Assistant Director - Service Design Assistant Director HR, People & Talent 2 Assistant Director of Customer Services 2 Assistant Director of Investigations 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 4 Head of Finance 4 Head of Finance 4 Head of Fol/DP 4 Head of Health Policy and Insight 4 Head of Information and Records Management 4 Head of Information and Records Management 4 Head of Ombudsman's Casework 4 Head of Ombudsman's Casework 4 Head of Risk and Assurance 4 Marketing and Communications Manager 2 Press and Media Manager 2 Assistant Casework Manager 2 Assistant Casework Manager 3 Caseworker (Outcomes and Compliance) 3 Caseworker (Post-Event Quality Assurance) 3 Caseworker (Post-Event Quality Assurance) 3 Complaints Handling Excellence Manager 3 Complex Investigations Manager 3 Customer Services Change Manager 3 Customer Services Manager 3 Customer Services Manager 3 Customer Services Manager 3 FollA/DP Officer 3 Head of Customer Services 4 Head of Customer Services 3 Head of Customer Services 3 Head of Customer Services 4 Head of Customer Services 5 Head of Learning & Development 7 Head of Customer Services 8 Head of Learning Manager 9 Insight and Learning Manager 9 Insight and Performance Caseworker 9 Investigation Manager 9 Investigaton Manager	Job Title	Grade
Assistant Director of Customer Services  Assistant Director of Investigations  2 Assistant Legal Adviser  Business Planning Manager  2 Chief of Staff  Clinical Advisor and Lead Clinician  2 Head of Estates and Procurement  2 Head of Finance  Head of Fol/DP  4 Head of Health Policy and Insight  4 Head of IT, IT Security Officer, Security Officer  4 Head of Parliamentary Policy and Insight  4 Head of Parliamentary Policy and Insight  4 Head of Parliamentary Policy and Insight  5 Head of Risk and Assurance  6 Marketing and Communications Manager  7 Press and Media Manager  8 Assistant Casework 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 Complaints Handling Excellence Manager  3 Comporate Services Change Manager  3 Customer Care Manager  3 Customer Care Manager  3 Customer Services Manager  3 Customer Services Manager  3 Finance Manager  3 Head of Customer Care  4 Head of Customer Care  4 Head of Customer Care  5 Head of Customer Care  6 Head of Customer Services  7 Head of Customer Services  8 Head of Learning & Development  9 Head of Customer Services  9 Head of Learning Manager  10 Insight and Learning Manager  11 Insight and Learning Manager  12 Investigation Manager  13 Insight and Performance Caseworker  13 Investigation Manager  14 Investigation Adviser	Assistant Director - Service Design	2
Assistant Director of Investigations  Assistant Legal Adviser  Business Planning Manager  Chief of Staff  2 Clinical Advisor and Lead Clinician  Head of Estates and Procurement  Head of Finance  Head of Finance  Head of Health Policy and Insight  Head of Information and Records Management  Head of Information and Records Management  Head of Ombudsman's Casework  Head of Parliamentary Policy and Insight  2 Head of Parliamentary Policy and Insight  2 Head of Risk and Assurance  Marketing and Communications Manager  Press and Media Manager  Research and Analytics Manager  2 Research (Outcomes and Compliance)  Caseworker (Policy and Process)  Caseworker (Post-Event Quality Assurance)  3 Caseworker (Post-Event Quality Assurance)  Complaints Handling Excellence Manager  3 Complex Investigations Manager  3 Customer Care Manager  3 Customer Services Change Manager  3 Customer Services Manager  3 Estates and Facilities Manager  3 Finance Manager  3 Finance Manager  3 Head of Customer Care  4 Head of Customer Care  4 Head of Customer Services  4 Head of Learning & Development  5 HR Resourcing Manager  3 Insight and Learning Manager  3 Insight and Performance Caseworker  3 Investigation Manager  3 Investigation Adviser	Assistant Director HR, People & Talent	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 Fol/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 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 3 Caseworker (Poutcomes and Compliance) 3 Caseworker (Poity and Process) 3 Caseworker (Post-Event Quality Assurance) 3 Complaints Handling Excellence Manager 3 Complex Investigations Manager 3 Customer Services Change Manager 3 Customer Services Manager 3 Estates and Facilities Manager 3 Finance Manager 3 Finance Manager 3 Head of Customer Care 3 Head of Customer Care 3 Head of Customer Services 1 Head of Customer Services 3 Head of Customer Services 3 Head of Customer Services 3 Head of Learning & Development 3 His Resourcing Manager 3 Insight and Performance Caseworker 3 Investigation Manager 3 Investigation Adviser 3	Assistant Director of Customer Services	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 Finance 2 Head of Fol/DP 2 Head of Health Policy and Insight 2 Head of Information and Records Management 2 Head of Information and Records Management 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 3 Caseworker (Outcomes and Compliance) 3 Caseworker (Policy and Process) 3 Caseworker (Post-Event Quality Assurance) 3 Caseworker (Post-Event Quality Assurance) 3 Complaints Handling Excellence Manager 3 Complex Investigations Manager 3 Customer Care Manager 3 Customer Care Manager 3 Finance Manager 3 Finance Manager 3 Finance Manager 3 Finance Manager 3 Head of Customer Services 1 Head of Customer Services 3 Head of Learning & Development 3 HR Resourcing Manager 3 Insight and Learning Manager 3 Insight and Performance Caseworker 3 Investigation Manager 3 Investigation Adviser 3 Jurisdiction Adviser 3	Assistant Director of Investigations	2
