

CITB appoints Jackie Ducker as new Customer and Product Director

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Construction Industry Training Board (CITB) has appointed Jackie Ducker as the organisation's new Customer and Product Director, replacing the outgoing Braden Connolly. Jackie steps into her new role on 5 July.

Jackie has a strong track record in the construction and services sectors and has held a range of business improvement, collaboration, growth and customer experience leadership roles. She was most recently at Ordnance Survey and until 2020 with Kier Group.

Her career started in specialist contracting, including asbestos removal, demolition, and structural repairs. She then moved into regional contracting with Llewellyn Group and property repairs and gas maintenance with Connaught plc.

In 2011 Jackie joined Kier Group and enjoyed responsibilities across the support services, group functions, construction, and infrastructure divisions as customer experience director. This included working with their joint venture to deliver civil engineering works for HS2.

Jackie Ducker, Customer and Product Director at CITB, said: “This is a great time to be joining CITB and I am very proud to have the opportunity to play my part in its future success. I am looking forward to meeting everyone and building on the excellent work that the team have delivered.

“Providing a great experience to customers is front and centre of my thinking, so together with my colleagues, our priority will be listening to the needs of the industry and evolving our offer, so that it is targeted and focused on addressing the immediate and emerging needs of the sector.

“My background in construction, along with my energy for getting it right for customers, make this a great opportunity and I am very much looking forward to working together with customers, colleagues and the board to deliver our strategy.”

Sarah Beale, Chief Executive at CITB, said: “Firstly, I would like to thank Braden, who leaves CITB at the end of July, for his contribution and support over his 14 years with CITB, including the role of Product and Customer Services Director, which he has held since July 2017. He leaves with our thanks and very best wishes.

“I am delighted to welcome Jackie and am confident she will be an excellent addition to CITB. Jackie is joining a great team, her background in construction is welcome and I am sure will really help to give CITB even greater insight and experience required to deliver for the needs of construction employers of all sizes and sectors.

“As we emerge from the pandemic it is essential CITB has the right services and support in place to ensure construction bounces back and becomes more productive and inclusive as an industry. Jackie and her customer focussed team will be pivotal.”

Photo credit: CITB