

# CUSTOMER SERVICE AND TRANSFORMATION MANAGEMENT TEAM (Page 1 of 2)

**Corporate Director:  
Customer Service and Transformation**

**Pat Harding**  
Tel: 01223 699248

**Service Director:  
Community Engagement  
(Fenland)**

**Mike Davey**  
Tel: 01223 718479

- Community Development
- Community Safety
- Neighbourhood Panels
- Community Cohesion, including engagement
- County Council representative in Fenland
- Online Community Engagement
- Commissioning and Performance (Fenland)

**Business Support Manager**

**Bev Speller**  
Tel: 01223 699188

- Chief Executive's Support Team
- Corporate Director PA Support
- Civic Services

**Scrutiny and Improvement  
Manager**

**Ian Lambert**  
Tel: 01223 727918

**Head of Communications**

**Vacant**  
Tel: 01223 699280

- External communications
- Marketing
- Media relations
- Providing and supporting internal communications
- Corporate consultations
- Advertising
- Corporate identity and branding

**Head of Contact Centre  
Services**

**Mark Andrews**  
Tel: 01480 373415

- Delivery of Cambridgeshire Direct Contact Centre Operations
- Support team
- Development team
- Customer service, feedback management and complaints
- Postal services

**Head of Democratic and  
Members' Services**

**Wilma Wilkie**  
Tel: 01223 699183

- Support for elected Members
- Managing the Democratic Process
- Providing the framework and support for Democratic Governance in Cambridgeshire

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**Corporate Director:  
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**Pat Harding**  
Tel: 01223 699248

## Head of Emergency Planning

**Stewart Thomas**  
Tel: 01223 717676

- Emergency planning
- Liaising with key partners and promoting partnership working
- Duty Officer

## Head of Libraries, Archives and Information

**Christine May**  
Tel: 01223 703521

- Libraries and information
- Public archive service
- Cromwell museum
- Stock management
- Building development and projects
- Online and e-services

## Head of Management Support

**Adrian Dobbyne**  
Tel: 01223 699239

- Communications
- Change management
- Event management
- Executive support and research
- Project support
- Risk management
- Service planning

## Head of Registration and Coroners Service

**Jim Milne**  
Tel: 01223 715364

- Birth, stillbirth and death registration and re-registration
- Marriage and Civil Partnership notices, ceremonies and registration
- Celebratory ceremonies to renew vows or for baby naming
- National checking service
- Citizenship ceremonies
- Copy certificates (including an online service)

## Head of Service Transformation

**Joanna Leung**  
Tel: 01223 699702

- Customer insight and service improvement delivery
- Web development and management of the internet and intranet websites
- Development of online transactions
- Information governance and management
- Programme and project management
- Business analysis
- County Council records service

# COMMUNITY ENGAGEMENT (FENLAND) SERVICE DIRECTORATE

**Service Director:  
Community Engagement (Fenland)**

**Mike Davey**  
Tel: 01223 718479

## **Head of Community Development**

**Steve Vartoukian**  
Tel: 01223 715472

- Huntingdon North Neighbourhood Management Partnership
- Third sector (voluntary and community) support
- Compact development
- Grants management
- Migrant Workers and Refugees and Asylum Seekers Network

## **Domestic Abuse Partnership Manager**

**Simon Kerss**  
Tel: 07789 920401

- Improve outcomes for all victims via partnership working

## **Commissioning and Performance Manager**

**Sandy Willatt**  
Tel: 01945 581444

- Promote integration of service delivery at county, district, town and parish level
- Improve outcomes for residents of Fenland

## **Neighbourhood Panel Liaison Officers**

**Terry Jordan**  
Tel: 01223 699685  
**Wendy Lansdown**  
Tel: 01223 699683

## **Online Communicator**

**Jon Anderson**  
Tel: 01223 712030