



# Ministry of Defence

## Defence Business Services

Secretariat  
Room 6303  
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Email: [DBSRES-Secretariat@mod.uk](mailto:DBSRES-Secretariat@mod.uk)

Ref: FOI2022/12774

25 November 2022

Dear [REDACTED]

Thank you for your email of 1 November 2022 to the Ministry of Defence (MOD) requesting the following information:

- "1. How many people work for Veterans UK (Norcross)?*
- 2. How many people work for Veterans UK (Glasgow)?*
- 3. The job description of "Head of Armed Forces and Veterans Services for DBS Veterans UK".*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence and I can confirm that all the information in scope of your request is held.

<b>Veterans UK personnel Norcross:</b>	<b>276</b>
<b>Veterans UK personnel Glasgow:</b>	<b>46</b>

The job specification requested for The Head of Armed Forces & Veterans Services can be found at Annex A.

In order to protect personal information as governed by the Data Protection Act 2018, Section 40(2) of the FOIA has been applied to the part of your request which contains personal information and third-party data. Section 40 is an absolute exemption and there is no requirement to consider the public interest in making a decision to withhold the information

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (or by e-mail using the following address [CIO-FOI-IR@mod.gov.uk](mailto:CIO-FOI-IR@mod.gov.uk)). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information

Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,



Defence Business Services (Secretariat)

**DBS HEAD OF ARMED FORCES AND VETERANS SERVICES JOB SPECIFICATION**

UNCLASSIFIED – FINAL as at Nov 22

JOB SPECIFICATION (2010)		JSN	N975
Position Title	Hd Armed Forces & Veterans Services	Date Approved	Oct 22
Unit	DBS	Approved By	CEO DBS
Location	Gosport, Glasgow or Norcross	TLB	HOCS
Establishment Type	Approved	Rank/Grade	OF6
Establishment/OET Ref	1041975	Service/Type/Arm	Any
UIN/SLIM/JPA PID	1448407	Exch/NATO/JSRL No	STAL K16
Incumbent		Staff/Command	Staff
E-mail		WTE/MSTAR	
Phone Number		Manning Priority	MUST
Security Status/Caveats	DV	Assignment Length	36 months
Reporting Chain		Primary Career Field	Joint
1 <sup>st</sup> RO	CEO DBS	Sub Field 1	HR
2 <sup>nd</sup> RO	CDP	Secondary Field	
3 <sup>rd</sup> RO		Sub Field 2	
<b>Unit Role:</b> As part of Defence Business Services (DBS), support Defence's People Capability and the moral component of fighting power through the provision of secure, timely and accurate J1 financial and administrative services to military personnel, veterans and their families.			
<b>Position Role:</b> Hd of Armed Forces and Veterans Services is responsible for the delivery and assurance of all pay, pensions, allowances, charges, expenses, personnel administration, compensation and welfare services as well as the provision of management information in support of all regular and reserve service personnel, veterans and their families, worldwide. This includes responsibility for contract management of service providers.			
<b>Responsibilities:</b>			
1. Delivery of customer centric services to the standard laid down by the 13 KPIs governing timeliness, accuracy and customer satisfaction as described in the DBS Corporate Plan, including: <ul style="list-style-type: none"> <li>• Military Pay Roll circa £6Bn per annum, Personnel Administration and Joint Personnel Administration (JPA) approval</li> <li>• Debt Management Recoveries and Write Off (DMRWO)</li> <li>• Joint Casualty &amp; Compassionate Centre (JCCC)</li> <li>• MOD Medals Office (MODMO)</li> <li>• Armed Forces Pension Schemes circa £7Bn, through CAPs and PACs</li> <li>• War Pension Scheme (WPS)</li> <li>• Armed Forces Compensation Scheme (AFCS)</li> <li>• Veterans Welfare Service (including DTS and IPC4V)</li> <li>• Ilford Park Polish Home (IPPH)</li> <li>• Exploitation of Management Information &amp; Data and provision of application interfaces to supporting IS</li> <li>• Deliver change services to information systems in support of CDP and TLB requirements</li> </ul>			
2. In conjunction with Commercial and Resources staff, assure the delivery of those elements of BAU and the change control functions provided by the commercial partner, agreeing penalties for failures iaw the contract.			
3. Operate effective financial control of resources ensuring budgets of circa £70M are delivered within 1% of the AP06 forecast and, with CDP, ensure AFVS is sufficiently funded to deliver all operational priorities.			
4. Create strong relationship with key stakeholders; MOD Centre, Min(DPV&SF), OVA, VAPCs, FLCs, SSCL, HMRC, NAO, DIA.			
5. Lead and inspire a quad-service team of circa 600 staff, deliver effective workforce plans including training to achieve a skilled and motivated workforce whilst actively promoting a diverse and inclusive workplace.			
6. Drive continuous improvement to deliver improved quality services for customers and end users, support Defence People and OVA initiatives including Mil HRS, HRAFI and Veterans Verifications, and actively prepare AFVS for the Service Delivery Contract Transformation to ensure the success of the programme.			
7. As a member of the DBS Leadership Team, support and promote the successful future of DBS.			
<b>Pre Appt/Deployment Trg:</b> CABO Contract Management Accreditation: Practitioner; APM PMQ or Prince2: Practitioner; JPA Professional User			
<b>Domestic Considerations:</b> Regular travel between Glasgow, Norcross, Gosport, Bristol and London essential			

