

Serco announces new appointments to the Group Executive Committee

2 years ago



Serco Group Plc, a leading international provider of services to governments, announces the appointment of Gillian Duggan as Chief People and Culture Officer, and the appointment of Ruth McGowan to the new role of Chief Strategy and Growth Officer.

These key appointments are aligned to our focus on Customers, Colleagues and Capabilities, reporting directly to the Group CEO, Mark Irwin and will join the Group's Executive Committee effective immediately.

Gillian brings to Serco a depth of experience, leading people and operational teams across a range of industries including aviation, engineering and infrastructure services, design and manufacturing. Gillian's previous roles include the public sector as well as listed and private equity-owned businesses and gives testament to strong strategic and commercial acumen, as well as a track record of driving transformational change.

Gillian's appointment will bring renewed focus to re-energising our values to empower our people, further strengthen our culture through equity and inclusivity, and grow the value of our colleagues' work to help every member of our Serco team to work safer, be more productive and achieve their development goals.

As we enter this new phase of our strategy to transform Serco from outsourcer to Impact Partner by promoting impactful, sustainable and equitable solutions for governments, citizens, and society more broadly, Ruth brings extensive experience in scaling global operations, delivering both revenue growth and cost efficiencies alongside her capability to set a vision, define strategy and execute technology-enabled growth plans.

Ruth has worked in consultancy, private equity, FMCG and health businesses where she demonstrated

strong commercial acumen, developed international experience, grew new business lines and used technology to transform products and services to deliver sustainable value.

Mark Irwin said:

“I am absolutely delighted to welcome Gillian and Ruth to Serco. We have strengthened our Executive Committee with two credible leaders with proven track records completely aligned to delivering our strategy to become the impact partner in service of the world’s leading governments.”