



Resolution

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November 2021
FOI_5208

The following information was requested on 27 September 2021:

Please can you confirm how many of each of the following positions NHSR have recruited within the claims teams on either a permanent or temporary basis in either the Leeds or London office over the past 2 years:-

Team Leader

Deputy Team Leader

Band 8a

Band 7

Junior Case Manager

Claims Assistant

Our Response

Please find attached the requested information. Please note the attached includes new appointments and replacement of existing posts where the post has become vacant.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Head of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow

Cheshire
SK9 5AF

<https://ico.org.uk/>

Positions recruited in the last 2 years

		Permanent	Temporary (Secondments/FTC)	Total
8b	Team Leader	15	1	16
	Training Team Manager	1	2	3
8a	Deputy Team Leader	3	0	3
	Senior Case Manager	22	1	39
	Senior Service Improvement Manager	5	0	
	Senior Strategic Intervention Manager	3	1	
	Audit and Service Improvement Manager	5	0	
	Training and Recruitment Manager	1	0	
8a	Claims Governance Manager	1	0	39
	Case Manager	74	2	93
	Claims Intervention Manager	7	0	
	Complaints and Learning Manager	1	0	
	Contract Support Manager	2	0	
	Change Manager	1	0	
	Claims Validation Manager	2	0	
	Claims Handler Skills Trainer	0	1	
	Training and Recruitment Manager	0	1	
	Education Content Officer	0	1	
7	Training Team Support Manager	0	1	93
5	Junior Case Manager	15	0	15
4	Claims Assistant	15	0	15
	Total	173	11	184

London	110
Leeds	71
Home	3