

SCHEDULE 11 – KEY PERSONNEL

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At the Commencement Date the Key Personnel are:

NAME	ROLE	RESPONSIBILITIES	PHONE / EMAIL
Paul Caddy	Contract Director	Single point of contact for the Authority with overall responsibility for the Service Provider's management of the Contract	01324 664 058 paul.caddy@phoenixcommercial.co.uk
Paul Caddy	Director of Public Sector	Contract Manager (Director)	01324 664 058 paul.caddy@phoenixcommercial.co.uk
Nick Tubbs	Chief Executive Officer	Governance and Oversight	07909 892 797 n.tubbs@jbwgroup.co.uk
Helen Roberts	Head of HR	Recruitment, Staffing, TUPE	01324 469 167 h.roberts@jbwgroup.co.uk
Nina Upton	Training Manager	Training Lead	01325 965 140 n.upton@jbwgroup.co.uk
Craig Alewood	Head of Business Improvement & Innovations	The implementation of processes, workflows & business rules	01325 965 150 c.alewood@jbwgroup.co.uk
Lee Brown	COO	All frontline operations, Customer Call Centre	01324 469 156 l.brown@jbwgroup.co.uk
Xiang Lu	Finance Director	Statutory & contract accounting requirements	07929 781 658 x.lu@jbwgroup.co.uk
Neal Walters	Legal & Compliance	Complaints, internal audit & ISO quality	01895 626 608 n.walters@jbwgroup.co.uk
Adrian Greenwood	Business Intelligence	BI Capability	01324 469 151 a.greenwood@jbwgroup.co.uk
John Sweet-Escott	Chief Technology Officer	Data Protection Officer	07450 685 897 j.sweetescott@jbwgroup.co.uk