Chief of Staff  Clinical Advisor and Lead Clinician  Head of Estates and Procurement  Head of Finance  Head of Fol/DP  Head of Information and Records Management  Head of Information and Records Management  Head of Information and Records Management  Head of Ombudsman's Casework  Head of Parliamentary Policy and Insight  Head of Risk and Assurance  Marketing and Communications Manager  Press and Media Manager  Research and Analytics Manager  2 Assistant Casework Manager  Caseworker (Outcomes and Compliance)  Caseworker (Post-Event Quality Assurance)  Complaints Handling Excellence Manager  3 Complex Investigations Manager  Customer Care Manager  3 Customer Services Change Manager  3 Customer Services Manager  3 Customer Services Manager  3 Finance Manager  3 Fola/DP Officer  4 Head of Customer Care  Head of Customer Services  Head of Learning & Development  HR Resourcing Manager  3 Insight and Learning Manager  Insight and Performance Caseworker  3 Investigation Adviser  3 Investigation Adviser	Assistant Legal Adviser	2
Clinical Advisor and Lead Clinician  Head of Estates and Procurement  Head of Finance  Head of Finance  Head of Fol/DP  Head of Health Policy and Insight  Head of Information and Records Management  Head of Information and Records Management  Head of IT, IT Security Officer, Security Officer  Head of Ombudsman's Casework  Head of Parliamentary Policy and Insight  Head of Risk and Assurance  Marketing and Communications Manager  Press and Media Manager  Research and Analytics Manager  2 Research (Outcomes and Compliance)  Caseworker (Poticy and Process)  Caseworker (Post-Event Quality Assurance)  Complaints Handling Excellence Manager  3 Complex Investigations Manager  Customer Care Manager  3 Customer Care Manager  3 Customer Services Manager  3 Finance Manager  3 Finance Manager  3 Head of Customer Care  Head of Customer Services  1 Head of Customer Services  1 Head of Learning & Development  HR Resourcing Manager  3 Human Resources Business Partner  Insight and Learning Manager  3 Insight and Performance Caseworker  3 Investigation Manager  3 Investigation Manager  3 Investigation Adviser	Business Planning Manager	2
Head of Estates and Procurement2Head of Finance2Head of FOI/DP2Head of Health Policy and Insight2Head of Information and Records Management2Head of IT, IT Security Officer, Security Officer2Head of Ombudsman's Casework2Head of Parliamentary Policy and Insight2Head of Risk and Assurance2Marketing and Communications Manager2Press and Media Manager2Research and Analytics Manager3Caseworker (Outcomes and Compliance)3Caseworker (Policy and Process)3Caseworker (Post-Event Quality Assurance)3Complaints Handling Excellence Manager3Complex Investigations Manager3Corporate Services Change Manager3Customer Care Manager3Customer Services Manager3Finance Manager3Finance Manager3Head of Customer Care3Head of Customer Services3Head of Learning & Development3HR Resourcing Manager3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigation Manager3Investigation Adviser3	Chief of Staff	2
Head of Finance2Head of FOI/DP2Head of Health Policy and Insight2Head of Information and Records Management2Head of IT, IT Security Officer, Security Officer2Head of Ombudsman's Casework2Head of Parliamentary Policy and Insight2Head of Risk and Assurance2Marketing and Communications Manager2Press and Media Manager2Research and Analytics Manager2Assistant Casework Manager3Caseworker (Outcomes and Compliance)3Caseworker (Poticy and Process)3Caseworker (Post-Event Quality Assurance)3Complaints Handling Excellence Manager3Complex Investigations Manager3Corporate Services Change Manager3Customer Care Manager3Customer Services Manager3Estates and Facilities Manager3Finance Manager3Head of Customer Care3Head of Customer Services3Head of Learning & Development3HR Resourcing Manager3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigation Manager3Investigator3Jurisdiction Adviser3	Clinical Advisor and Lead Clinician	2
