



Department  
for Work &  
Pensions

Kerr Nicholls  
request-617916-9738bf3c@whatdotheyknow.com

Operations FOI Team  
Caxton House  
Tothill Street  
LONDON  
SW1H 9NA

[www.gov.uk/dwp](http://www.gov.uk/dwp)

22 November 2019

FOI2019/40590

Dear Kerr Nicholls

Thank you for your Freedom of Information (FoI) request received on 6 November. You asked for:

- 1. Please can you provide me with the job description and duties, along with the skills required for anyone employed within jobs across the UK. Please also include the relevant grade and salary for this role.*
- 2. Please can you provide me with the job description and duties, along with the skills required for anyone employed within DWP ESA WCA Non-Complex Decision Maker jobs across the UK. Please also include the relevant grade and salary for this role.*
- 3. Can you advise where these roles are mostly based across your DWP locations/centres.*

## **DWP Response**

I confirm that we hold some recorded information to respond to your request. For questions 1 and 2 you asked for copies of the job descriptions for the DWP ESA WCA Complex Decision Maker and DWP ESA WCA Non-Complex Decision Maker, we do not hold this information in the form of a job description we have however provided a list of activities that need to be completed for each role and attached as a separate document we have included a list of skills required for both the Executive Officer (EO) and Administrative Officer (AO) grades.

EOs working on ESA Work Capability Assessments (WCA) decision making have to complete the following activities, please note this list is not exhaustive:

- Make appropriate EO Complex WCA decisions
- Make the appropriate Decision Assurance Call to the Claimant advising the outcome of the assessment
- Promulgation of ESA WCA Complex Decision
- Updating DMACR with details of decision

- WCA Decision Explanations and Reviews associated with Outbound Call
- Rework referrals to CHDA
- Advice referrals/re-referrals to CHDA
- Gather information to facilitate a Mandatory Reconsideration (post decision)
- Explanations (post decision Failed to Attend /Failed to Return Questionnaire)
- Helping people who might be in danger of self-harm
- a medical assessment subsequent to a previous disallowance
- Sending updates via SMS to inform customers of the status of their claim, change or enquiry".

AOs working as ESA Non Complex Decision Makers have to complete the following activities, please note this list is not exhaustive:

Duties include:

- Make appropriate AO WCA Decisions
- Promulgation of WCA Non Complex Decisions
- Updating DMACR with details of decision
- WCA Decision Explanations and Reviews associated with Outbound Call
- Rework referrals to CHDA
- Advice referrals/re-referrals to CHDA
- Explanations (post decision)
- Helping people who might be in danger of self-harm

You have asked for the salary details for each of these roles, I confirm that we hold this information. However, the information is exempt under Section 21 of the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain. To be helpful you can find the information you seek on the following link

<https://www.instituteforgovernment.org.uk/explainers/civil-service-pay>

The sites where DWP ESA WCA Decision Makers are based are included below:

Balham, Barnsley, Belfast, Birkenhead, Caerphilly, Cosham, Doncaster, Greenock, Hackney, Handsworth, Hanley, Hull, Merthyr Tydfil, Oldham, Plymouth, Preston, St Helens, Stockport, Stockton, Wolverhampton.

Please be aware that these offices do not necessarily deal with their own geographical area, work is moved around the country depending on capacity.

If you have any queries about this letter, please contact me quoting the reference number above.

Yours sincerely,

DWP Operations  
Freedom of Information Team

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**Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk) or by writing to DWP, Central FoI Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF  
Web: [ico.org.uk/Global/contact\\_us](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745