

Woking Borough Council

Head of Transformation, Digital and Customer Services

A career-defining opportunity is on offer at Woking Borough Council that goes to the heart of the local authority's drive to get itself back on track.

Leading the transformation of customer services and the council's 'digital first' ambitions, the new head of transformation, digital and customer services will work collaboratively and in partnership across the organisation in what is a wide-ranging post.

The council has been under statutory intervention since 2023 and has been working alongside Government commissioners to develop and deliver a five-year programme of improvements. The successful candidate will play an important part in delivering the council's improvement and recovery programme and ensuring it returns to a firm financial footing and delivers best value for Woking's communities.

Kevin Foster, strategic director for corporate resources, believes the role is a 'fantastic opportunity' for an ambitious professional to join the senior leadership team and play a key role in delivering cross cutting improvements. 'For the right person,



Kevin Foster – strategic director for corporate resources, Woking Borough Council

Woking's circumstances will be viewed as an attraction, not a risk.'

The council is around a third of the way through its recovery journey and while much progress has been made, Kevin says there is ample scope for someone to put their stamp on the programme's many strands.

'Even though we're already on a journey, you're not just picking up the reins. The role involves an interesting

mixture of internal transformational change and an outward focus in terms of customer services and there's so much they can shape going forward.'

Experience of delivering change in services to residents and businesses would be a major advantage, he says, as it's a key area for development and one which reflects the council's broader ambitions to modernise the organisation and its culture.

'In customer services it's also about being more proactive in the way we use feedback to drive improvement. We need someone who is able to bring people along on that journey.'

'They need to look at the whole customer service function and work with colleagues to get that shaped across the council.'

While they will need to be 'digitally savvy', the postholder doesn't have

to be an IT expert as the council has those skills within the team.

'It will definitely be someone with ambition who wants to come in and be seen to make a difference. They will be a good team worker, bring a good degree of emotional intelligence a collaborative approach, and be able to see things from a customer perspective.'

Kevin concludes: 'The council's improvement and recovery journey involves many areas of activity you wouldn't normally get exposed to in a district council. That's what makes this such a great career opportunity.' ■



IT'S TIME

TO THINK

DIFFERENTLY

Visit www.join-woking.co.uk to find out more or contact Karishma Vakta-Smith or Steve Guest at Solace in Business on 020 7976 3311 for a confidential discussion.

Closing date: 27th January

Head of Transformation, Digital and Customer Services

Up to £90,500 plus up to £6k benefits

At Woking we are resetting and defying expectations: challenging ourselves to do more for our customers by harnessing the potential of digital and organisational innovation. This is your chance to lead this programme of change.

In this role, you will review how we deliver our resident services - identifying opportunities for service improvement and efficiency and embedding these in our corporate planning. Better use of digital solutions will be fundamental in enhancing our customer experience, while instilling confidence in stakeholders that no-one will be left behind. Leading our Corporate Programme Management Office, you will be instrumental in identifying opportunities for improvement, and working with others to bring about the process and cultural change required to make it happen.

The ability to build effective relationships across the organisation will be vital. A track record of successful transformation delivery and the insight you have gained through this work will enable you to win trust and confidence quickly. You will have a pragmatic appreciation of the challenges of implementing change across a complex organisation and a good sense of the tools and levers that can make a difference. Throughout you'll retain a clarity of focus on delivering better outcomes for our customers.

