

Director of Customer, Digital and Corporate Strategy



Vacancy ID: 000531

Salary: £108,842

North Tyneside Council is committed to delivering outstanding services for our residents, communities and businesses. We are passionate about creating a borough that is a great place to live, work and visit – where people are happy, healthy and able to thrive.

This is an exciting moment for North Tyneside. With the launch of our new 5 year Council Plan, we are embarking on a bold and ambitious programme of transformation. We are now seeking a visionary, values driven **Director of Customer, Digital and Corporate Strategy** to help shape the next chapter of our organisation.

The role:

As a key member of our Senior Leadership Team, you will provide clear, visible and forward thinking leadership across Customer Experience, Digital, Data, Technology, Communications, Communities and Inclusion, and the Elected Mayor and Cabinet Office.

You will create a consistent, professional and customer focused service ethos to deliver better outcomes for the Borough and to ensure services are designed around the needs and voices of our residents.

The Director of Customer, Digital and Corporate Strategy plays an active role as a member of the Council's Senior Leadership Team to lead the North Tyneside Plan for Change, ensuring our transformation programme delivers sustainable, value for money services that embrace innovation.

This is a rare opportunity to shape an organisation that is evolving, ambitious and committed to continuous improvement.

Who we are looking for:

You will bring:

- Experience and/or qualifications appropriate to a senior leadership role in a large, complex organisation.
- A strong track record of leading transformation, service improvement and organisational change.
- Deep understanding of the strategic issues facing local government, including digital innovation, customer experience and corporate strategy.
- Experience of working in a political environment, with the ability to build trusted relationships with elected members, partners and stakeholders.
- Evidence of successful budget management, performance management and risk management.
- The ability to inspire, motivate and empower teams, creating a culture of high performance and continuous improvement.
- Strong communication, influencing and partnership building skills.
- Commitment to our values: *We Listen | We Care | We Are Ambitious | We Are Good Value for Money.*

Apply now and to learn more about the vacancy, scan here.

