



Department
for Work &
Pensions

GUY OPPERMAN MP
Minister for Pensions

Rt Hon Stephen Timms MP
Chair, Work and Pensions Select Committee
House of Commons London SW1A 0AA

10 February 2021

Dear Stephen,

Thank you for your letter of 3 February in relation to the plans for the recruitment of the new Pensions Ombudsman. I am pleased that the Committee is content with the proposed approach and have addressed the further questions below.

The current post holder, Anthony Arter, told the Committee that he hoped there would be a diverse range of candidates for the post. What steps will be taken to attract the widest possible pool of applicants? Would you consider engagement beyond the Cabinet Office and No10 Public Appointments Teams to reach potential applicants?

DWP Public Appointments Team will use a range of means to reach as diverse a pool of applicants as possible, reaching out to organisations including Women on Boards, Stonewall, Disability Rights UK and Race On the Agenda (ROTA). Also, Ministers and other stakeholders will be asked for names of individuals who should be approached, in line with the Governance Code on Public Appointments.

How will the remuneration of the post reflect the change in responsibilities which have taken place since the last appointment process?

The Ombudsman's remuneration continues to be linked to Group 5.2^[1] on the judicial pay scales. The Ombudsman's current remuneration (2020/2021) is £143,095 with no bonus entitlement. The salary is reviewed annually and continues to offer access to the appropriate Civil Service Pension Scheme and 30 days' annual leave.

Additionally, a new Chief Operating Officer, Alex Robertson, was appointed at The Pensions Ombudsman on 29 June 2020. Mr Robertson joined TPO from the Parliamentary and Health Service Ombudsman where he had been Executive Director for Strategy and Operations since January 2018. In his new role, he supports the Ombudsman with the day-to-day management of the TPO and has particular

^[1] [Ministry of Justice Judicial Salaries from 1 April 2020](#)

responsibility for the organisation's Transformation Programme and Operations, Communications, Strategy and Insight functions. Accounting Officer duties remain with the Ombudsman.

A handwritten signature in blue ink, appearing to read 'Guy Opperman', with a large, stylized flourish underneath.

Guy Opperman MP
Minister for Pensions and Financial Inclusion



Work and Pensions Committee

House of Commons | London | SW1A 0AA

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From the Chair

Guy Opperman
Minister for Pensions and Financial Inclusion
Department for Work and Pensions

3 February 2021

Dear Guy

Thank you for the opportunity to comment on your plans for the recruitment of the new Pensions Ombudsman, to replace Anthony Arter when his term expires on 31 July 2021.

The Committee is content with your proposed approach. We would, however, be grateful for more information on the following points:

1. The current postholder, Anthony Arter, told the Committee that he hoped there would be a diverse range of candidates for the post. What steps will be taken to attract the widest possible pool of applicants? Would you consider engagement beyond the Cabinet Office and No10 Public Appointments Teams to reach potential applicants?
2. How will the remuneration of the post reflect the change in responsibilities which have taken place since the last appointment process?

I look forward to hearing from you.

Yours sincerely,

Rt Hon Stephen Timms MP
Chair