



Date  
29 July 2025

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2025/00485

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 9 July, 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:

**"Please could I have the higher and lower levels of pay (highest paid and lowest paid) for the 30 Area Change Manager role within Post Office Ltd.**

**Please can I have the Area Change Manager pay banding from lower to higher.**

**Please can I have the mean average Area Change Manager salary across the 30 roles."**

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

We are, however, withholding salary information for Area Change Manager positions under section 43(2) of the FOIA, relating to information which would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). The information you requested falls under the exemption in section 43(2) as it is commercial information regarding staff salaries.

In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure. We recognise that there is a

public interest in disclosure of information concerning details of employee salaries, including the Area Change Manager role, as this helps promote transparency in Post Office business and reassurance about the way public money is being spent.

However, there is a strong public interest in withholding the information as it would, if disclosed, prejudice the commercial interests of Post Office. This is because disclosing information about salaries would harm the negotiation capabilities of Post Office. Salaries are determined on a case-by-case basis and so providing the information you have requested, would enable competitors of Post Office to have a commercial advantage in such negotiations.

Under our section 16 FOIA duty to provide advice and assistance, the below table details the minimum and maximum salaries for band 2A employees which the Area Change Manager roles fall under. This is dependent on whether the role is contractually based nationally or in London.

Area	Minimum	Maximum
National	£28,335.08	£44,952.05
London	£32,209.77	£50,826.40

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](mailto: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](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team

[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)

<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

**Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)**