Head of FOI/DP2Head of Health Policy and Insight2Head of Information and Records Management2Head of IT, IT Security Officer, Security Officer2Head of Ombudsman's Casework2Head of Parliamentary Policy and Insight2Head of Risk and Assurance2Marketing and Communications Manager2Press and Media Manager2Research and Analytics Manager2Assistant Casework Manager3Caseworker (Outcomes and Compliance)3Caseworker (Policy and Process)3Caseworker (Post-Event Quality Assurance)3Complaints Handling Excellence Manager3Complex Investigations Manager3Corporate Services Change Manager3Customer Services Manager3Estates and Facilities Manager3Finance Manager3Head of Customer Care3Head of Customer Care3Head of Learning & Development3HR Resourcing Manager3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigation Adviser3	Head of Estates and Procurement	2
Head of Health Policy and Insight2Head of Information and Records Management2Head of IT, IT Security Officer, Security Officer2Head of Ombudsman's Casework2Head of Parliamentary Policy and Insight2Head of Risk and Assurance2Marketing and Communications Manager2Press and Media Manager2Research and Analytics Manager2Assistant Casework Manager3Caseworker (Outcomes and Compliance)3Caseworker (Policy and Process)3Caseworker (Post-Event Quality Assurance)3Complaints Handling Excellence Manager3Complex Investigations Manager3Corporate Services Change Manager3Customer Care Manager3Customer Services Manager3Estates and Facilities Manager3Finance Manager3Finance Manager3Head of Customer Care3Head of Customer Services3Head of Learning & Development3HR Resourcing Manager3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigation Adviser3	Head of Finance	2
Head of Information and Records Management2Head of IT, IT Security Officer, Security Officer2Head of Ombudsman's Casework2Head of Parliamentary Policy and Insight2Head of Risk and Assurance2Marketing and Communications Manager2Press and Media Manager2Research and Analytics Manager2Assistant Casework Manager3Caseworker (Outcomes and Compliance)3Caseworker (Policy and Process)3Caseworker (Post-Event Quality Assurance)3Complaints Handling Excellence Manager3Complex Investigations Manager3Customer Services Change Manager3Customer Care Manager3Estates and Facilities Manager3Finance Manager3Finance Manager3Head of Customer Care3Head of Learning & Development3HR Resourcing Manager3Human Resources Business Partner3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigator3Jurisdiction Adviser3	Head of FOI/DP	2
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Head of Ombudsman's Casework2Head of Parliamentary Policy and Insight2Head of Risk and Assurance2Marketing and Communications Manager2Press and Media Manager2Research and Analytics Manager2Assistant Casework Manager3Caseworker (Outcomes and Compliance)3Caseworker (Policy and Process)3Caseworker (Post-Event Quality Assurance)3Complaints Handling Excellence Manager3Complex Investigations Manager3Corporate Services Change Manager3Customer Care Manager3Customer Services Manager3Estates and Facilities Manager3Finance Manager3Finance Manager3Head of Customer Care3Head of Customer Services3Head of Learning & Development3HR Resourcing Manager3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigator3Jurisdiction Adviser3		2
Head of Ombudsman's Casework2Head of Parliamentary Policy and Insight2Head of Risk and Assurance2Marketing and Communications Manager2Press and Media Manager2Research and Analytics Manager2Assistant Casework Manager3Caseworker (Outcomes and Compliance)3Caseworker (Policy and Process)3Caseworker (Post-Event Quality Assurance)3Complaints Handling Excellence Manager3Complex Investigations Manager3Corporate Services Change Manager3Customer Care Manager3Customer Services Manager3Estates and Facilities Manager3Finance Manager3Finance Manager3Head of Customer Care3Head of Customer Services3Head of Learning & Development3HR Resourcing Manager3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigator3Jurisdiction Adviser3	Head of IT, IT Security Officer, Security Officer	2
Head of Risk and Assurance2Marketing and Communications Manager2Press and Media Manager2Research and Analytics Manager2Assistant Casework Manager3Caseworker (Outcomes and Compliance)3Caseworker (Policy and Process)3Caseworker (Post-Event Quality Assurance)3Complaints Handling Excellence Manager3Complex Investigations Manager3Corporate Services Change Manager3Customer Care Manager3Estates and Facilities Manager3Finance Manager3FOIA/DP Officer3Head of Customer Care3Head of Customer Services3Head of Learning & Development3HR Resourcing Manager3Human Resources Business Partner3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigation Adviser3	, , , , , , , , , , , , , , , , , , ,	2
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Press and Media Manager  Research and Analytics Manager  Assistant Casework Manager  Caseworker (Outcomes and Compliance)  Caseworker (Policy and Process)  Caseworker (Post-Event Quality Assurance)  Complaints Handling Excellence Manager  Complex Investigations Manager  Corporate Services Change Manager  Customer Care Manager  Customer Services Manager  3  Customer Services Manager  3  Estates and Facilities Manager  3  FOIA/DP Officer  4  Head of Customer Care  Head of Customer Services  Head of Learning & Development  HR Resourcing Manager  3  Insight and Learning Manager  3  Insight and Performance Caseworker  3  Investigation Manager  3  Jurisdiction Adviser	, , , , , , , , , , , , , , , , , , ,	2
