

Senior Officers Contact and Service Information



Structure of the Council

The Council is made up of five Groups, an Executive Office as well as a number of shared services. The Chief Executive is the line manager for Directors leading:

- City Services, James Elms
- Communities, Sam Scharf
- Corporate Hub, Jane Wilson
- Economy and Place, Lynne Miles
- Shared Planning and Building Control

Executive Office

Chief Executive & Head of Paid Service

Name: **Robert Pollock**
Location: Remote working / GH / Mandela / Ops Hub
Phone: 01223 457003
Email: Robert.Pollock@cambridge.gov.uk

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The Chief Executive has overall management and operational responsibility for the council and is the main advisor on policy. His areas of responsibility include:

- Management and coordination of staff, resources, and functions
- Management of the political interface between councillors and staff
- Ensuring council policies and services are delivered effectively
- Acting as the electoral registration officer and returning officer
- Representing the council and Cambridge at local and national levels

The Executive Office includes key strategic functions and executive support for the Leader-Cabinet, Mayor, and Chief Executive.

Head of Governance & Democracy

Head of Strategy & Policy

Head of Communications & Engagement

Executive Office teams

Monitoring Officer:

Governance & Democracy: (Deputy Monitoring Officer)

- Democratic Services
- Elections & Electoral Engagement:
- Leader's Office & Members' Services:
- Mayor's Office:
- **Strategy and Policy: Communications and Engagement:**
 - Media and campaigns
 - Websites and portals

Local Government Reorganisation

City Services

City Services is the principal operational group encompassing the management of our public realm, including street cleansing, grounds/parks maintenance, our housing stock to include responsive repairs, planned maintenance across our housing stock and the wider council asset portfolio.

The group also plays a critical role in maintaining and improving the character, biodiversity and recreational resources across the city. It brings together operational and commercial teams to enable greater management efficiency and the potential for a more integrated approach to delivering key services for residents.

The Group also plays a critical role in maintaining and improving the character, biodiversity and recreational resources across the city. This group has the lead relationship with Greater Cambridge Shared Waste and many staff are likely to work from home or be based out of the new Operational Hub in north Cambridge.

Director of City Services

Name: James Elms

Email: James.Elms@cambridge.gov.uk

The Director of City Services is accountable for leading and managing operational delivery, including the new Operational Hub, and championing high standards of maintenance, efficiency and operational innovation across the Council.

Assistant Director, Homes & Commercial

Name: Sean Cleary

Email: Sean.Cleary@cambridge.gov.uk

Assistant Director, Public Realm & Environment

Name: Alistair Wilson

Email: Alistair.Wilson@cambridge.gov.uk

City Services Teams

Delivery Assurance:

Contracts & Surveying

- Programmes & Projects
- Service Improvements

Homes & Commercial:

- Housing Responsive Repairs
- Asset Management – Planned Repair: Housing and Public Buildings
- Compliance
- Fleet Service

Public Realm & Environment:

Bereavement Service

- Markets
- Parking Service (off street)
- Trees, Biodiversity & Drainage
- Street Cleansing & Grounds Maintenance

Communities

The Communities Group brings together teams and services that directly support residents to live better lives, including those with more complex needs. The Group is an important step towards creating a single point of contact to help individuals, families, and communities to access the right support at the right time from the city council and wider systems of support available in Cambridge.

The Group leads on community development, management of the Council's housing stock and tenancies, reducing homelessness and rough-sleeping, welcoming and supporting refugees and asylum seekers, Private Rented Sector standards and enforcement, premises and tax licensing, promoting better environmental health, and supporting safer communities and healthy lifestyles, including through the city's network of community centres and VCSE partners, as well as joining-up local provision with the Integrated Care System, Early Help, Adults and Children's Social Care, and relationship with the Police.

Director for Communities

Name: **Sam Scharf**

Email: Sam.Scharf@cambridge.gov.uk

The Director of Communities is accountable for: enabling more resilient communities, particularly in places of highest need, leading key 'people' facing teams and aligning council services with other key providers and commissioners to deliver positive outcomes for all Cambridge residents and communities, with an emphasis on prevention.

Assistant Director for Housing & Health

Name: **Samantha Shimmon**

Email: Samantha.Shimmon@cambridge.gov.uk

The Assistant Director, Housing and Health is accountable for: managing council housing, preventing, and reducing homelessness and rough sleeping and ensuring communities are healthy and well.

