

Welcome Letter

Thank you for considering a role at Croydon Council. This is a fantastic time to join us, as we deliver one of the biggest organisational change programmes in local government.

As you will already know, Croydon has faced significant financial challenges and some well-publicised service and governance failures. Over the past few years however, we've taken big steps forward in our improvement journey. We are now delivering an ambitious transformation programme to truly change the way we work, deliver the best possible services to residents and put Croydon back on a sustainable financial footing.

We need an outstanding individual to join us to help lead this change. You will hold key relationships across the council working with elected members and senior officers to deliver transformation improvement to our customers, in particular through digital development.

We are looking for someone who has the right skills and experience, but most importantly who also shares our values, and our commitment to Croydon and its people to make this Council the best organisation it can be.

This will be hard but fulfilling work; you will face challenges, and Croydon will test your experience and knowledge to date, but if you are the person we are looking for, this is exactly the opportunity you will embrace.

You will not be on your own in this challenge. You will be joining a strong, supportive, and values driven team of senior staff, all helping to rebuild the Council: its finances, its governance, its culture, its services and restoring pride in the borough. The financial challenge is steep, but we are making progress, with a clear financial strategy in place. The political administration is focused on delivering the 'Mayor's Business Plan', a shared commitment to the task ahead, and to putting Croydon's people first.

Croydon is a fantastic place; a vital part of London's growth story with a strong identity in its own right, and this is a rare chance to make genuine change in a place of great opportunity. It's a once-in-a-career moment, to join us at a time when your impact will be felt the most.

We are building an organisation in which talented, clear-sighted, and committed individuals with a strong public service ethos thrive, and are establishing that supportive, inclusive, and accountable culture which will be so important to getting the Council back on track.

We're focused on rebuilding our relationship with residents. Past challenges have had a real impact, and we know that trust needs to be restored through consistent action and transparency. We're working closely with our communities to protect vulnerable residents, support people, and make sure we deliver services in a way that's fair and responsive to local needs.

This is a values-led organisation where people care passionately about fairness,

inclusion, tackling inequality, and making Croydon better for the people who live here.

We know that the sector is facing huge challenges – and are open in acknowledging that the next few years will be tough – but with the right team working together, they will also be immensely fulfilling.