**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)