

Claire Ansley to lead new LNER people and customer experience role

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London North Eastern Railway (LNER) has announced that Claire Ansley has been appointed to the new role of people and customer experience director.

Claire, who has been customer experience director for four years, will additionally oversee the People Team at LNER and continue to ensure customers receive the world-class, high-quality service synonymous with LNER.

She said: "I'm delighted to be taking up this new role as people and customer experience director. We put our customers and our people at the heart of everything we do.

"I am truly committed and passionate about continually enhancing our customer experience at LNER and our amazing people, who put their all into delivering the very best.

"I'm incredibly proud of the recognition we've received so far and working with my teams, we will build on that to create an even greater experience for our customers and colleagues as we welcome more people back to rail."

LNER employs more than 3,000 people and has recently been awarded Top Employer status in the UK for the third year running by the Top Employers Institute in recognition of its leading HR policies and people practices.

David Horne, managing director at LNER, said: “Claire continues to be an inspiring leader dedicated to ensuring teams deliver our legendary LNER customer service. She brings huge experience, passion and energy to her role and I am delighted she will be leading our people and customer experience teams.”

Photo credit: LNER