

Dear applicant,

Thank you for your interest in the Corporate Director of Customer Strategy and Digital Channels role at the London Borough of Waltham Forest. Waltham Forest is a vibrant borough, rich in culture and diversity with a strong sense of community - our residents and businesses recognise Waltham Forest as the best place to live in London.

At Waltham Forest Council, we're always looking for ways to serve our communities in the very best way. This means understanding their needs for today and tomorrow and delivering services that are transformative, adaptable and enhanced in value for all our communities. Communities are no longer static; people live in an ever-changing environment and we want to create channels that are agile enough to meet our resident's needs. That's why we're taking the important step of creating a new Corporate Director post for Customer Strategy and Digital Channels. The aim is to listen more attentively to our residents and provide them with the high-quality, easy-to-use services they need.

We are on a journey so we can deliver high quality and customer excellence across the diverse range of services that we provide to our communities. As our Corporate Director of Customer Strategy & Digital Channels, you'll be at the forefront of this organisational transformation, directing us away from traditional processes to more modern ways of working while putting customers at the heart of everything we do.

We want to make sure that we have the right people, visible leadership, and collaborative culture in place to deliver excellence in our customer's experience and are seeking an exceptional individual.

This is a fantastic opportunity to help achieve our wide-reaching ambition for cultural change across Waltham Forest, so if you have the energy, ambition and drive to take Waltham Forest to the next level we want to hear from you.



Martin Esom - Chief Executive



Shazia Hussain - Deputy Chief Executive