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Assistant Casework Manager  Caseworker (Outcomes and Compliance)  Caseworker (Policy and Process)  Caseworker (Post-Event Quality Assurance)  Complaints Handling Excellence Manager  Complex Investigations Manager  Corporate Services Change Manager  Customer Care Manager  Customer Services Manager  Setates and Facilities Manager  Estates and Facilities Manager  Fola/DP Officer  Head of Customer Care  Head of Customer Services  Head of Learning & Development  HR Resourcing Manager  Insight and Learning Manager  Insight and Performance Caseworker  Investigation Manager  Jurisdiction Adviser  3  3  3  3  3  3  3  3  3  3  3  3  3	Ç	2
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Complaints Handling Excellence Manager  Complex Investigations Manager  Corporate Services Change Manager  Customer Care Manager  Customer Services Manager  Estates and Facilities Manager  Finance Manager  FOIA/DP Officer  Head of Customer Care  Head of Customer Services  Head of Learning & Development  HR Resourcing Manager  Human Resources Business Partner  Insight and Learning Manager  Insight and Performance Caseworker  Investigation Manager  Jurisdiction Adviser  3  3  Customer Services Manager  3  4  5  6  7  7  8  7  8  7  8  7  8  7  8  7  8  7  8  7  8  7  8  8	·	3
Complex Investigations Manager3Corporate Services Change Manager3Customer Care Manager3Customer Services Manager3Estates and Facilities Manager3Finance Manager3FOIA/DP Officer3Head of Customer Care3Head of Customer Services3Head of Learning & Development3HR Resourcing Manager3Human Resources Business Partner3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigator3Jurisdiction Adviser3		3
Corporate Services Change Manager Customer Care Manager 3 Customer Services Manager 3 Estates and Facilities Manager 3 Finance Manager 3 FOIA/DP Officer 3 Head of Customer Care 4 Head of Customer Services 4 Head of Learning & Development 4 HR Resourcing Manager 3 Human Resources Business Partner 4 Insight and Learning Manager 5 Investigation Manager 7 Investigator 7 Jurisdiction Adviser 7 3 Customer Care Manager 3 Services Mana	·	3
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Customer Services Manager  Estates and Facilities Manager  Finance Manager  FOIA/DP Officer  Head of Customer Care  Head of Customer Services  Head of Learning & Development  HR Resourcing Manager  Jurisdiction Adviser  3  3  3  3  3  3  3  3  3  3  3  4  3  3		3
Finance Manager  FOIA/DP Officer  Head of Customer Care  Head of Customer Services  Head of Learning & Development  HR Resourcing Manager  Human Resources Business Partner  Insight and Learning Manager  Insight and Performance Caseworker  Investigation Manager  Jurisdiction Adviser  3  3  3  3  3  3  3  3  3  3  3  3  3	-	3
FOIA/DP Officer  Head of Customer Care  Head of Customer Services  Head of Learning & Development  HR Resourcing Manager  Human Resources Business Partner  Insight and Learning Manager  Insight and Performance Caseworker  Investigation Manager  Jurisdiction Adviser  3  3  3  3  3  3  3  3  3  3  3  3  3	•	3
FOIA/DP Officer  Head of Customer Care  Head of Customer Services  Head of Learning & Development  HR Resourcing Manager  Human Resources Business Partner  Insight and Learning Manager  Insight and Performance Caseworker  Investigation Manager  Jurisdiction Adviser  3  3  3  3  3  3  3  3  3  3  3  3  3	Finance Manager	3
Head of Customer Services3Head of Learning & Development3HR Resourcing Manager3Human Resources Business Partner3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigator3Jurisdiction Adviser3		3
Head of Learning & Development3HR Resourcing Manager3Human Resources Business Partner3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigator3Jurisdiction Adviser3	Head of Customer Care	3
HR Resourcing Manager  Human Resources Business Partner  Insight and Learning Manager  Insight and Performance Caseworker  Investigation Manager  Investigator  Jurisdiction Adviser  3  3  3  3  3  3  3  3  3  3  3  4  5  5  6  7  7  7  7  7  7  7  7  7  7  7  7	Head of Customer Services	3
Human Resources Business Partner3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigator3Jurisdiction Adviser3	Head of Learning & Development	3
Human Resources Business Partner3Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigator3Jurisdiction Adviser3	, i	3
Insight and Learning Manager3Insight and Performance Caseworker3Investigation Manager3Investigator3Jurisdiction Adviser3		3
Insight and Performance Caseworker3Investigation Manager3Investigator3Jurisdiction Adviser3		3
