

IBCA - No Name Organogram

Key for Grades

SCS3/
CEO

Grade 6

HEO

Contractor

SCS2/
Director

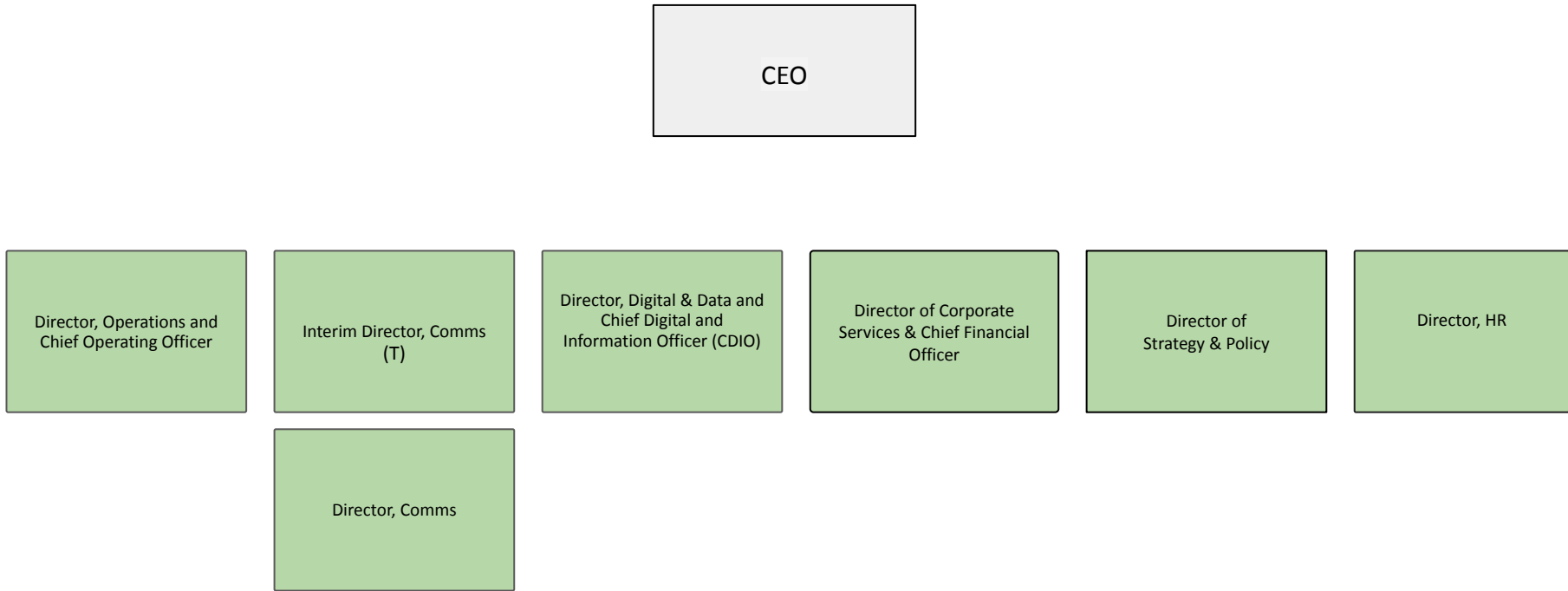
Grade 7

EO

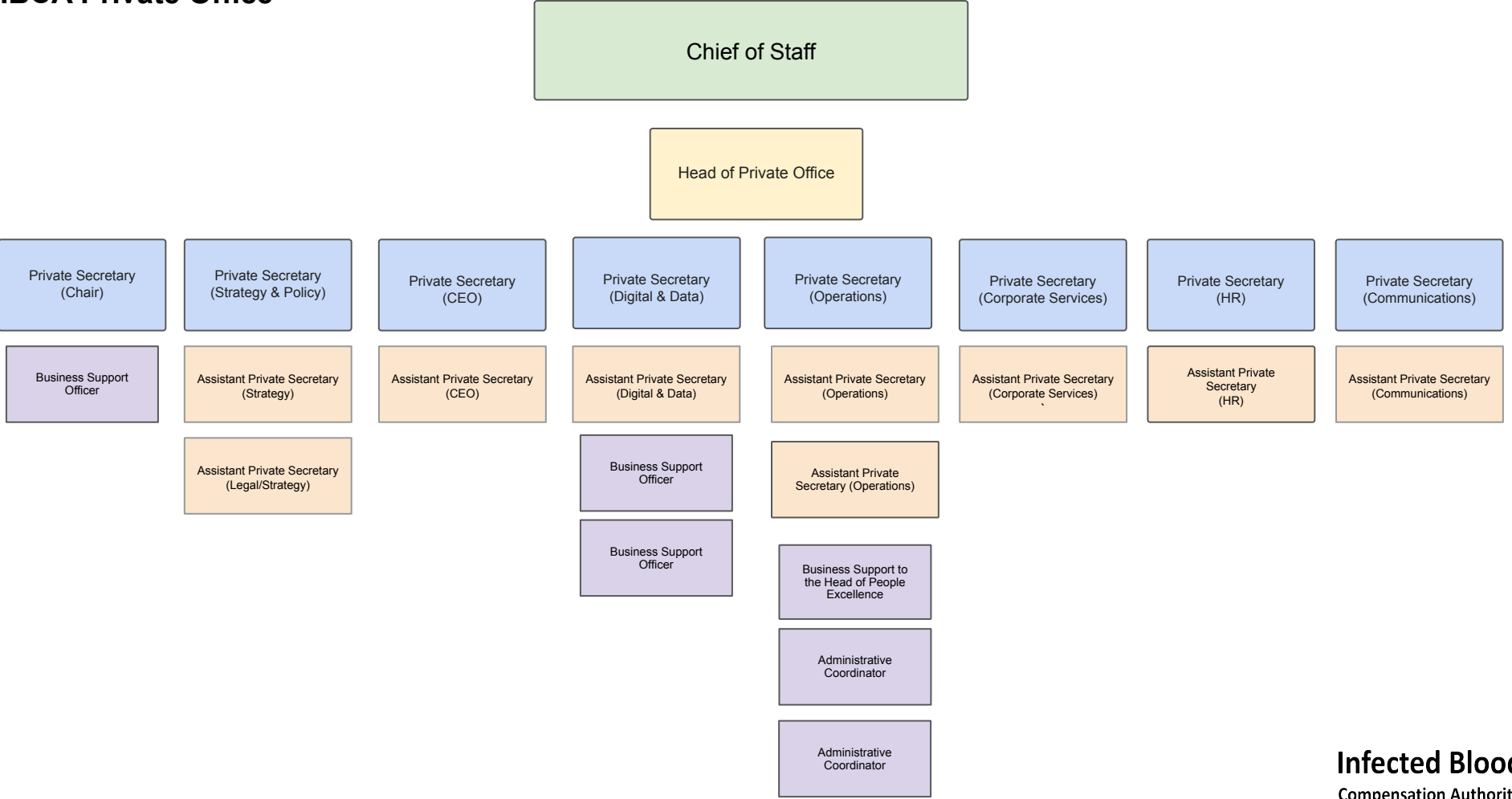
SCS1/ DD

SEO

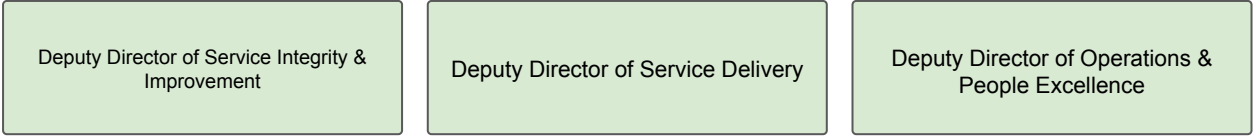
Chair



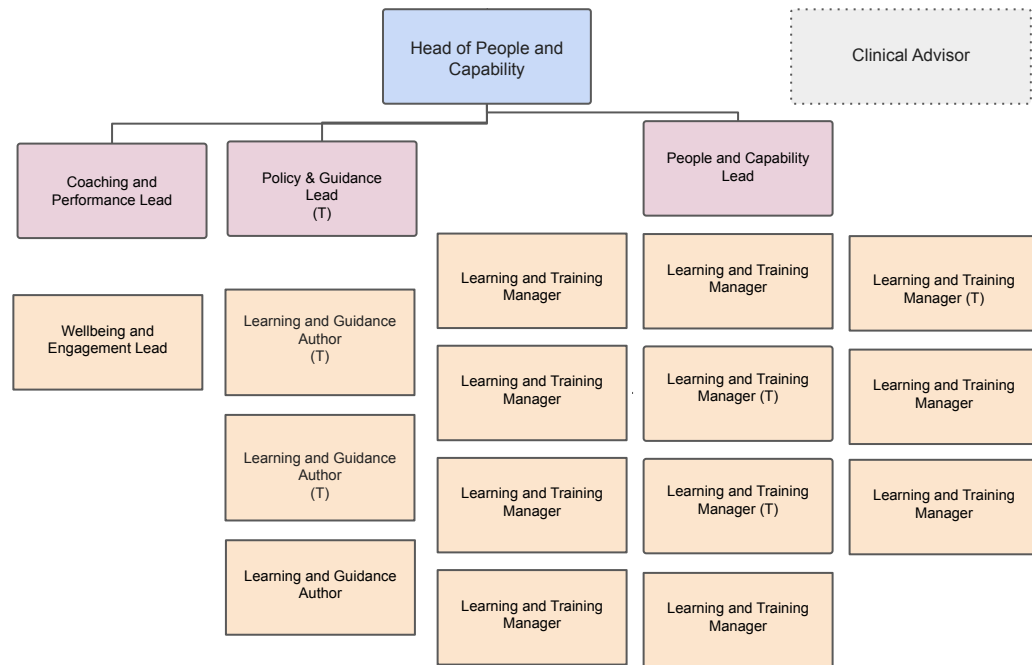
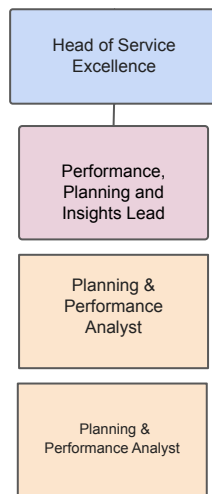
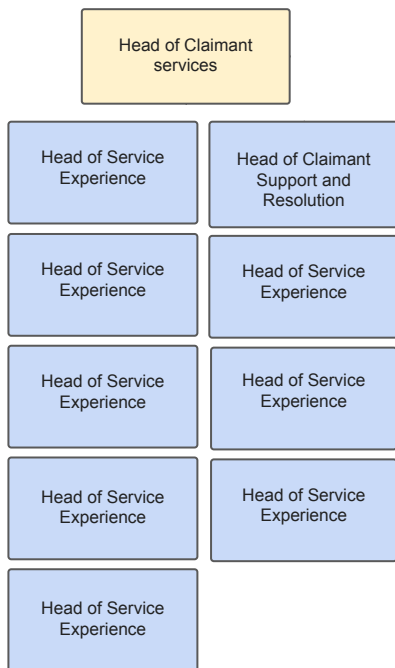
IBCA Private Office



