



Job Title: Director of Transformation, Strategy and People

Location: Birmingham or Cardiff (Hybrid)

About us

CCW is the passionate independent voice, representing water consumers in England & Wales. We support thousands of people each year, providing free advice and support helping people to resolve their complaints with their water company in an easy, caring way. We champion everyone's needs and interests, completing and showcasing research that influences water companies, government, and the regulator to make change happen.

Our values:

We expect and support all CCW colleagues to embody and celebrate CCW's values through **Positive Energy**, **Respect for all**, **Innovative spirit**, **Delivery of our promises** and being **Engaged as one (PRIDE)**.

What you'll be doing

We are looking for a Director of Transformation, Strategy, and People to join our Executive team. Reporting into the Chief Executive Officer, you will be a key member of CCW's Executive Team, responsible for supporting, developing and implementing CCW's strategic plans. You'll provide leadership and strategic direction in all matters related to People, Strategy development, and CCW's change programmes.

Please note: This is a hybrid role with a frequent requirement to visit the Birmingham office, often on a weekly basis. Overnight stays in Birmingham and other parts of the country will be required

Who we're looking for:

As the Director of Transformation, Strategy, and People, you will bring:

- The ability to influence and develop confidence at all organisational levels.
- A flexible personal style that facilitates excellent communication at all levels.

- Leadership skills with experience in leading change within the public sector.
- Demonstratable ability to influence external stakeholders.
- Hands-on experience in leading and motivating teams, fostering a culture of continuous improvement and leading by example.
- Demonstratable ability of delivering complex, organisational-wide programmes.
- Strategic leadership experience in a complex organisation, including working closely with Boards as part of a Senior Management Team to deliver organisational objectives.
- A commitment to self-development and continuous learning.
- Experience in bringing external insights into our organisation encouraging growth through benchmarking.
- Bring knowledge in organisation design and employee satisfaction programmes, with demonstratable ability to measure progress and achieve improvement.
- Evidence of good planning and project management abilities.
- The ability to form working relationships with stakeholders at all levels.
- Experience in risk management.

Salary & Benefits:

A starting salary of £70-75k

Benefits include Civil Service Pension, Generous Annual Leave provision, Flexible Working Options, Retailer and Healthcare discounts/cashback, Travel Season Ticket Loans, Bicycle Loans, Employee Assistance Programme and much more.