Investigation Manager3Investigator3Jurisdiction Adviser3		3
Investigator 3 Jurisdiction Adviser 3	-	
Jurisdiction Adviser 3		
	Liaison Manager	

## FDN-265998: FOI response attachments

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 Risk and Planning Manager       4         Business Risk and Planning Manager       4         Caseworker       4         Compliance Officer       4         Cestomer Care Officer       4         Cestomer Care Officer       4         Compliance Officer       4         Facilities Manager       4         Financial Accountant       4         Governance, Risk & Assurance Manager       4         H	Marketing 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         Design & Publications Manager       4         Digital Communications Manager       4         Financial Accountant       4         Governance, Risk & Assurance Manager       4         HR Projects Manager       4         Internal Communications Manager       4         Internal Communications Manager       4		3
Performance Manager (Head of Management Information)  Principal Private Secretary to Chair  Procurement and Contracts Manager  Quality Insight Manager  Research Manager  Senior Caseworker  Senior Policy and Insight Manager (Health)  Senior Policy and Insight Manager (Parliamentary)  Senior Press Officer  Stakeholder Relationship Manager  Systematic and Strategic Investigations Manager  Application Support and Development Manager  Board and Committee Clerk  Business Air Procurement Manager  4  Business Risk and Planning Manager  4  Caseworker  Compliance Officer  4  Customer Care Officer  4  Design & Publications Manager  4  Financial Accountant  Governance, Risk & Assurance Manager  4  Information and Records Manager  4  Planning and Performance Officer  4  Press Officer  4  Project and Policy Officer (Strategy and Insight)  Project and Policy Officer (Strategy and Insight)  Project officer  Reward & Payroll Manager  5  Assistant Facilities Manager  5  Assistant Provaurement Manager  5  Business Man	·	3
Information) Principal Private Secretary to Chair Procurement and Contracts Manager Quality Insight Manager Research Manager Senior Caseworker Senior Policy and Insight Manager (Health) Senior Policy and Insight Manager (Parliamentary) Senior Press Officer Stakeholder Relationship Manager Systematic and Strategic Investigations Manager Application Support and Development Manager Board and Committee Clerk Business Risk and Planning Manager 4 Business Risk and Planning Manager 4 Caseworker Caseworker Customer Care Officer Design & Publications Manager 4 Facilities Manager 4 Financial Accountant Governance, Risk & Assurance Manager 4 Information and Records Manager 4 Information and Records Manager 4 Information and Records Manager 4 Planning and Performance Officer 4 Press Officer 4 Project and Policy Officer (Strategy and Insight) Project Officer Reward & Payroll Manager 5 Assistant Facilities Manager 5 Assistant Private Secretary to Chair 5 Assistant Proverment Manager 5 Business Manage		
Procurement and Contracts Manager  Quality Insight Manager  Research Manager  Senior Caseworker  Senior Policy and Insight Manager (Health)  Senior Press Officer  Stakeholder Relationship Manager  Systematic and Strategic Investigations Manager  Application Support and Development Manager  Board and Committee Clerk  Business and Procurement Manager  Business Risk and Planning Manager  4  Business Risk and Planning Manager  4  Caseworker  Compliance Officer  Customer Care Officer  4  Design & Publications Manager  4  Facilities Manager  Financial Accountant  Governance, Risk & Assurance Manager  4  Internal Communications Manager  4  Internal Communications Manager  4  Planning and Performance Officer  4  Press Officer  4  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  5  Assistant Private Secretary to Chair  Assistant Procurement Manager  Business Manager  5  Business Manag		3
Quality Insight Manager Research Manager Research Manager Research Manager Research Manager Senior Caseworker Research Manager Senior Policy and Insight Manager (Health) Senior Policy and Insight Manager (Parliamentary) Senior Press Officer Stakeholder Relationship Manager Systematic and Strategic Investigations Manager Application Support and Development Manager Board and Committee Clerk Business and Procurement Manager 4 Business Risk and Planning Manager 4 Caseworker Compliance Officer 4 Customer Care Officer 4 Design & Publications Manager 4 Digital Communications Manager 4 Facilities Manager 4 Financial Accountant Governance, Risk & Assurance Manager 4 Information and Records Manager 4 Internal Communications Manager 4 Internal Communications Manager 4 Internal Communications Manager 4 Planning and Performance Officer 4 Press Officer 4 Project and Policy Officer (Strategy and Insight) 4 Project Officer Reward & Payroll Manager 5 Resistant Procurement Manager 5 Assistant Procurement Manager 5 Business	Principal Private Secretary to Chair	3