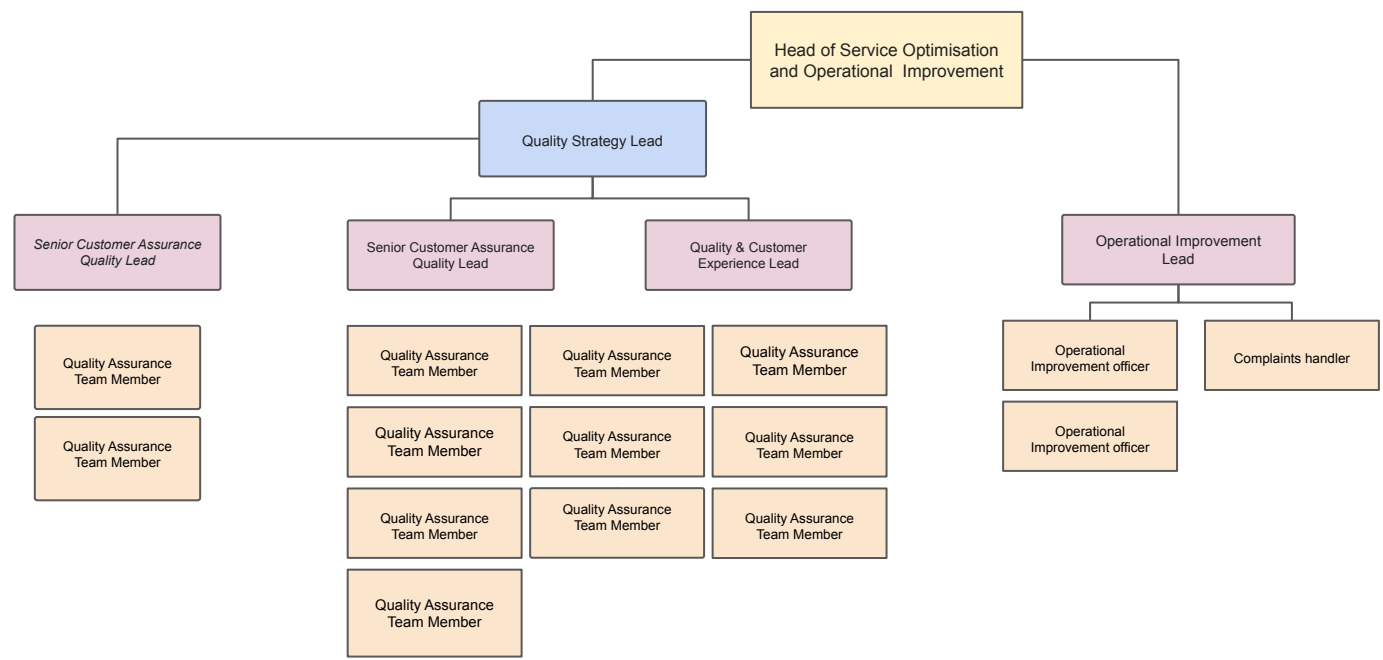
IBCA Operations



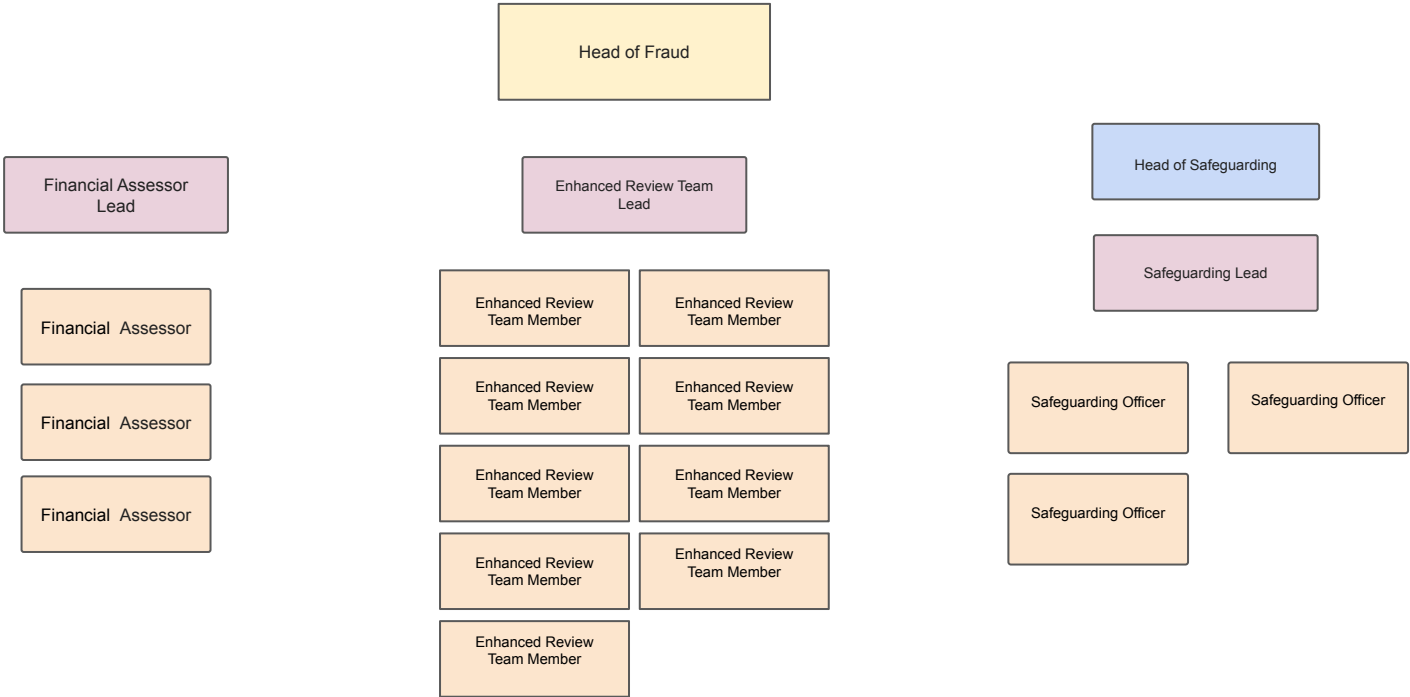
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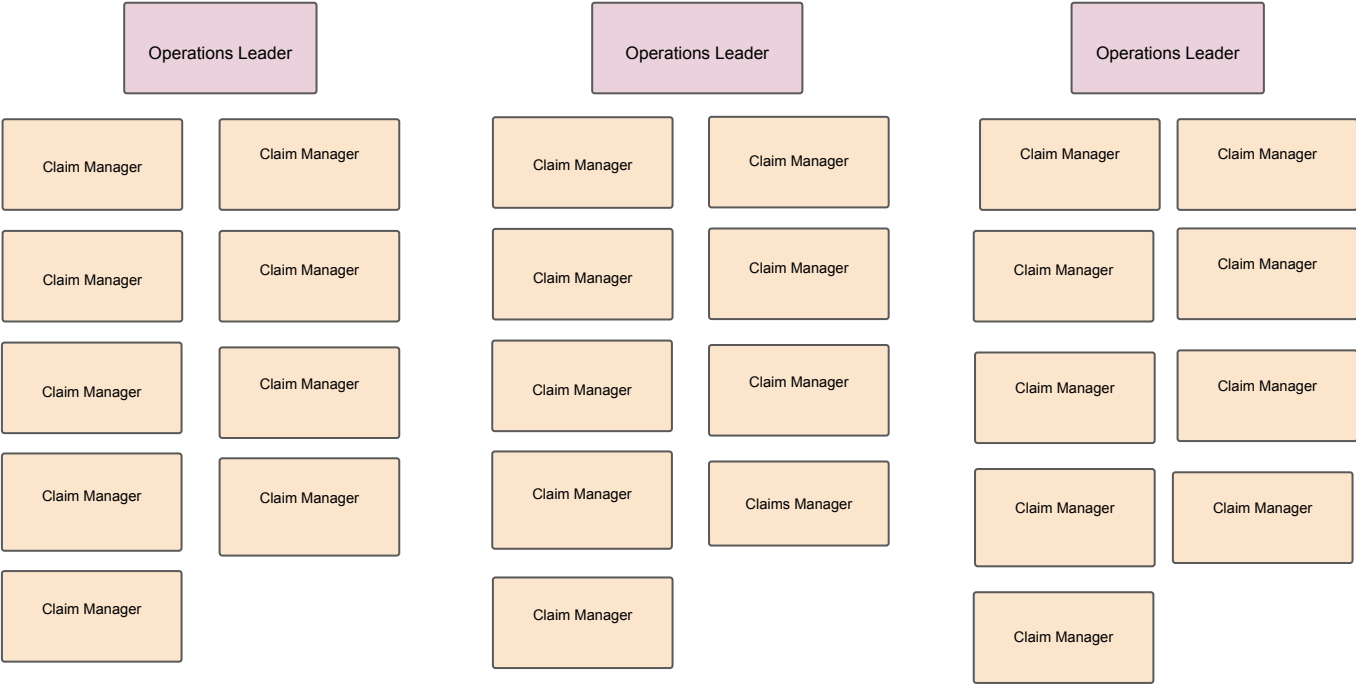
IBCA Operations - SI&I



IBCA Operations - SI&I



IBCA Operations



IBCA Operations

Operations Leader
(M/L)

Operations Leader

Operations Leader

Operations Leader

Claims Manager

Claims Manager

Claims Manager

Claims Manager

Claims Manager

Claims Manager

Claims Manager

Claims Manager

Claims Manager

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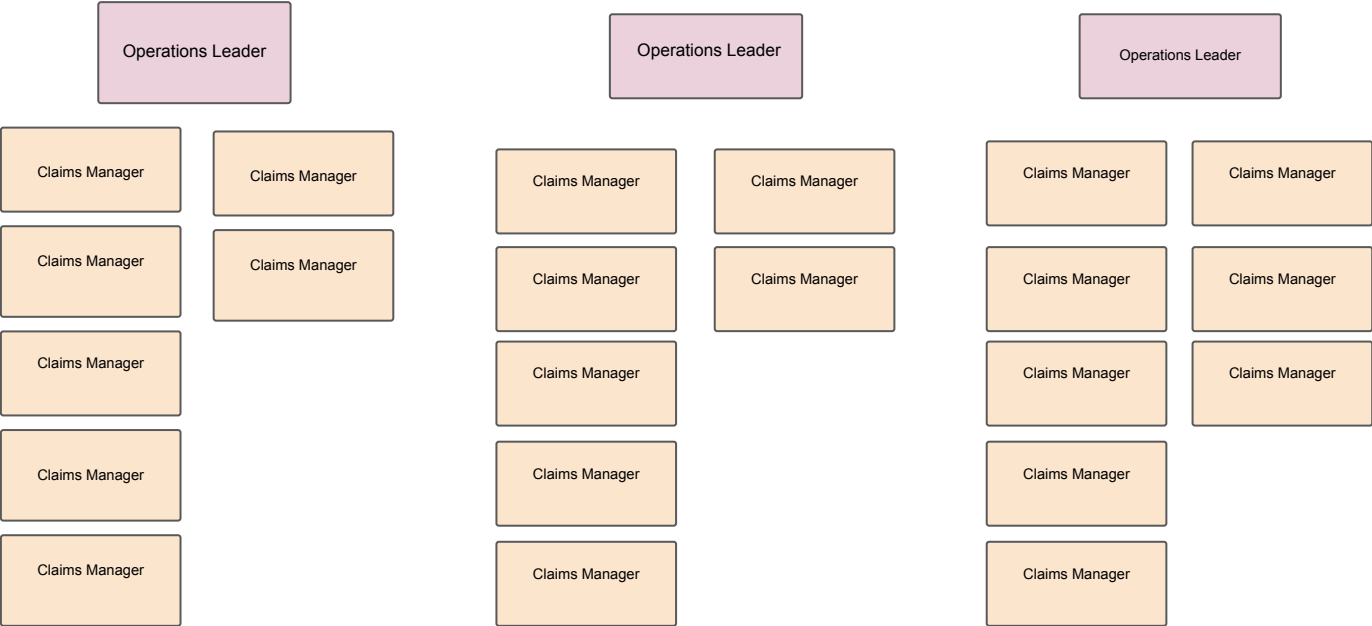
Claims Manager

