Denise Saadvandi, Head of Service, leads all aspects of service planning and delivery, providing a clear and ambitious vision for the provision of high-quality, inclusive education and training to adult learners in Norfolk that meets the needs of local and regional training and employment priorities and local community needs. Denise is also the service’s Designated Safeguarding Lead.

John Morgan, Assistant Head of Service, is the lead for the service’s management information systems, the service’s business planning and management of funding as well as performance reporting and forecasting, including the quality assurance of the service’s data.

Vacancy, Assistant Head of Service, Curriculum, Quality and Community Learning, is the lead for academic quality and performance, including the development and delivery of our curriculum and equality and diversity. This role also manages our non-apprenticeship learning programmes.

Carl Fiander, Apprenticeships and Employer Engagement Manager, is responsible for the quality of apprenticeship provision and the growth of NCLS apprenticeships, including developing the service’s engagement with employers across the county. Carl also manages the Learning Disabilities Support into Employment Team.

Natasha Morter, Business Development and Marketing Manager, is in charge of the business development and marketing activities of the organisation. She also looks after our team of community learning and development officers out in the community, working with stakeholders and partners in the community to offer our learning programmes to a wide audience. Natasha is also responsible for the future development of Wensum Lodge as a creative hub for the East.

Andrew Blaxter, Head of Customer Service Operations, is the lead for our customer care across the service. Andrew is also responsible for the County Council contact centre, our premises, receptions and all customer interactions with our service.