture change space with their programmes. He has previously worked for a Human Risk Management Platform as their Lead Security Researcher, and at the Bank of England running their security culture change programme for 7 years. He is also a Certified Instructor for the SANS Institute, delivering training on managing human risk and security culture change. John has worked with clients from all over the world, and has spoken on security related topics at conferences in the UK, the USA, the Middle East, and Europe.

For 35 years John has worked as an IT trainer, helping people to get the best use out of often confusing interfaces and software. He loves learning about applying lessons to security from other disciplines, and is allergic to the term “People are the weakest link”.

In Cybersecurity, you often hear the phrase “People are the weakest link”. Every year well respected reports show that human error is a significant factor in 60-80% of all cybersecurity breaches reported. And it seems like no matter what organisations do, those numbers don’t really change.

But very often, the problem isn’t with the people, it’s with organisational misunderstandings over why human errors occur. Bluntly, blame is often misplaced – poor system design and unrealistic expectations have their part to play as well. And that’s without mentioning the fact that cybercriminals seek to exploit and encourage human error to their advantage.

In this talk, we’ll look at the hard won lessons from health and safety, and apply them to a security context. We’ll see how lessons from healthcare and aviation can inspire more effective strategies in cybersecurity. We’ll understand why errors occur, and the different sorts of errors that exist. We’ll see how cyber criminals push people to encourage errors. And we’ll explore strategies that leaders, managers and security teams can apply to reduce risk and improve outcomes. By shifting our perspectives and applying these lessons, we can cultivate a secure culture where people are empowered to succeed, not set up to fail.



Kim Newton-Woof

Forged in a university environment as a specialist in organisational development and design, AHUA Associate Kim Newton-Woof now spends her days helping leaders from all sectors navigate their ever-changing work contexts more effectively and sustainably.

As a leadership consultant, facilitator and coach, Kim designs and delivers engaging development experiences tailored to leaders and their teams. With a human-first approach, she employs creative methods to help leaders refine their practices, make better decisions, and create their own innovative solutions.

An APECS Accredited Master Executive Coach (ILM Level 7) and Chartered Member of the CIPD, Kim is also an accredited practitioner of Insights Discovery, Myers-Briggs, and TMSDI Team Management Profile. A recent

graduate of Steve Peters' "Mind Management Skills for Life Programme", she brings additional expertise in Neuro-Linguistic Programming, Transactional Analysis, Nancy Kline's "Time to Think" methodology, and Systemic Coaching and Constellations.



Jamie Brown

Jamie is Interim Director of Communications at The University of Manchester, UK. He's worked at the University for around 10 years and prior to that at other UK universities and in the health service. In his current role he is responsible for managing central university communications teams. He also plays a coordinating role in communicating major projects and crisis management across the University.