Research Manager Senior Caseworker Senior Policy and Insight Manager (Health) Senior Policy and Insight Manager (Parliamentary) Senior Press Officer Stakeholder Relationship Manager Systematic and Strategic Investigations Manager Application Support and Development Manager Board and Committee Clerk Business and Procurement Manager Business Risk and Planning Manager 4 Caseworker Compliance Officer Customer Care Officer Design & Publications Manager 4 Facilities Manager 4 Financial Accountant Governance, Risk & Assurance Manager Information and Records Manager Information and Records Manager Planning and Performance Officer Project and Policy Officer (Strategy and Insight) Project Officer Reward & Payroll Manager Assistant Facilities Manager Assistant Proverment Manager Susiness Manager Assistant Proverment Manager Business Manager Susiness Manager Susiness Manager Susiness Manager	Procurement and Contracts Manager	3
Research Manager Senior Caseworker Senior Policy and Insight Manager (Health) Senior Policy and Insight Manager (Parliamentary) Senior Press Officer Stakeholder Relationship Manager Systematic and Strategic Investigations Manager Application Support and Development Manager Board and Committee Clerk Business and Procurement Manager Business Risk and Planning Manager 4 Caseworker Compliance Officer Customer Care Officer Design & Publications Manager 4 Facilities Manager 4 Financial Accountant Governance, Risk & Assurance Manager Information and Records Manager Internal Communications Manager 4 Internal Communications Manager 4 Internal Communications Manager 4 Internal Communications 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 5 Senior Performance Analyst Assistant Facilities Manager 5 Assistant Provarement Manager 5 Business Manager 6 Senior Serioux Manager 5 Business Manager 6 5 Business Manager 7 Business Manager 7 Business Manager 8 5 Business Manager 8 Business Manager 9 Business Manager	Quality Insight Manager	3
Senior Policy and Insight Manager (Health)  Senior Policy and Insight Manager (Parliamentary)  Senior Press Officer  Stakeholder Relationship Manager  Systematic and Strategic Investigations Manager  Application Support and Development Manager  Board and Committee Clerk  Business and Procurement Manager  4  Business Risk and Planning Manager  4  Caseworker  Compliance Officer  Customer Care Officer  Design & Publications Manager  4  Facilities Manager  Financial Accountant  Governance, Risk & Assurance Manager  Information and Records Manager  Information and Records Manager  4  Planning and Performance Officer  4  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  4  Assistant Facilities Manager  5  Assistant Proverement Manager  5  Business Manager  Business Manager  5  Business Manager  Bu	Research Manager	3
Senior Policy and Insight Manager (Parliamentary)  Senior Press Officer  Stakeholder Relationship Manager  Systematic and Strategic Investigations Manager  Application Support and Development Manager  Board and Committee Clerk  Business and Procurement Manager  4  Business Risk and Planning Manager  4  Caseworker  Compliance Officer  Customer Care Officer  Design & Publications Manager  4  Facilities Manager  Financial Accountant  Governance, Risk & Assurance Manager  HR Projects Manager  Information and Records Manager  Harning & Development Specialist/Manager  Planning and Performance Officer  Press Officer  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Assistant Facilities Manager  Assistant Procurement Manager  Business Manager  Senior Performance Analyst  Assistant Procurement Manager  Business Manager  Business Manager  5  Business Manager  Business Manager	Senior Caseworker	3
Senior Policy and Insight Manager (Parliamentary)  Senior Press Officer  Stakeholder Relationship Manager  Systematic and Strategic Investigations Manager  Application Support and Development Manager  Board and Committee Clerk  Business and Procurement Manager  4  Business Risk and Planning Manager  4  Caseworker  Compliance Officer  Customer Care Officer  Design & Publications Manager  4  Financial Accountant  Governance, Risk & Assurance Manager  HR Projects Manager  Information and Records Manager  Harning & Development Specialist/Manager  Planning and Performance Officer  Press Officer  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Assistant Facilities Manager  Assistant Procurement Manager  Business Manager  5  Business Manager  Busine	Senior Policy and Insight Manager (Health)	3
Senior Press Officer Stakeholder Relationship Manager Systematic and Strategic Investigations Manager Application Support and Development Manager Board and Committee Clerk Business and Procurement Manager Business Risk and Planning Manager 4 Caseworker Compliance Officer 4 Customer Care Officer 4 Design & Publications Manager 4 Facilities Manager 4 Financial Accountant 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 Project and Policy Officer (Strategy and Insight) 4 Project Officer Reward & Payroll Manager 5 Senior Performance Analyst 4 Assistant Facilities Manager 5 Business Manager 6 5 Business Manager 6 5 Business Manager 7 5 Business Manager 7 5  Assistant Procurement Manager 8 Business Manager 9 5 Business Manager 9 Business Man		3