Claims Manager

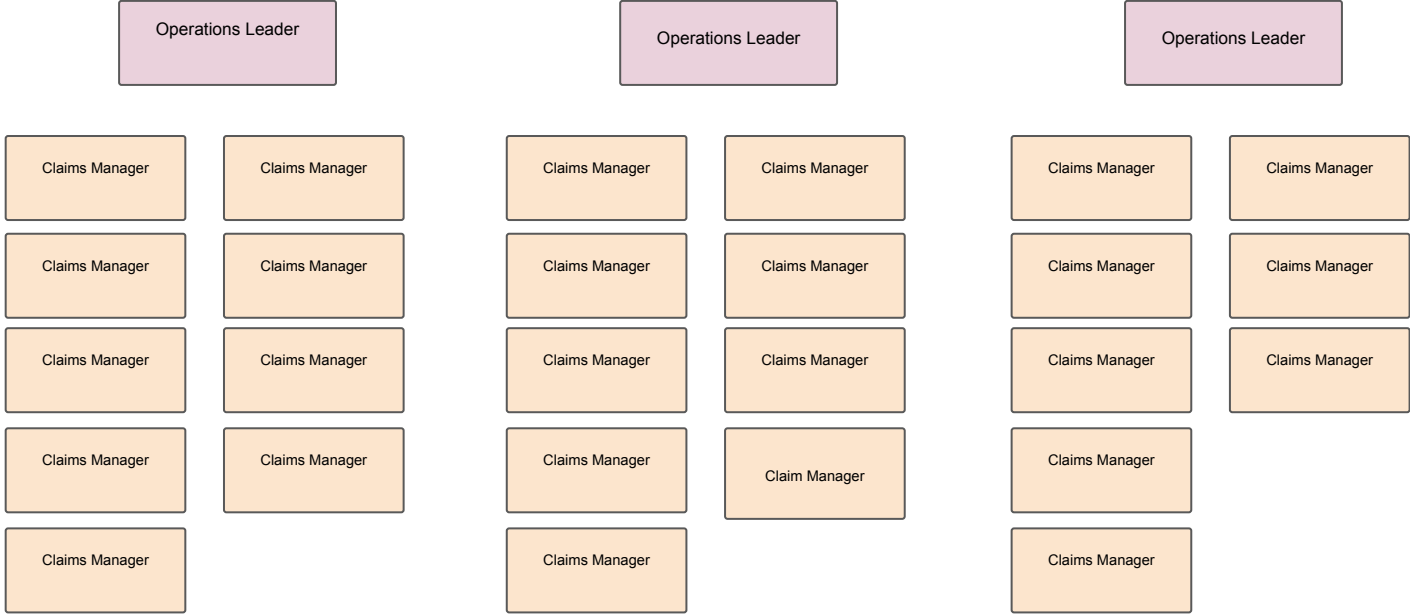
Claims Manager

Claims Manager

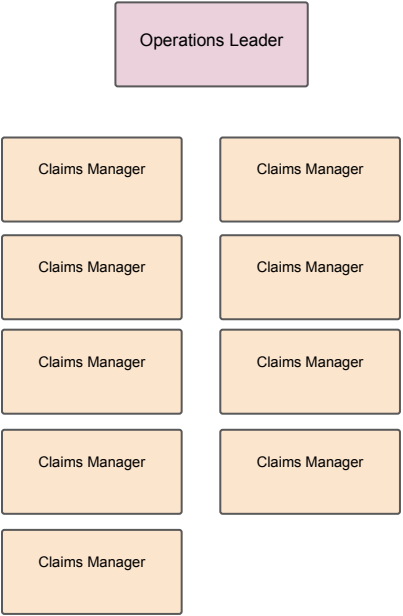
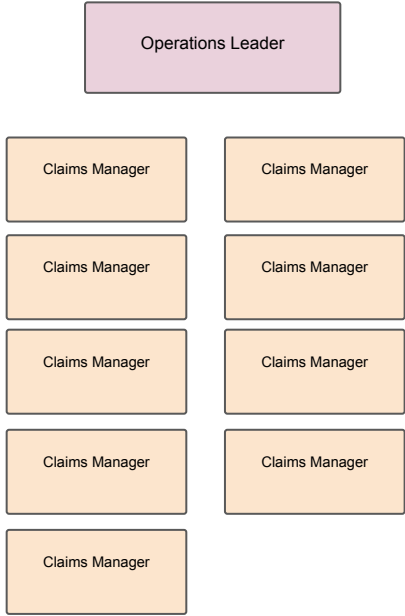
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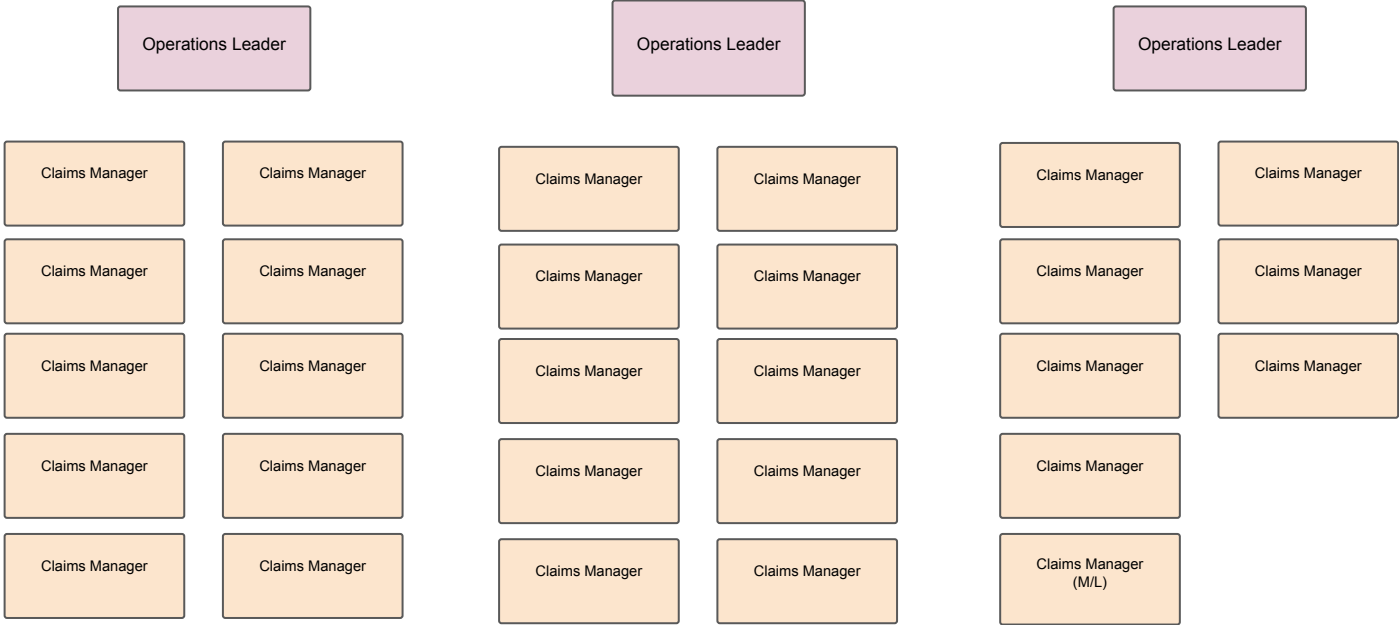
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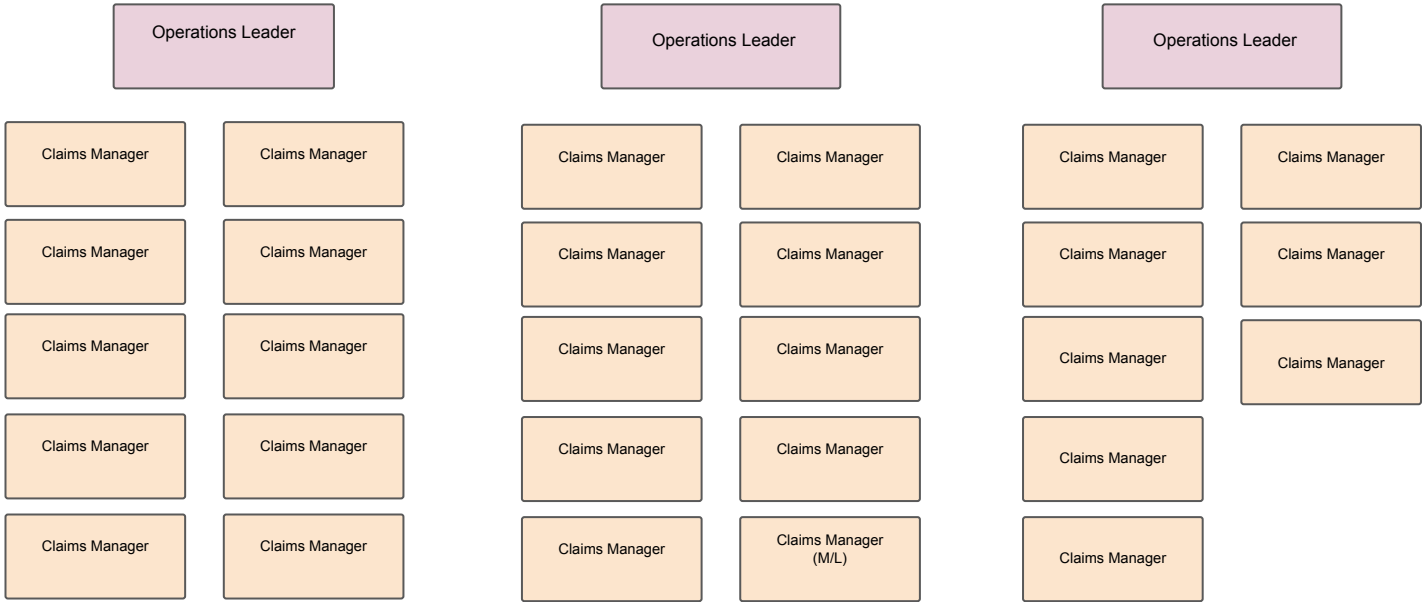
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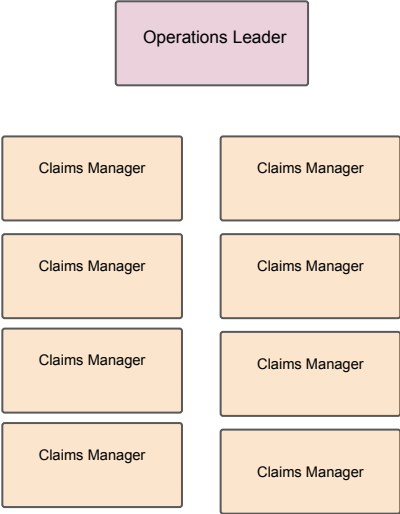
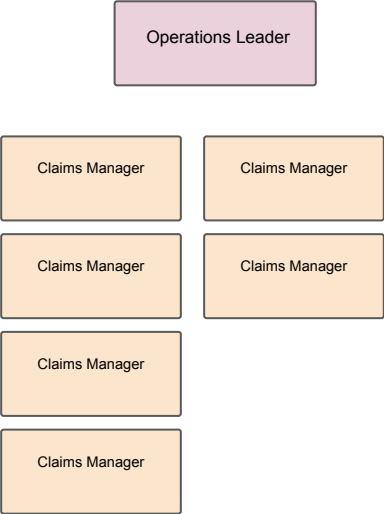
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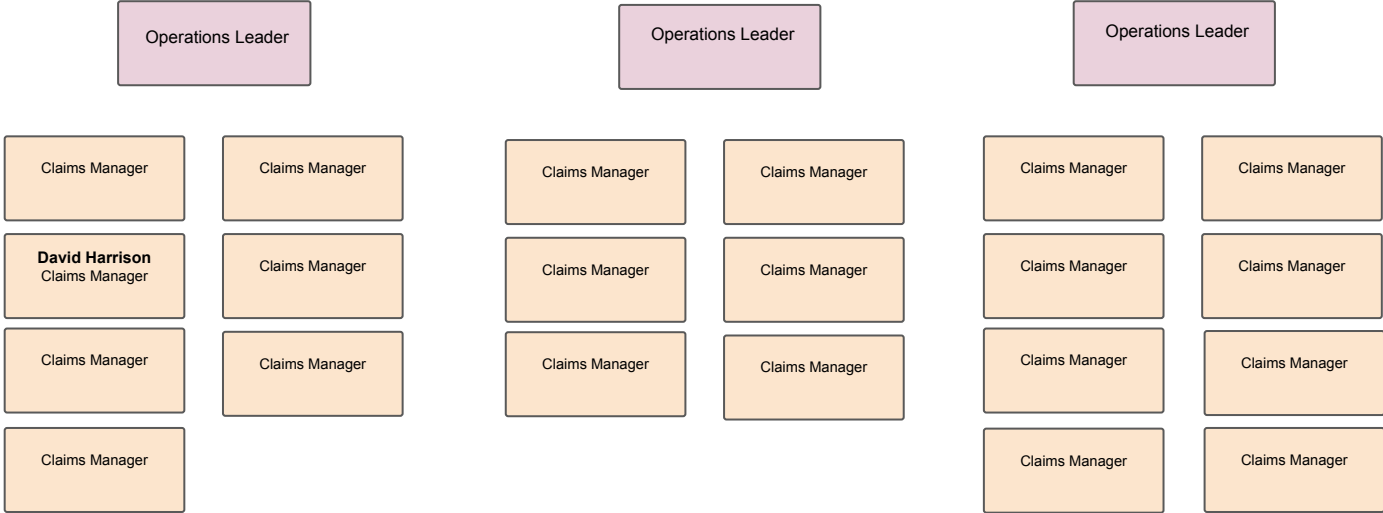
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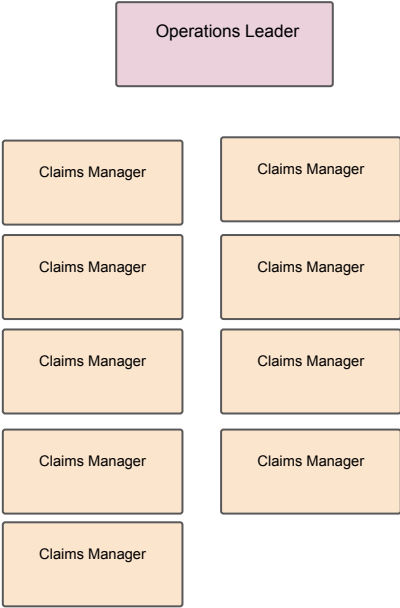
