

# Recruiting a new Director of Customers, Transformation and Resources



The council is recruiting a new Director of Customers, Transformation and Resources (CTR). The role is one of the council's most senior managers, reporting to the Chief Executive.

As part of this recruitment process, we are looking for 6 people to be part of a residents and communities stakeholder panel. This panel will meet with each of the candidates (we expect there will be 4 or 5) and ask them a series of questions. We will then ask the panel for their feedback on the candidates at the end, which will be given to the final interview panel made up of councillors to help them make their decision.

## The Role

This Director oversees a number of really important services. These include customer services, like our call centre and customer centres, benefits and council tax processing, and the council's Human Resources department which looks after all of our staff. They also oversee Digital Services, including our website and computer systems, along with council policy and strategy, communications, performance, and the support to our senior managers and councillors.

An important job for the new Director will be improving our customer services. The council's leadership is really clear that our communities and residents must be at the heart of everything we do, so the Director will need to lead work on helping the council connect better to them.

## How the panel will work

The stakeholder panel will be online, using Microsoft Teams (like Zoom). People can join the panel on a computer at home, or they can come into our offices in Wood Green.

There will be 4 or 5 separate meetings, each of them about 45 minutes long. The panel will ask each candidate a series of questions about their experience, and what they would bring to the role and Haringey.