**PHSO organisational structure (September 2023)**

# Chief Executive Officer

Rebecca Hilsenrath

## **Corporate Services**

### Chief Operating Officer

Gill Kilpatrick

* Assistant Director of People & Talent – Claire Corneille
	+ People and Talent Team (27 colleagues)
* Chief of Staff – Maria Mansfeld
	+ Executive Office (10 colleagues)
	+ Ombudsman Assurance Team (7 colleagues)
* Assistant Director of Finance – Roz Pedersen
	+ Finance (7 colleagues)
	+ Payroll (3 colleagues)
	+ Procurement (3 colleagues)
* Assistant Director of ICT and Accommodation – Stuart Ogden
	+ ICT (23 colleagues)
	+ Facilities (6 colleagues)
* Assistant Director of Transformation – Hazel Waddington
	+ Change (4 colleagues)
	+ Delivery and Improvement (7 colleagues)
	+ Portfolio Management Office (3 colleagues)
* Assistant Director of Data, Security and Privacy – Angharad Jackson
	+ Information Assurance (10 colleagues)
	+ Data Strategy (4 colleagues)
	+ Forecasting, Capacity and Planning (3 colleagues)

## **Operations**

### Director of Operations, Legal and Clinical

Karl Banister

* Assistant Director Deputy Director of Operations – Neil Brook
	+ Operations Support Manager – Karen Ferguson
	+ Improvement Team (9 colleagues)
	+ Assistant Director of Casework Department A – Clare Wade
		- Caseworker Teams (59 colleagues)
	+ Assistant Director of Casework Department B – Mandy Silverman
		- Caseworker Teams (60 colleagues)
	+ Assistant Director of Casework Department E – Anneyce Wheatcroft
		- Caseworker Teams (62 colleagues)
* Assistant Director of Intake and Resolutions – Rachael Russell
	+ Academy (27 colleagues)
	+ Early Consideration and Early Dispute Resolution (34 colleagues)
	+ Intake (37 colleagues)
	+ Shared Service Centre (12 colleagues)
* Assistant Director of Senior Casework – Deirdre Micklethwaite
	+ Senior Casework Department (67 colleagues)
	+ Joint Working Team – Local Government Ombudsman (8 colleagues)
	+ Quality Assurance (8 colleagues)
* Senior Lead Clinician – Dr Tony Dysart
	+ Clinical Advice (17 colleagues)
	+ Legal and Clinical Advice Support Team (9 colleagues)
* Legal Services: Senior Lawyers - Nicola Easton, Laura Griffiths & Catriona Granger
	+ Legal Team (3 colleagues)

### Director of Strategy

Kate Eisenstein (interim)

* Assistant Director of Communications – Martin Deller
	+ Digital (4 colleagues)
	+ Internal Communications (3 colleagues)
	+ External Communications (3 colleagues)
	+ Publications (2 colleagues)
* Assistant Director of Professional Standards and Partnerships – Andrew Medlock
	+ Liaison (8 colleagues)
	+ Outreach (3 colleagues)
	+ Public and user engagement (2 colleagues)
* Assistant Director of Policy, Strategy and Public Affairs – Laura Mingins (interim)
	+ Research (3 colleagues)
	+ Strategy (2 colleagues)
	+ Policy and Public Affairs (7 colleagues)