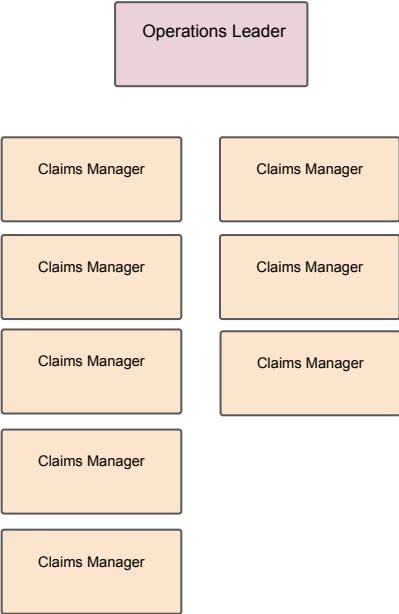
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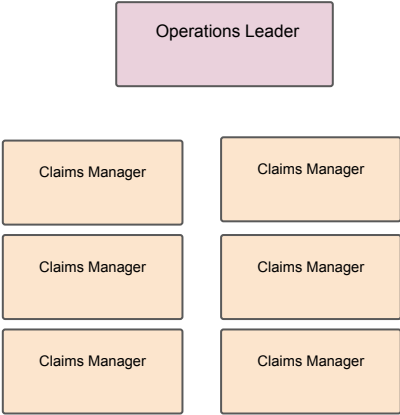
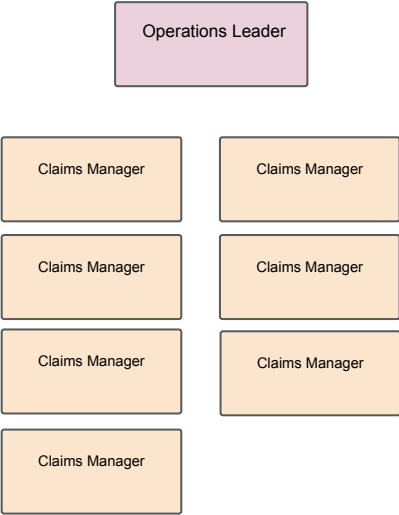
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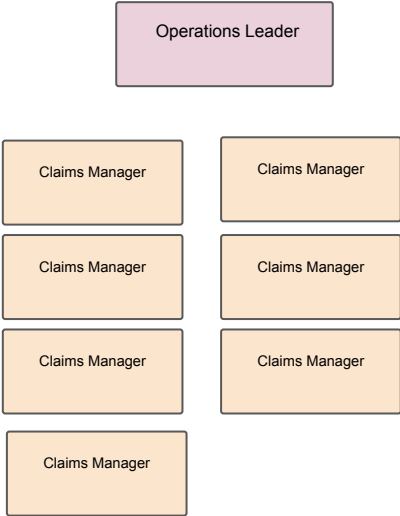
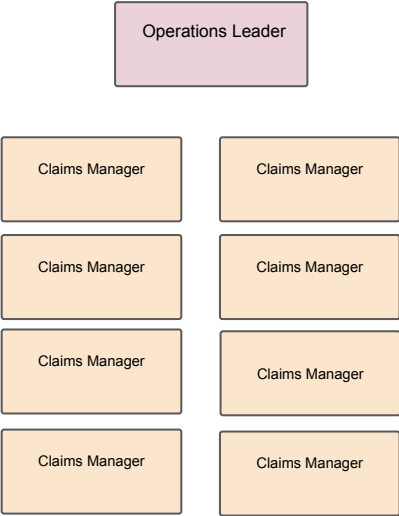
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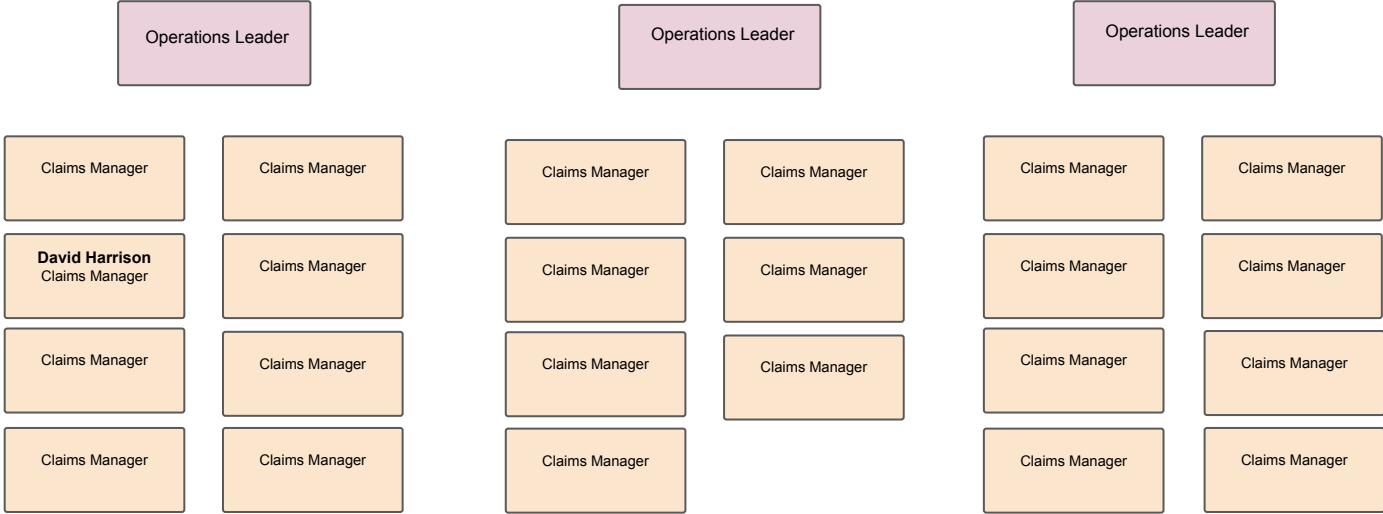
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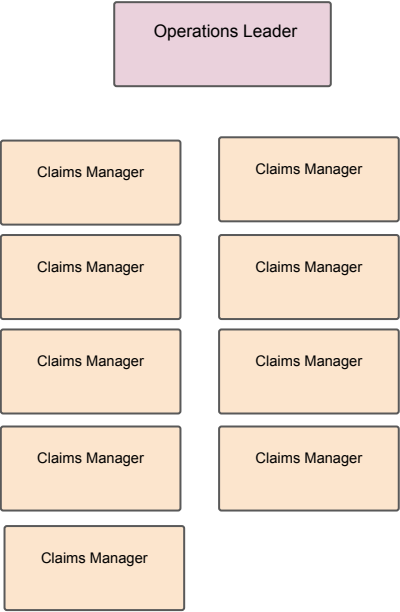
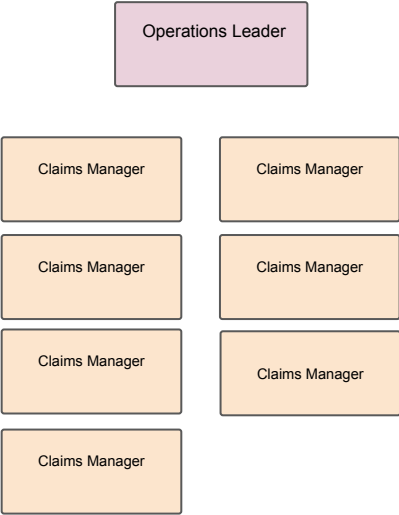
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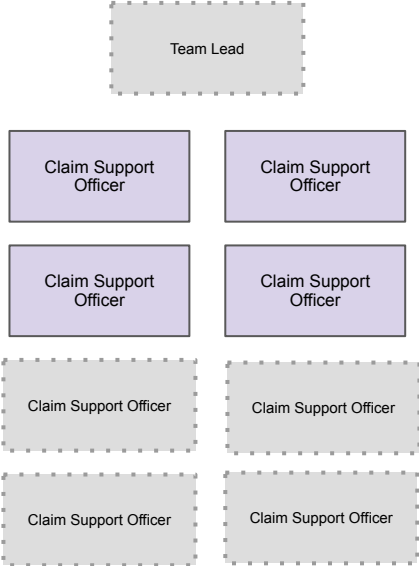
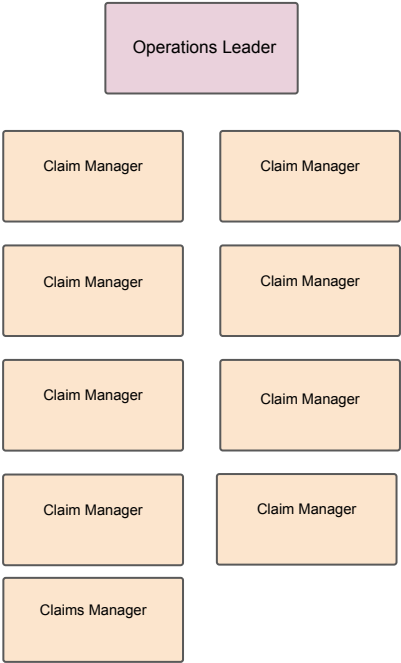
IBCA Operations



