

FDN-265998: FOI response attachments

Job Title	Grade
Assistant Director - Service Design	2
Assistant Director HR, People & Talent	2
Assistant Director of Customer Services	2
Assistant Director of Investigations	2
Assistant Legal Adviser	2
Business Planning Manager	2
Chief of Staff	2
Clinical Advisor and Lead Clinician	2
Head of Estates and Procurement	2
Head of Finance	2
Head of FOI/DP	2
Head of Health Policy and Insight	2
Head of Information and Records Management	2
Head of IT, IT Security Officer, Security Officer	2
Head of Ombudsman's Casework	2
Head of Parliamentary Policy and Insight	2
Head of Risk and Assurance	2
Marketing and Communications Manager	2
Press and Media Manager	2
Research and Analytics Manager	2
Assistant Casework Manager	3
Caseworker (Outcomes and Compliance)	3
Caseworker (Policy and Process)	3
Caseworker (Post-Event Quality Assurance)	3
Complaints Handling Excellence Manager	3
Complex Investigations Manager	3
Corporate Services Change Manager	3
Customer Care Manager	3
Customer Services Manager	3
Estates and Facilities Manager	3
Finance Manager	3
FOIA/DP Officer	3
Head of Customer Care	3
Head of Customer Services	3
Head of Learning & Development	3
HR Resourcing Manager	3
Human Resources Business Partner	3
Insight and Learning Manager	3
Insight and Performance Caseworker	3
Investigation Manager	3
Investigator	3
Jurisdiction Adviser	3
Liaison Manager	3

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Marketing Manager	3
Operational Improvement Manager	3
Operations Manager	3
Performance Manager (Head of Management Information)	3
Principal Private Secretary to Chair	3
Procurement and Contracts Manager	3
Quality Insight Manager	3
Research Manager	3
Senior Caseworker	3
Senior Policy and Insight Manager (Health)	3
Senior Policy and Insight Manager (Parliamentary)	3
Senior Press Officer	3
Stakeholder Relationship Manager	3
Systematic and Strategic Investigations Manager	3
Application Support and Development Manager	4
Board and Committee Clerk	4
Business and Procurement Manager	4
Business Risk and Planning Manager	4
Caseworker	4
Compliance Officer	4
Customer Care Officer	4
Design & Publications Manager	4
Digital Communications Manager	4
Facilities Manager	4
Financial Accountant	4
Governance, Risk & Assurance Manager	4
HR Projects Manager	4
Information and Records Manager	4
Internal Communications Manager	4
Learning & Development Specialist/Manager	4
Planning and Performance Officer	4
Press Officer	4
Project and Policy Officer (Strategy and Insight)	4
Project Officer	4
Reward & Payroll Manager	4
Senior Analyst	4
Senior Performance Analyst	4
Assistant Facilities Manager	5
Assistant Private Secretary to Chair	5
Assistant Procurement Manager	5
Business Manager	5
Business Manager (Q&I)	5
Business Manager to Operational Improvement Team	5

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Executive Assistant	5
Executive Assistant	5
Learning and Resource Manager	5
Management Information & Systems Officer	5
Marketing Officer	5
Performance Analyst	5
Policy and Insight Officer (Health)	5
Policy and Insight Officer (Parliamentary)	5
Research Officer	5
Application Support and Development Officer	6
Assistant Information and Records Manager	6
Business Support Officer	6
Customer Services Officer	6
Editing and Proofreading Officer	6
Executive Assistant	6
Facilities Assistant	6
Finance Assistant	6
Finance Officer	6
FOI/DP Business Support Officer	6
HR Advisor	6
HR/L&D Administrator	6
Leadership Team Administration Assistant	6
Payroll and Pensions Administrator	6
Personal Assistant	6
Service Desk Manager	6
Stakeholder Development Officer (Database)	6
Business Support Assistant	7
ICT Support Officer	7
Information Records Assistant	7
Learning and Resource Support	7
Service Desk Assistant	7
Mailroom and Office Support Assistant	8
Offsite Storage Assistant	8

Pay scales

Grade	Definition	Pay range
0	Executive Directors	£74,575 - £298,562
1	Directors	£49,395 - £160,650
2	Senior Manager or Senior Specialist	£37,219 - £69,981
2	Lead Clinician or Clinical Adviser	£52,900 - £93,991
3	Middle Manager	£29,257 - £55,334
4	Junior Manager	£21,211 - £44,443
5	Supervisor and Senior Technician	£20,857 - £35,695
6	Senior Clerical and Technician	£16,517 - £35,025
7	Skilled Grade	£14,628 - £27,316
8	Semi-Skilled Grade	£13,928 - £21,302