Systematic and Strategic Investigations Manager Application Support and Development Manager Board and Committee Clerk  Business and Procurement Manager  Business Risk and Planning Manager  Caseworker  Compliance Officer  Customer Care Officer  Design & Publications Manager  Facilities Manager  Financial Accountant  Governance, Risk & Assurance Manager  Information and Records Manager  Internal Communications Manager  Planning & Development Specialist/Manager  Press Officer  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Senior Performance Analyst  Assistant Facilities Manager  Business Manager  Business Manager  5  4  4  4  4  4  4  4  4  4  4  4  4		3
Systematic and Strategic Investigations Manager Application Support and Development Manager Board and Committee Clerk  Business and Procurement Manager  Business Risk and Planning Manager  Caseworker  Compliance Officer  Customer Care Officer  Design & Publications Manager  Facilities Manager  Financial Accountant  Governance, Risk & Assurance Manager  Information and Records Manager  Internal Communications Manager  Planning & Development Specialist/Manager  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Senior Analyst  Assistant Facilities Manager  Assistant Procurement Manager  Business Manager  Business Manager  5  Business Manager  6  4  4  4  4  4  4  4  4  4  4  4  4	Stakeholder Relationship Manager	3
Application Support and Development Manager Board and Committee Clerk  Business and Procurement Manager  Business Risk and Planning Manager  Caseworker  Compliance Officer  Customer Care Officer  Design & Publications Manager  Jigital Communications Manager  Facilities Manager  Financial Accountant  Governance, Risk & Assurance Manager  HR Projects Manager  Information and Records Manager  Internal Communications Manager  Learning & Development Specialist/Manager  Planning and Performance Officer  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Assistant Facilities Manager  Assistant Procurement Manager  Business Manager  Business Manager  5  Business Manager  5  Business Manager  5  Business Manager  5  Business Manager  6  4  4  4  4  4  4  4  4  4  4  4  4	Systematic and Strategic Investigations Manager	3
Board and Committee Clerk Business and Procurement Manager Business Risk and Planning Manager Caseworker Compliance Officer Customer Care Officer Design & Publications Manager Digital Communications Manager Facilities Manager Financial Accountant Governance, Risk & Assurance Manager HR Projects Manager Information and Records Manager Internal Communications Manager Learning & Development Specialist/Manager Planning and Performance Officer Press Officer Project and Policy Officer (Strategy and Insight) Project Officer Reward & Payroll Manager Senior Analyst Senior Performance Analyst Assistant Facilities Manager Business Manager Business Manager Senioness Manager		4
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Business Risk and Planning Manager  Caseworker  Compliance Officer  Customer Care Officer  Design & Publications Manager  Digital Communications Manager  Facilities Manager  Facilities Manager  Financial Accountant  Governance, Risk & Assurance Manager  HR Projects Manager  Information and Records Manager  Internal Communications Manager  Learning & Development Specialist/Manager  Planning and Performance Officer  Press Officer  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  4  Senior Performance Analyst  Assistant Facilities Manager  Assistant Private Secretary to Chair  Assistant Procurement Manager  Business Manager (Q&I)  5	Business and Procurement 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 Procurement Manager 5 Business Manager (Q&I) 5		4
Customer Care Officer  Design & Publications Manager  Digital Communications Manager  Facilities Manager  Financial Accountant  Governance, Risk & Assurance Manager  HR Projects Manager  Information and Records Manager  Internal Communications Manager  Learning & Development Specialist/Manager  Planning and Performance Officer  Press Officer  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Senior Analyst  Assistant Facilities Manager  Assistant Private Secretary to Chair  Assistant Procurement Manager  Business Manager  Business Manager (Q&I)		4
Customer Care Officer  Design & Publications Manager  Digital Communications Manager  Facilities Manager  Financial Accountant  Governance, Risk & Assurance Manager  HR Projects Manager  Information and Records Manager  Internal Communications Manager  Learning & Development Specialist/Manager  Planning and Performance Officer  Press Officer  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Senior Analyst  Assistant Facilities Manager  Assistant Private Secretary to Chair  Assistant Procurement Manager  Business Manager  Business Manager (Q&I)	Compliance Officer	4
