

## [News story: Susan Park appointed as Director General, Universal Credit operations](#)

The Universal Credit Programme, led by Neil Couling, has completed the national roll-out of the Live Service, and is rolling out the Full Service to a further 5 jobcentres each month. There are now 450,000 claimants on Universal Credit, with the Full Service available in 46 jobcentre areas. The roll out of Full Service to 50 jobcentres each month begins in October.

To prepare DWP's Operations for this, Permanent Secretary Sir Robert Devereux has today announced some new operational roles.

While Neil continues to lead the overall programme, Susan Park will take on a new operational role, as Director General Universal Credit Operations with accountability for the operation of Universal Credit, across both jobcentres and service centres.

Sir Robert Devereux said:

I am delighted to announce the appointment of Susan Park.

She is an extremely talented public servant, with over 20 years in operational delivery and is uniquely placed to lead the scaled up roll out of Universal Credit Full Service from this autumn.

Director General, Universal Credit operations Susan Park said:

It's a privilege to take on the role of Director General, Universal Credit Operations.

Universal Credit is changing welfare for the better and helping people across the country to improve their lives.

I look forward to working with colleagues across the department to deliver the Full Service roll out of Universal Credit to millions of people across Great Britain.

Susan joined the Civil Service in the 1980s, and has worked for the DWP since it was established in 2001. She has a wealth of experience in operational delivery most recently as the director of the Child Maintenance Group from 2012 before taking up post as Director of Work Services in January 2015.

Read more about [Universal Credit Full Service and Live Service](#).