

Serco appoints new Group Chief Digital and Technology Officer

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Serco, the international provider of services to Governments, has appointed Tom Read to the new role of Group Chief Digital and Technology Officer.

In this pivotal role, Tom will lead our efforts to harness cutting-edge technology to enhance the safety and efficiency of our operations, drive strategic growth, and deliver innovation to our customers. His responsibilities will include overseeing our digital and cybersecurity strategy, IT infrastructure, and the adoption and scaling of new technology platforms.

Tom is a digital and technology specialist focused on human centred design. Prior to joining, Tom was the Chief Executive Officer and Director General of the Government Digital Service (GDS) in the Cabinet Office – the UK Government’s centre of excellence for digital product development. He joined GDS after 4 years as the Chief Digital Officer at the UK’s Ministry of Justice, as well as Chief Technology Officer roles at the Department of Business, and at the Cabinet Office. Earlier in his career Tom was Head of Applications at Guardian News & Media and a technical specialist at Lloyds TSB. Tom has a Master’s degree in Computer Science and is a Fellow of the British Computer Society.

Commenting on the appointment, Mark Irwin, Group Chief Executive of Serco said: “I am confident that Tom’s expertise and visionary approach will be invaluable as we continue to navigate the rapidly evolving digital landscape. Tom brings a wealth of experience and a proven track record in driving digital transformation and technological innovation across various industries.

“We look forward to his leadership in driving our digital and technology agenda aimed at helping us to impact a better future.”

Of his appointment, Tom Read said: “I am delighted to be joining Serco. It is a company that spans multiple sectors and the scope to harness new technologies to improve our service to customers is immense. I am impressed by the commitment that Serco is showing in developing, embracing and embedding digital and technological solutions.

“I am committed to devising innovative solutions which will bring real benefits to Serco’s existing customers and attract new contracts.”