Digital Communications Manager Facilities Manager Financial Accountant Governance, Risk & Assurance Manager HR Projects Manager Information and Records Manager Internal Communications Manager Learning & Development Specialist/Manager Planning and Performance Officer Press Officer Project and Policy Officer (Strategy and Insight) Project Officer Reward & Payroll Manager 4 Senior Performance Analyst Assistant Facilities Manager Assistant Procurement Manager Business Manager 5 Business Manager (Q&I) 5		4
Digital Communications Manager Facilities Manager Financial Accountant Governance, Risk & Assurance Manager HR Projects Manager Information and Records Manager Internal Communications Manager Learning & Development Specialist/Manager Planning and Performance Officer Press Officer Project and Policy Officer (Strategy and Insight) Project Officer Reward & Payroll Manager 4 Senior Performance Analyst Assistant Facilities Manager Assistant Procurement Manager Business Manager 5 Business Manager (Q&I) 5	Design & Publications Manager	4
Facilities Manager Financial Accountant Governance, Risk & Assurance Manager HR Projects Manager Information and Records Manager Internal Communications Manager Learning & Development Specialist/Manager Planning and Performance Officer 4 Press Officer Project and Policy Officer (Strategy and Insight) Project Officer Reward & Payroll Manager 4 Senior Analyst Senior Performance Analyst Assistant Facilities Manager Assistant Procurement Manager  Business Manager (Q&I)  5 Business Manager (Q&I)		4
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HR Projects Manager  Information and Records Manager  Internal Communications Manager  Learning & Development Specialist/Manager  Planning and Performance Officer  Press Officer  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Senior Analyst  Senior Performance Analyst  Assistant Facilities Manager  Assistant Private Secretary to Chair  Assistant Procurement Manager  Business Manager (Q&I)  5	<u> </u>	4
HR Projects Manager  Information and Records Manager  Internal Communications Manager  Learning & Development Specialist/Manager  Planning and Performance Officer  Press Officer  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Senior Analyst  Senior Performance Analyst  Assistant Facilities Manager  Assistant Private Secretary to Chair  Assistant Procurement Manager  Business Manager (Q&I)  5	Governance, Risk & Assurance Manager	4
Information and Records Manager  Internal Communications Manager  Learning & Development Specialist/Manager  Planning and Performance Officer  Press Officer  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Senior Analyst  Senior Performance Analyst  Assistant Facilities Manager  Assistant Private Secretary to Chair  Assistant Procurement Manager  Business Manager (Q&I)  5	, and the second	4
Internal Communications Manager  Learning & Development Specialist/Manager  Planning and Performance Officer  Press Officer  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Senior Analyst  Senior Performance Analyst  Assistant Facilities Manager  Assistant Private Secretary to Chair  Assistant Procurement Manager  Business Manager (Q&I)  5		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 (Q&I) 5		4
Planning and Performance Officer  Press Officer  Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Senior Analyst  Senior Performance Analyst  Assistant Facilities Manager  Assistant Private Secretary to Chair  Assistant Procurement Manager  Business Manager  5  Business Manager (Q&I)  5		4
Press Officer4Project and Policy Officer (Strategy and Insight)4Project Officer4Reward & Payroll Manager4Senior Analyst4Senior Performance Analyst4Assistant Facilities Manager5Assistant Private Secretary to Chair5Assistant Procurement Manager5Business Manager (Q&I)5		4
Project and Policy Officer (Strategy and Insight)  Project Officer  Reward & Payroll Manager  Senior Analyst  Senior Performance Analyst  Assistant Facilities Manager  Assistant Private Secretary to Chair  Assistant Procurement Manager  Business Manager  Business Manager (Q&I)  5		4
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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		4
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Business Manager to Operational Improvement	Business Manager to Operational Improvement	
Team 5	Dasiness Manager to Operational Improvement	

## FDN-265998: FOI response attachments

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 Adminstrator	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

## FDN-265998: FOI response attachments

## 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