IBCA Operations



IBCA Operations - GLASGOW



IBCA Communications

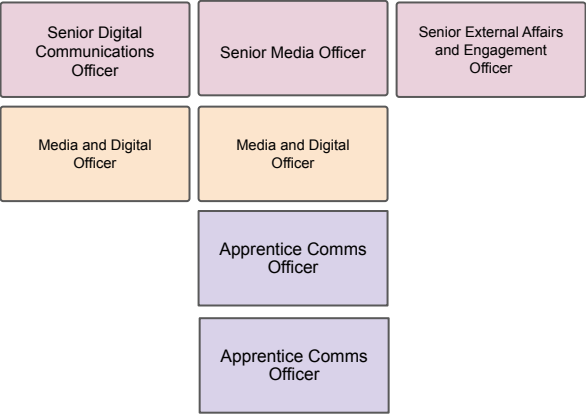
Director of Communications & Engagement

Interim Director of Communications & Engagement

DD of Communications & Engagement

Head of Communications:
Media & Digital

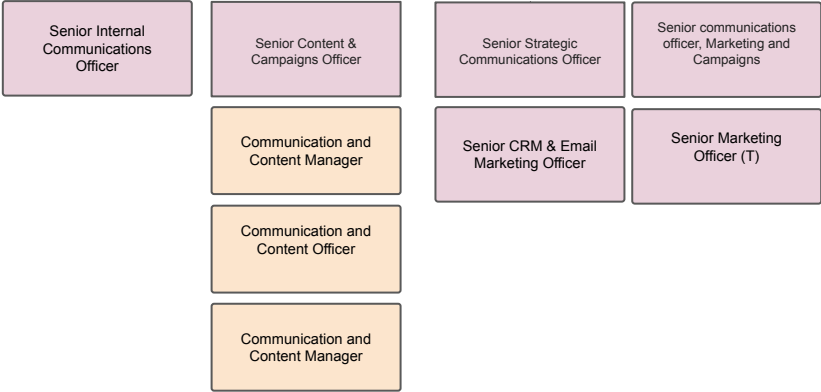
Deputy Head of Media and Digital



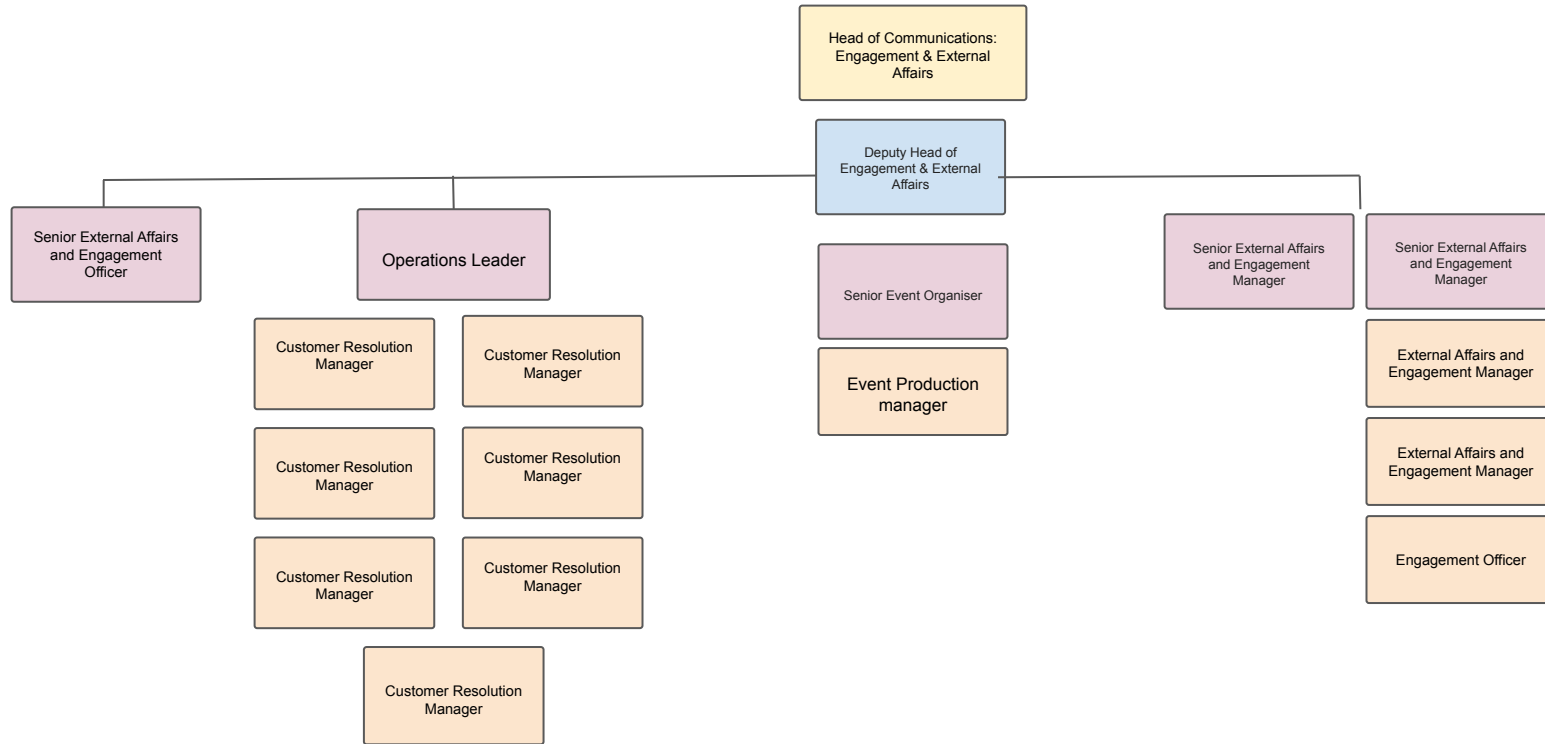
Head of Communications (T)

Deputy Head of Internal Comms and Content

Deputy Head of Strat Comms, Marketing and Campaigns



IBCA Communications



User Consultant

Chief Digital and Information Officer

Senior Leadership - Deputy Directors

Head of Data Operations

Head of Data Operations
(Leave - Feb 2027)

Head of Delivery

Head of Product & User Centric
Design

Chief Technology Officer

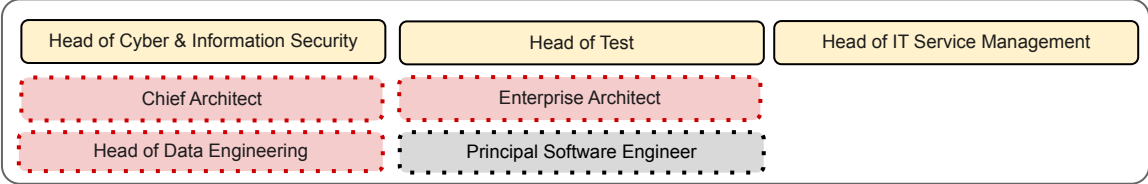
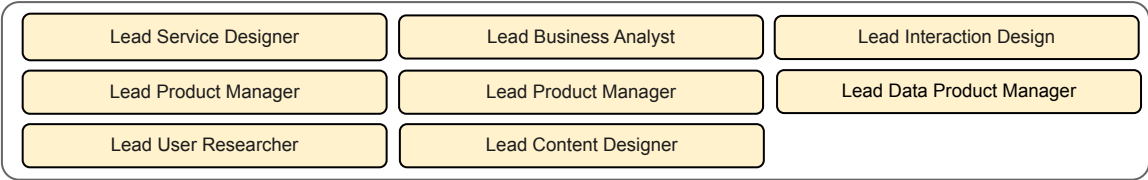
Data Operations

Data Operations

Programme Delivery
Digital & Data DMS
IBCA IT

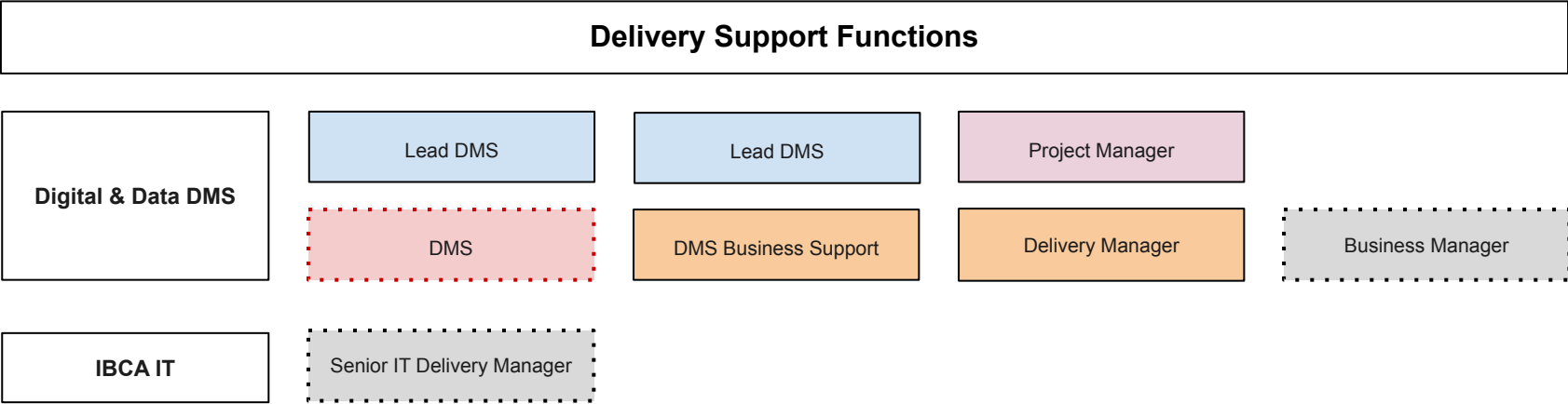
Product Management
User-Centric Design

Architecture
Engineering
Live IT Service Management Team
Testing & Assurance
Cyber Security

