



[Redacted]

Date
[Redacted] 2024

[Redacted]
[Redacted]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/01137

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 16 August, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the information shown verbatim in bold below:

“I would now like to turn attention to how your organisation is setup to deal with such a vast network of branches. I would like to begin understanding what the differences between what has been quoted several times in the Inquiry about Area Manager roles and Field Change or Network Provision team roles. Can Post Office Limited advise what the differences in these roles are please. You may wish to cover this off by sending me job descriptions which I am assuming you assess on an annual basis due to shifting priorities in your network and the retail marketplace. If this is not achievable, can you advise how these roles are assessed and the criteria used to assess them please”

We can confirm that Post Office does hold the information you have requested.

Please find attached the job descriptions for both the Area Manager and the Network Provision Lead roles. Note for context, that the Network Provision Lead role is the same as the previously named “Field Change” role and that the job title is now called “Area Change Manager”.

In summary, the Area Manager (“AM”) support circa 110 branches (independent and Strategic Partner branches). They will engage with branches on performance data, providing coaching and development to help the branch maximise all commercial opportunities and grow their Post Office business. In addition to this, AMs are also equipped to support branches with operational matters and maximising the operational excellence incentive.

A Network Provision Lead ensures that we maintain our access criteria requirements and delivers change initiatives across the network. This includes identifying new Post Office locations and engaging with prospective retailers, restoring service to communities where Post Office service has been lost and facilitating branch changes such as relocations or refurbishments.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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