



Lucy Crumplin

Chief Operating Officer and
Executive Director, The Cambridge
Building Society

Lucy Crumplin is Chief Operating Officer and Executive Director at The Cambridge Building Society. Lucy joined the mutual in November 2019 as interim Head of People and during 2020 became COO and member of the Board. Lucy studied English Literature and Psychology at Cardiff University before joining KPMG and completing an MSc in Human Resources. Her skill in driving business improvement, turning strategy into reality and building positive workplace cultures has grown over more than 20 years in management consultancy and in-house leadership roles.

She also has six years' experience as a Non-Executive Director of an NHS Foundation Trust. Today, Lucy is responsible for ensuring The Cambridge has the operational capability to deliver outstanding customer service, help more people have a home, and make a difference in the community. Her remit includes customer engagement across The Cambridge's branch network and customer contact centre, IT and change, people and culture, underwriting, facilities, and operational resilience.