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To be completed in conjunction with Annex A - Job Specification (2010) Guidance Notes.

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<b>Performance Attributes</b>	<b>Priority Component Features</b>		
Management	Plan, organise and prioritise through effective risk management.		
Leadership	Demonstrate nuanced leadership and evidenced behaviours that will generate strong teams in a Quad-Service, Contractor supported environment operating against competing priorities and resource pressures.		
Reliability	Demonstrate a sense of duty and commitment in a quad service environment.		
Professional Effectiveness	Must be an SME in the delivery of all J1 Military Personnel Administration and Pensions/Compensations and have a sound understanding of contract and financial management.		
<b>Education/Training</b>	<b>Type</b>	<b>Pri</b>	<b>Comments</b>
Military Quals	ACSC	Desirable	
Other Quals/Competencies	DIS, AIS or BTC	Desirable	Individual will require an understanding of how information systems operate in order to shape the future direction of JPA
Education			
Language			
<b>Experience</b>			
Service/Arm/OGD	<b>RN Pers/Logs</b>  <b>Army late AGC (SPS)</b>  <b>RAF Pers (Spt)</b>	Highly Desirable	SME/SQEP understanding of Joint Personnel Administration (JPA) and delivery of J1 Military Personnel Administration/Policy.
Operational	Any	Desirable	JPA deployed experience will ensure incumbent can contextualise and enable workable solutions, in support of military operations in the UK & overseas.
Staff	DBS]	Highly Desirable	Staff employment in DBS at either OF4/OF5 level highly desirable in order to understand the complexities of managing a contracted service.
Command	Any	Desirable	Proven understanding/KSE in the delivery and assurance of J1 Mil Pers Admin/Policy, including at Station/Unit/Brigade/equivalent.
Fields/Trades	JPA	Essential	A proven understanding of Joint Personnel Administration in support of service delivery, including at frontline, is essential.
<b>Other Comments</b>	<p>This post is the sole Military 1* within the DBS construct and as such is fundamental to providing an enduring operational military focus in a key area which effects every service person and veteran.</p> <p>A proven background in JPA and in the delivery of all J1 Military Personnel Administration is critical in support of Service Personnel and Defence more widely. The incumbent will be required to plan and deliver personnel solutions supported by a commercial partner and monitor and manage delivery - fully cognisant of the HR related impact on the FLCs, SP, Veterans and other end users.</p>		
<b>Originator:</b>		<b>Appt:</b> CEO DBS	<b>E-mail</b>
<b>Auth by 2<sup>nd</sup> RO:</b>		<b>Appt:</b> CDP	<b>Date:</b> 23 Nov 22

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To be completed in conjunction with Annex A - Job Specification (2010) Guidance Notes.