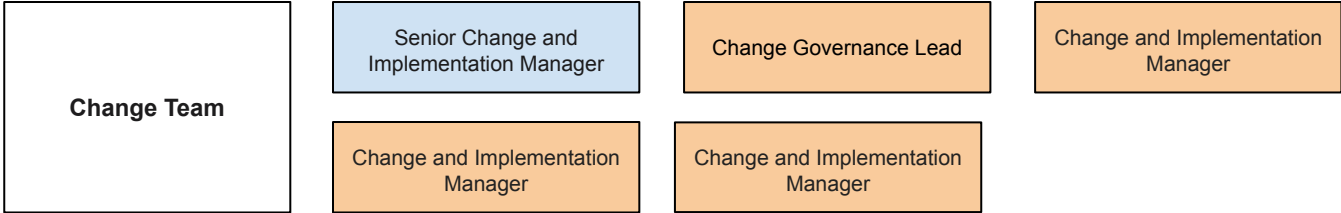


Overarching Functions

Architecture	Delivery Manager	Lead Data Architect	Lead Service Management Architect	Lead Platform Architect
	Technical Architect	Technical Business Analyst	Technical Business Analyst	
Testing & Assurance	Service Test Strategy Lead	Digital Test Lead	Data Test Lead	Test Engineer
	Test Engineer			
Live IT Service Management Team	IT Service Management Lead	Business Relationship Manager	Incident Manager	Change & Release Manager
	Change & Release Manager	Service Desk Analyst	Service Desk Analyst	
Policy	Content Designer	Senior User Researcher	Content Designer	



Change & Implementation



Cyber Security Team

Programme Manager

Security Advisor

Cyber Security Lead

Governance Risk & Compliance Lead

Cyber Security Assurance
Lead

Cyber Security Project Lead

Design and Delivery Lead

Cyber Security Operations
Lead

Security Architect Lead

Vulnerability Manager

Cyber Security Consultant

Security Architect

Security Architect

Security Architect

Security Architect

Security Advisor

Security Advisor

Security Advisor

Security Advisor

Security Advisor

Security Advisor

Security Advisor

Security Advisor

Security Advisor

Security Advisor

Analytics & Intelligence

AI Governance and Ethics
Lead

Performance Measurement &
Analytics Lead

Performance Analyst

Performance Analyst

Performance Analyst

Technical BA

Lead Intelligence Analyst

Senior Intelligence Analyst

Senior Intelligence Analyst

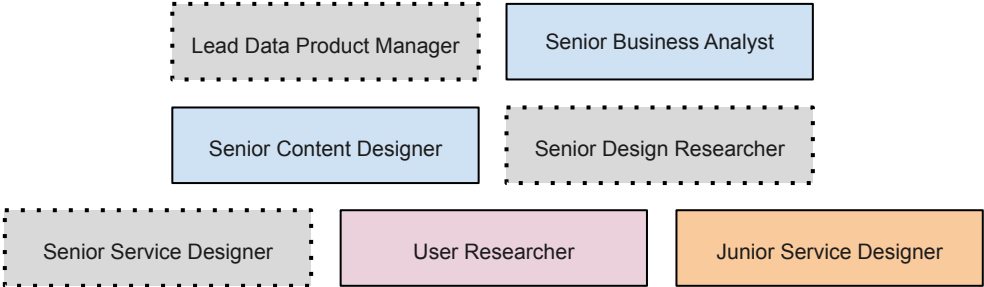
Performance Analyst

Performance Analyst

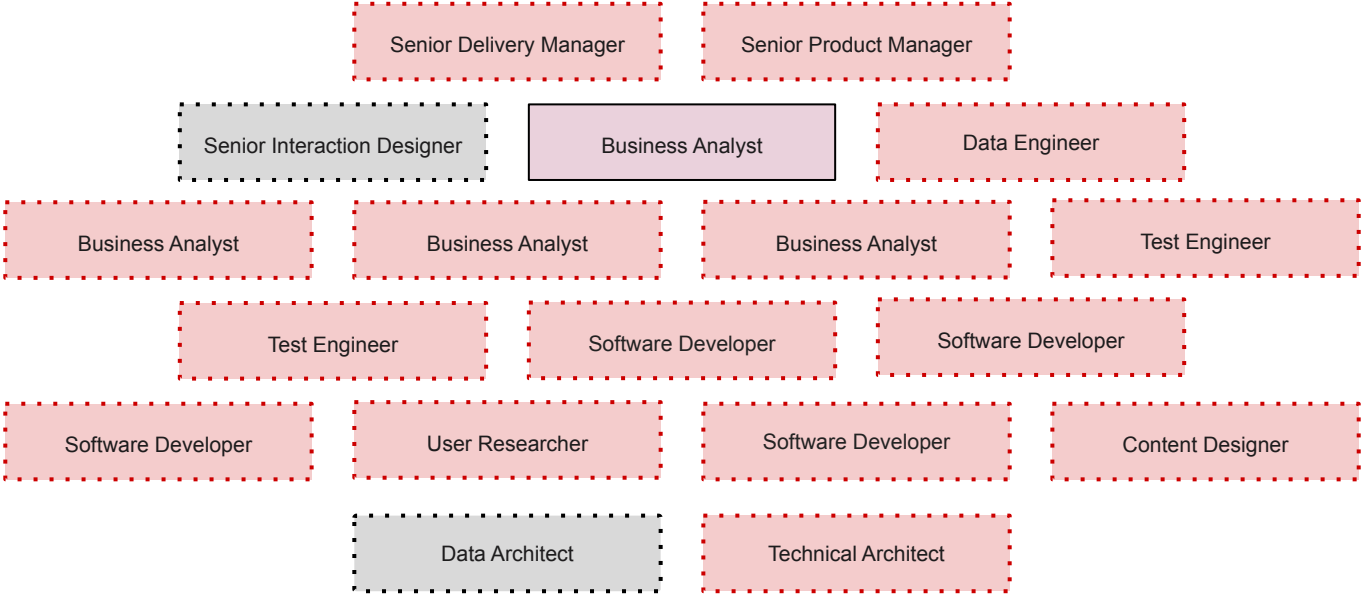
Intelligence Analyst

Data Scientist

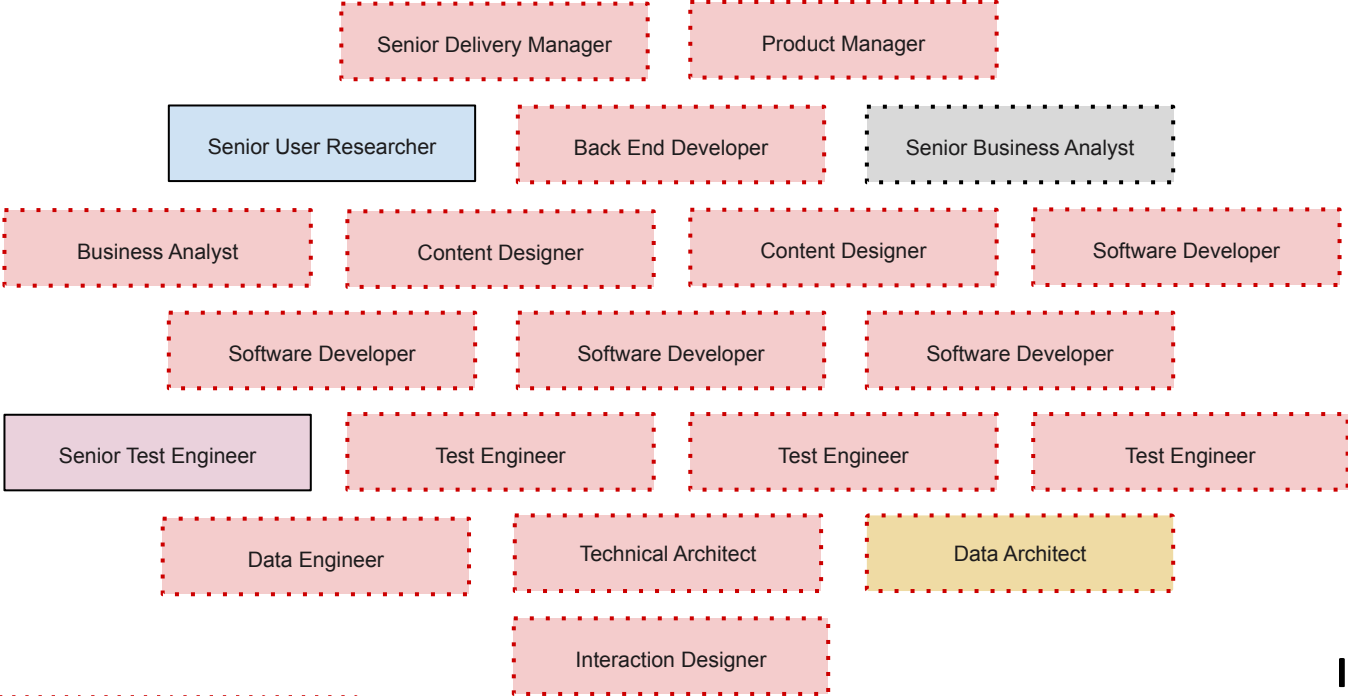
Monument
Service Coordination + Undertake Discovery / Alpha activity relating to New Service journeys



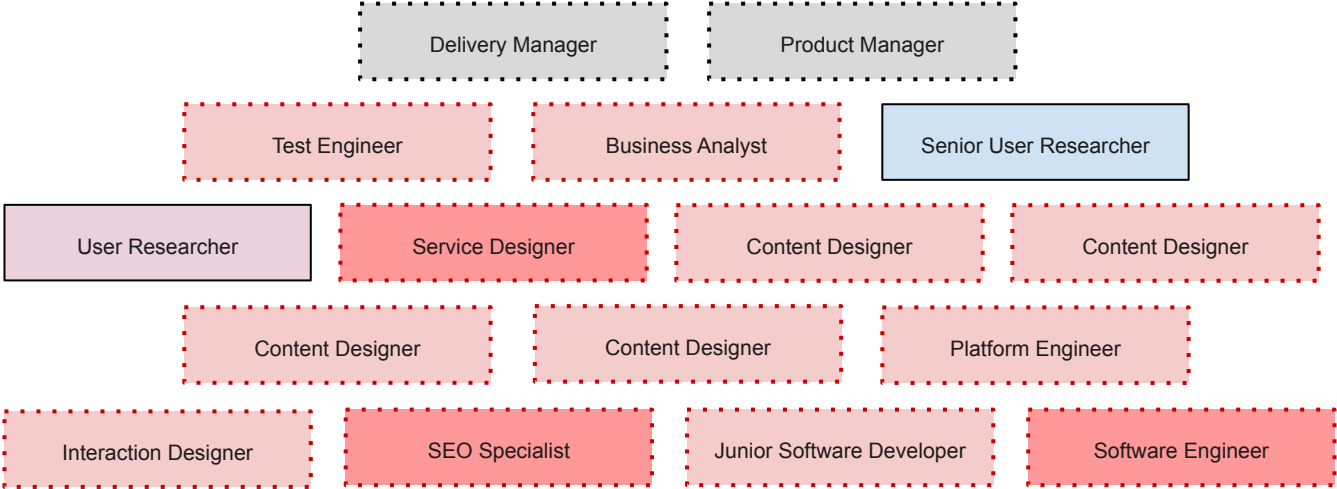
Tynemouth
Register Viability & Make a Claim