Strategic Environmental Health and Public Safety Lead

Communities Group Teams

Enabling Communities

- Resettlement and Community Equity:
- Community Investment:
- Enabling Communities:
- Community Facilities:

Ensuring Public Safety:

- Public Safety
- Environmental Health and Licensing Support
- Environmental Quality and Growth
- Commercial and Licensing

Creating a Thriving Culture:

Arts Development

- City Events & Event Marketing
- Venue Operations (including the Corn Exchange); Programming

Providing a Safety Net

- Housing Advice:
- Housing Management (City Homes)

Being Healthy and Well

- Homelessness Prevention & Solutions; Housing Support Service; Preventative Health Active Lifestyles:
- Cambridgeshire Home Improvement Agency:

Corporate Hub

The Corporate Hub supports an effective, efficient and high-performing council. It has a focus on enabling the Council to:

- Achieve outcomes on time and on budget
- Plan, change and prepare for the future
- Understand and support the Council to manage risk
- Use coherent and consistent processes and systems
- Promote good governance in the way we deliver

The Corporate Hub has an important role in promoting resilience and staff wellbeing, supporting teams to innovate and improve, and ensuring scarce resources are deployed to achieve value for money outcomes.

Chief Operating Officer

Name: **Jane Wilson**

Email: Jane.Wilson@cambridge.gov.uk

The Chief Operating Officer leads the Corporate Hub and is accountable for: key corporate functions to ensure the Council is fit for purpose to achieve its goals. The COO also has corporate oversight of our shared services governance and performance management, as well as leading on the day-to-day relationship with 3C ICT.

Chief Finance Officer

Name: **Jody Etherington**

Email: Jody.Etherington@cambridge.gov.uk

The Chief Finance Officer is accountable for leadership, strategic direction and day to day excellence in financial administration to maximise the public benefit of Council resources; statutory S151 Officer for the Council.

Assistant Director of People and Change

Name: **Hannah Ralph**

Email: Hannah.Ralph@cambridge.gov.uk

The Assistant Director of People and Change is accountable for the People and Change function which provides a coordinated corporate approach to people, performance and change, leading the Council to become an inclusive, compassionate and high performing Council.

Assistant Director & Head of Legal Practice (Monitoring Officer)

Name: Tom Lewis

Email: Tom.Lewis@3csharedservices.org

Head of 3C Legal Practice is accountable for leading the 3C legal service which provides legal support to Cambridge City Council and South Cambridgeshire District Council.

The Monitoring Officer ensures that the council, its officers and its elected members maintain the highest standard of conduct in all they do. The legal basis for the post is found in section 5 of the Local Government & Housing Act 1989, as amended the Local Government Act 2000. In his role as Monitoring Officer, Tom reports to the Chief Executive.

Corporate Hub Teams

Financial Services: Jody.Etherington@cambridge.gov.uk

- Finance; Payables and Income
- Payroll (shared with SCDC)
- Revenues & Benefits

People and Change: Hannah.Ralph@cambridge.gov.uk

- Human resources, recruitment and retention, Learning and Development
- Impact, Performance and Strategic Change, Digital
- Emergency Planning and Health & Safety

Customer Support:

- Customer Services;
- Business Improvement
- Executive Assistants;
- Facilities

Legal Services (shared with SCDC and HDC): Tom.Lewis@3csharedservices.org

Procurement:

Internal Audit: Jonathan.Tully@cambridge.gov.uk (Greater Cambridge Shared Audit shared with SCDC)

Economy and Place

Economy and Place group has a strategic focus on inclusive and sustainable economic growth. It brings together key policy teams, development expertise and our portfolio of commercial assets to maximise the economic, social and environmental benefits of the council's assets and economic partnerships.

The group leads on:

- Co-ordinating advice on sustainable economic development, transport implementation, skills, and capital programmes, and working with key stakeholders to achieve the Council's economic objectives
- Ensuring strategic input to create a Net Zero council by 2030 and leading system-wide work to limit and adapt to climate change across the city
- Delivery of the council's 2030 '1000 new social homes program' through the Cambridge Investment Partnership and Small Sites Programme and key capital projects including Civic Quarter and City Centre Heat Network
- Strategic asset management working closely with planned works and CFO, including major regeneration of council assets
- Relationship with economic partners including the business improvement district and destination management

Director of Economy and Place

Name: **Lynne Miles**

Email: Lynne.Miles@cambridge.gov.uk

Assistant Director for Development

Name: **Ben Binns**

Head of Economy, Energy, & Climate

Economy and Place Teams

Development: Ben.Binns@cambridge.gov.uk

- Cambridge Investment Partnership (CIP) – housing development
- Civic Quarter
- City Centre Heat Network

Economy, Energy, and Climate: Energy and Retrofit

- Included (youth social mobility)
- Inclusive Economy,
- Skills and Region of Learning
- Climate Change
- Key relationships with CPCA

Property and Assets: Commercial property portfolio management (acquisitions, leases, disposals) as well as support to wider teams on property matters