

HMRC appoints new Director General for customer service

News story

Myrtle Lloyd appointed as Director General for Customer Service Group.



Following an external recruitment process and approval from the Prime Minister, HM Revenue and Customs (HMRC) has announced that the new Director General for Customer Service Group will be Myrtle Lloyd.

Myrtle is currently Chief Operating Officer at Her Majesty's Passport Office, as well as Registrar General for England and Wales. Myrtle is also the Head of Profession at the Home Office for operational delivery.

Deputy Chief Executive and Second Permanent Secretary, Angela MacDonald, said:

I'm delighted that Myrtle will be joining us to lead the Customer Service Group, bringing with her a wealth of experience and expertise. 2021 will no doubt continue to bring many challenges to the way we work and deliver as an organisation, and Myrtle is very well-placed to help us rise to those challenges. I'd like to thank Karl Khan for his tenure as interim Director General, and his contribution to our Executive Committee over the past 5 months.

Myrtle Lloyd said:

I'm really looking forward to joining colleagues in HMRC and taking on the leadership of Customer Service Group. HMRC has delivered brilliantly during the pandemic, and it will be a privilege to experience that professionalism and excellence first hand. I also look forward to meeting new colleagues on the Executive Committee and joining Angela and Jim in leading the department through the next chapter of HMRC's story.

Myrtle will join HMRC on 1 March and will be based in Liverpool.

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