

A message from the Chief Executive

Dear Applicant,

Thank you for your interest in employment at Crawley Borough Council. Crawley is a great place to live and work and the Council has a strong reputation among residents, staff and Councillors. We work hard every day to maintain and enhance this on the basis of excellent service delivery.

Over the last few years, the Council has transformed the way it works in response to financial challenges brought about by reduced funding. Rather than just focussing on cutting spending, we have reshaped the organisation to make it more business focussed, efficient and improved customer service. By doing this we have found ourselves in a strong financial position with a dedicated workforce that is committed to delivering excellent Council services that our residents deserve.



ICT is seen as central to the corporate transformation plan and changes in technology, the way people work and the way people interact with technology is also changing. This new role pulls together those functions that will enable us in the delivery of services into a customer-focused service management culture. The foundations are set through a review and restructure of our ICT service and a key role for the new Head of Digital and Transformation will be to take our ambitious transformation programme forward with digital at the heart of it.

You will help us to accelerate our transformational journey to become a modern, sustainable, business-like and entrepreneurial organisation with the ambition to be best-in-class. We are looking for individuals who are keen to help us deliver change and continuously improve the Council through new ways of working using technology, digital applications, system reviews and bringing a more commercial flair to our service delivery. We have an ambitious programme of work ahead of us, set out in our seven pillars [Transformation Plan](#).

With a positive "can-do" attitude and a track record of initiating and successfully delivering complex transformational projects from both a Business Change and IT perspectives, you'll be an aspirational and strategic leader who encourages collaborative working across the organisation and with our wider partners and stakeholders.

Our colleagues have pride in the Council, feel valued and consider that their development is important and managed well. There is always more than we can do and we are continually looking to learn and improve. We are not complacent and know that there are challenges ahead.

We place great emphasis on getting staff involved and working across traditional job boundaries. We do this not just to maximise personal development and commitment to the Council, but also because we recognise staff as a talent pool that can be used for the generation of new ideas and to take forward projects for the benefit of our community.

We are looking for someone with vision and management skills to continue to build on what has been achieved, and drive forward customer improvements and embrace emerging advancement in technology.

This is an excellent opportunity for someone looking to advance their career – if you have a progressive approach we would like to hear from you. Come and share in our success, help us move forward even further.

We try to achieve the highest standards and deliver great services by recruiting the very best people.

A handwritten signature in black ink, appearing to read 'Natalie Brahma-Pearl'. The signature is fluid and cursive.

Natalie Brahma-Pearl, Chief Executive