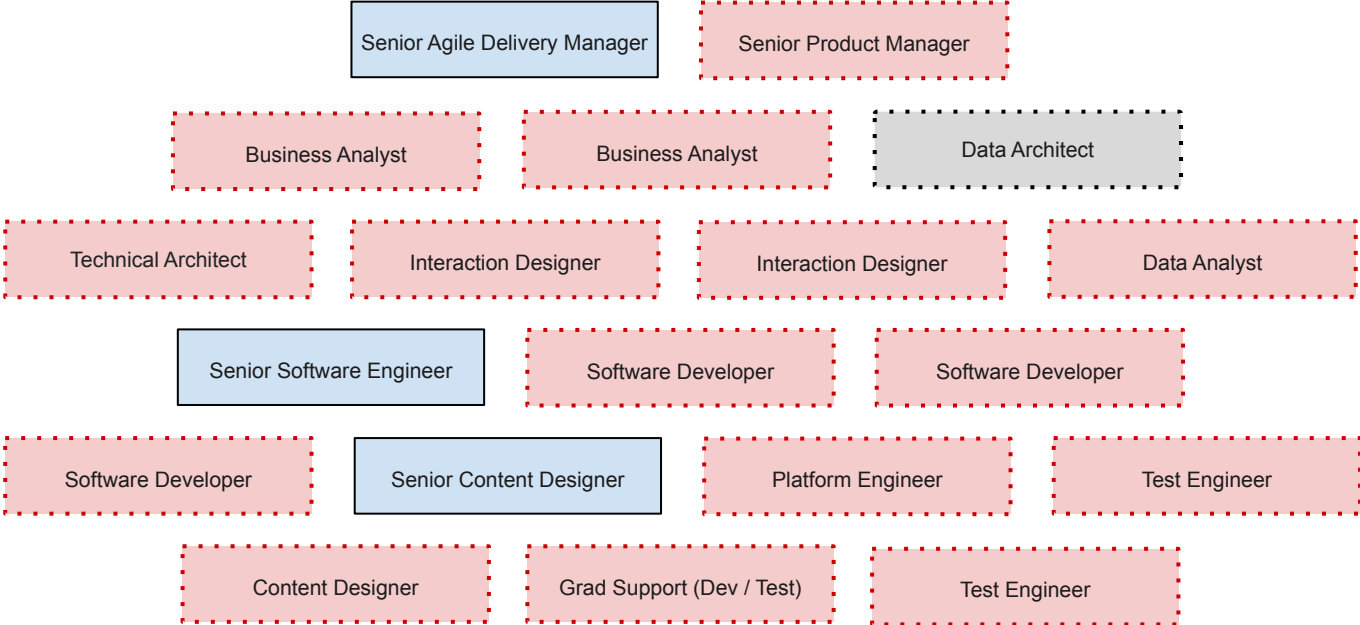
Shiremoor
Process a Claim



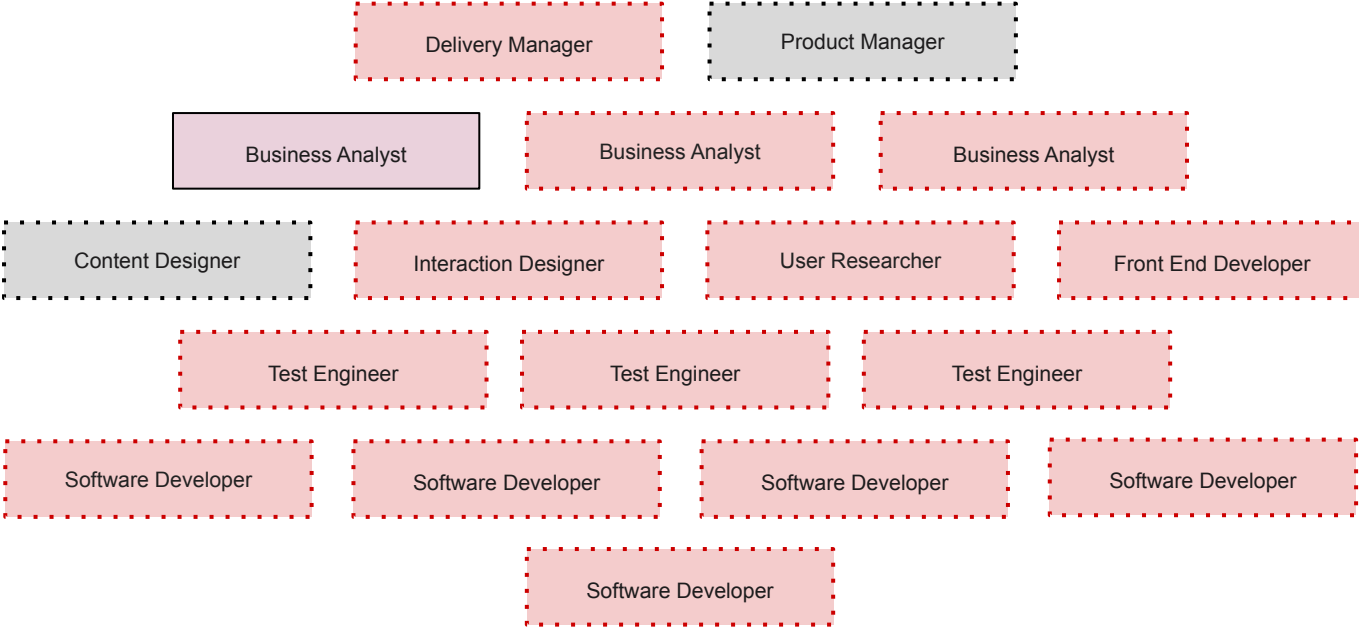
Airport
Providing service content via ibca.org.uk, and surfacing Claim Manager guidance for internal use



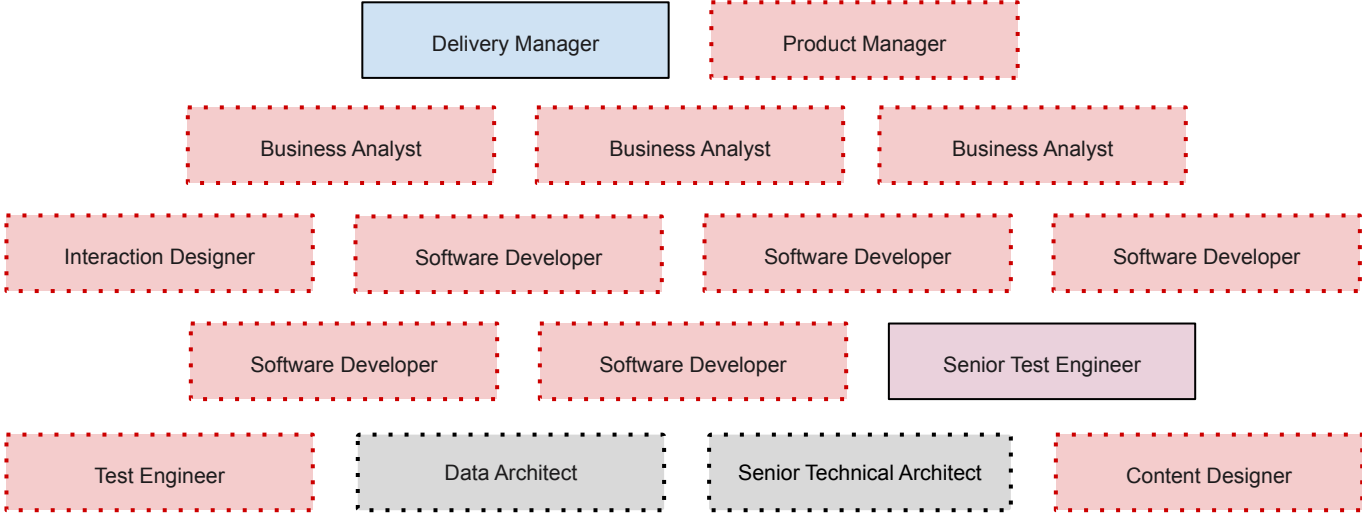
Percy Main
Identification & Authentication



