

Corporate leadership team (CLT)

	Chief executive officer Laura McGillivray
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Executive assistant Julie Gibbons t: 212001	



Strategy, people and neighbourhoods

Executive head of strategy people and neighbourhoods
Russell O'Keefe



Head of citywide services
Adrian Akester

- Waste and recycling
- Parks and open spaces
- Play areas and trees
- Grounds maintenance
- Street cleaning
- Public protection services
- Food safety
- Health and safety
- Environmental protection
- Emergency planning
- Licensing

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Head of housing
Tracy John

- Tenancy services, premises management, void management, ASB (ABATE) and tenancy enforcement and continuous service development
- Tenancy support including sheltered housing, Norwich Community Alarm Service (NCAS) CCTV, Family intervention project Income collection, rents, income maximisation and debt advice
- Home ownership and leaseholder management
- Housing options, housing advice housing assessments, Private sector leasing, LEAP, and rough sleepers

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Head of local neighbourhood services
Bob Cronk

- Neighbourhood strategy
- Neighbourhood management
- Community engagement
- Community cohesion
- Community safety
- Antisocial behaviour
- Community centres
- Children and young people
- Financial inclusion
- Safeguarding children
- Household Health Conservators
- Community grants

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Head of HR and learning
Dawn Bradshaw

- HR business partner support
- Employee relations
- Strategic learning and development
- Employee learning and development

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Policy performance and partnerships manager
Phil Shreeve

- Corporate policy and planning
- Performance management
- Equalities
- Transformation programme
- Partnerships and commissioning
- Locality board
- Scrutiny

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Business relationship management

Executive head of business relationship management and democracy
Anton Bull



Customers, communications and culture

Executive head of customers, communications and culture
Nikki Rotsos



Communications manager
Sharon Page

- External and internal communications
- Internet and intranet
- Design, print and production

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Tourism development manager
Michelle Hurren

- Tourism development
- Tourist Information Centre
- Partnership working with Visit Norwich, Norfolk tourism and others to promote Norwich as a visitor destination

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Leisure and sports and cultural facilities manager
Martine Holden

- Sports development
- Go 4less sport and leisure discount scheme
- The Norman Centre
- The Halls
- Riverside Leisure Centre contract monitoring

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Events and culture manager
Helen Selleck

- Cultural development
- Events
- Open space booking
- Film enquiries
- Advice and consultation

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Head of customer services
Tina Bailey

- Customer contact team
- Central mail scanning and indexing and general admin services
- Land searches
- Civic office
- Corporate business support

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Executive head of regeneration and development
David Moorcroft



Head of city development services
Andy Watt

- Regeneration coordination, funding and project delivery
- Strategic partnership with the HCA
- Economic development
- City centre partnership
- Strategic and private sector housing
- Asset management of the non-housing building portfolio
- Transport policy and schemes
- Highways maintenance and improvement schemes
- Highway network management
- On and off street parking provision and enforcement

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Environmental strategy manager
Richard Willson

- Environmental policy
- Carbon management programme
- Energy efficiency
- Affordable warmth

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Head of planning service
Graham Nelson

- Development management
- Planning advice
- Joint core strategy
- Planning policy and site allocations
- Monitoring and implementation
- Listed buildings and conservation areas
- Landscape and design
- Tree protection
- Mapping and graphics
- CNC building control

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