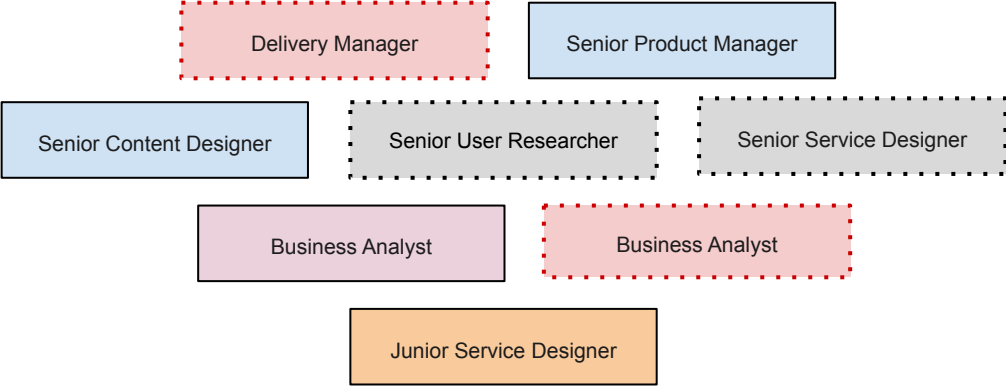
Byker
Offer Generation to Acceptance



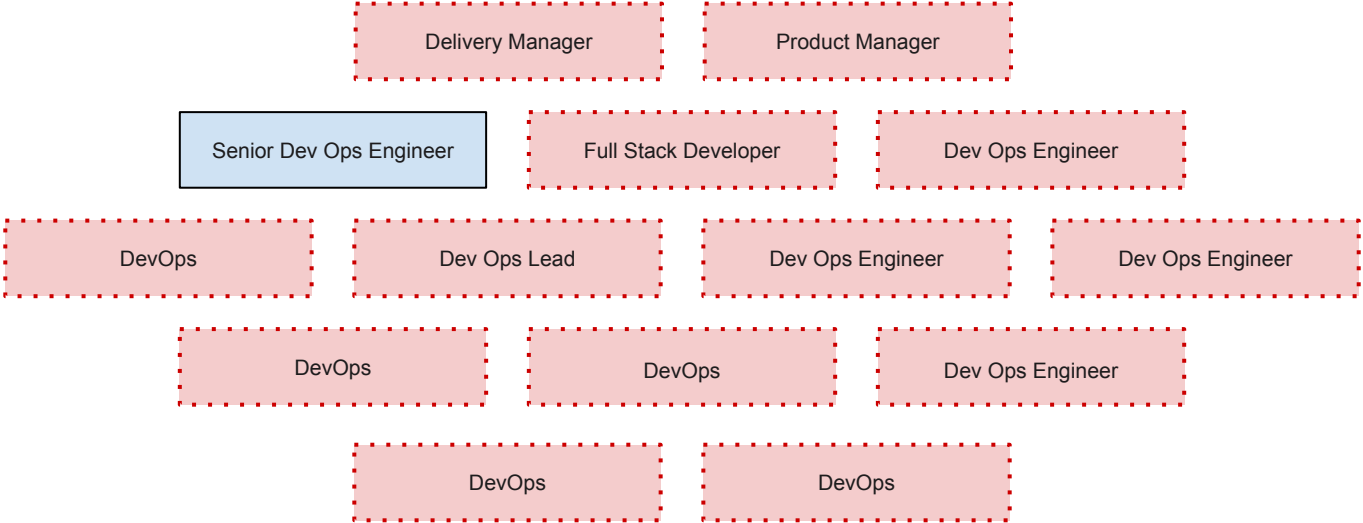
Whitley Bay
CM Calculations & Payments



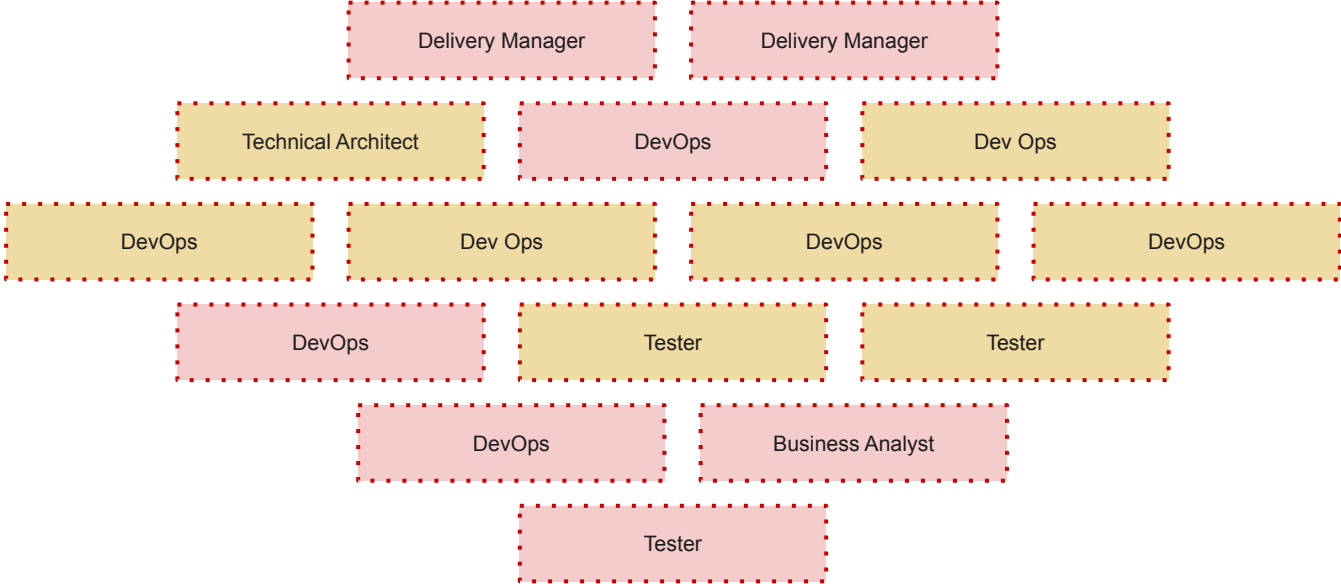
Jesmond
Beta Service Improvements



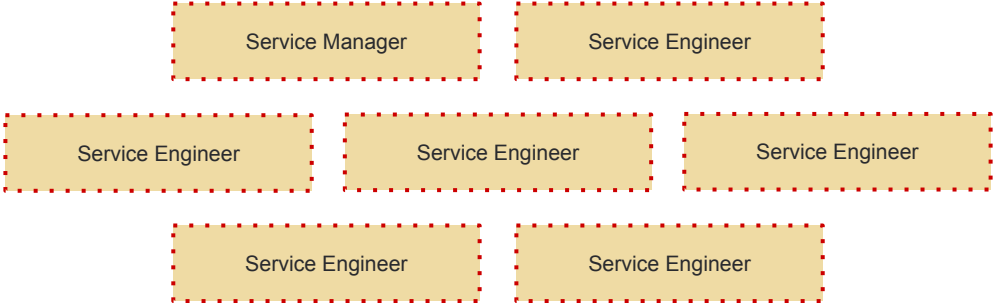
South Shields
Empowering digital services teams to innovate faster through a secure, scalable, and self-service engineering platform



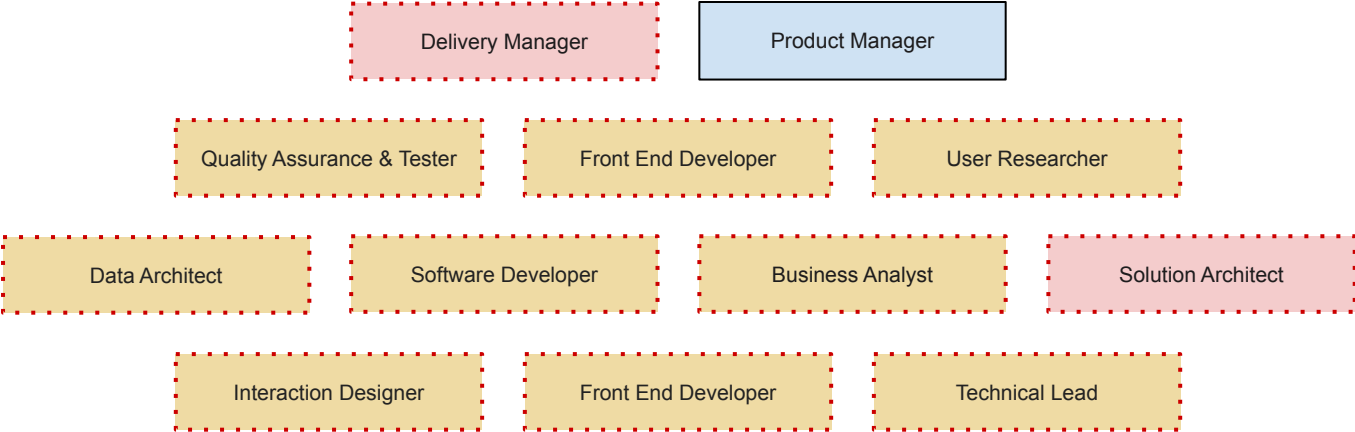
North Shields
Data-platform-core



South Gosforth
Primary responsibility for ‘running’ the data platform; managing incidents and service requests, any manual support required and escalations



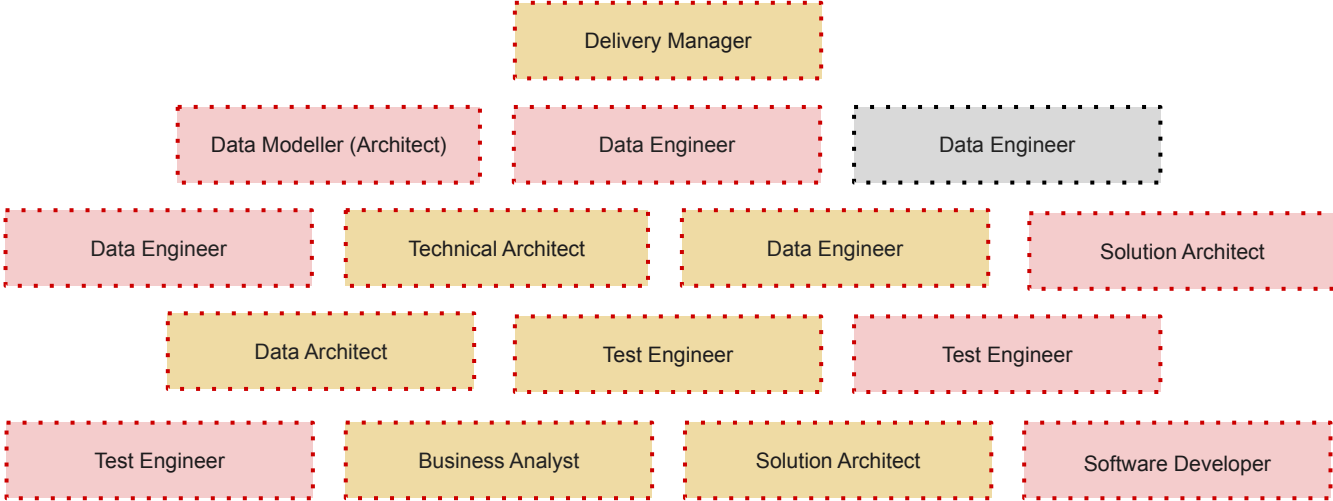
Tyne Dock
Supporting Documents



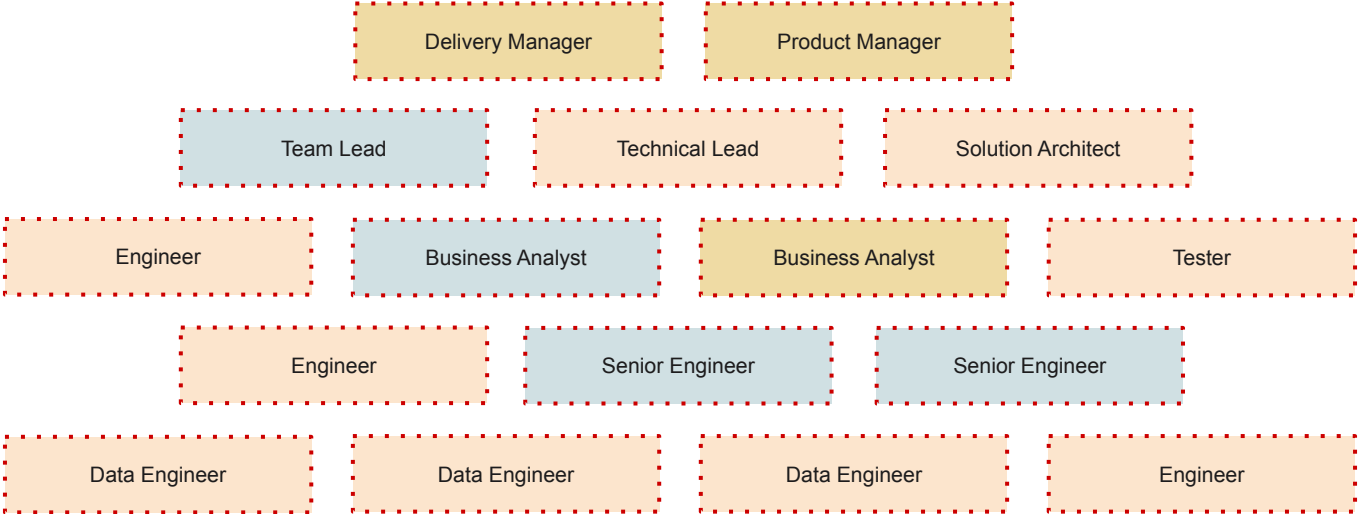
Haymarket
Data Ingestion (from external and internal sources into Databricks - Bronze Layer)



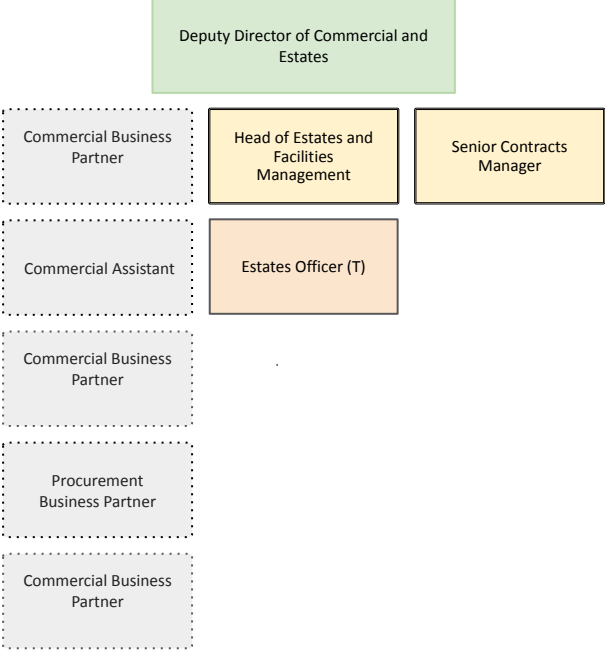
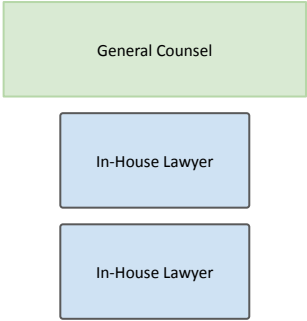
Meadow Well
Data Integration (Databricks pipelines & Silver/Gold Layer)



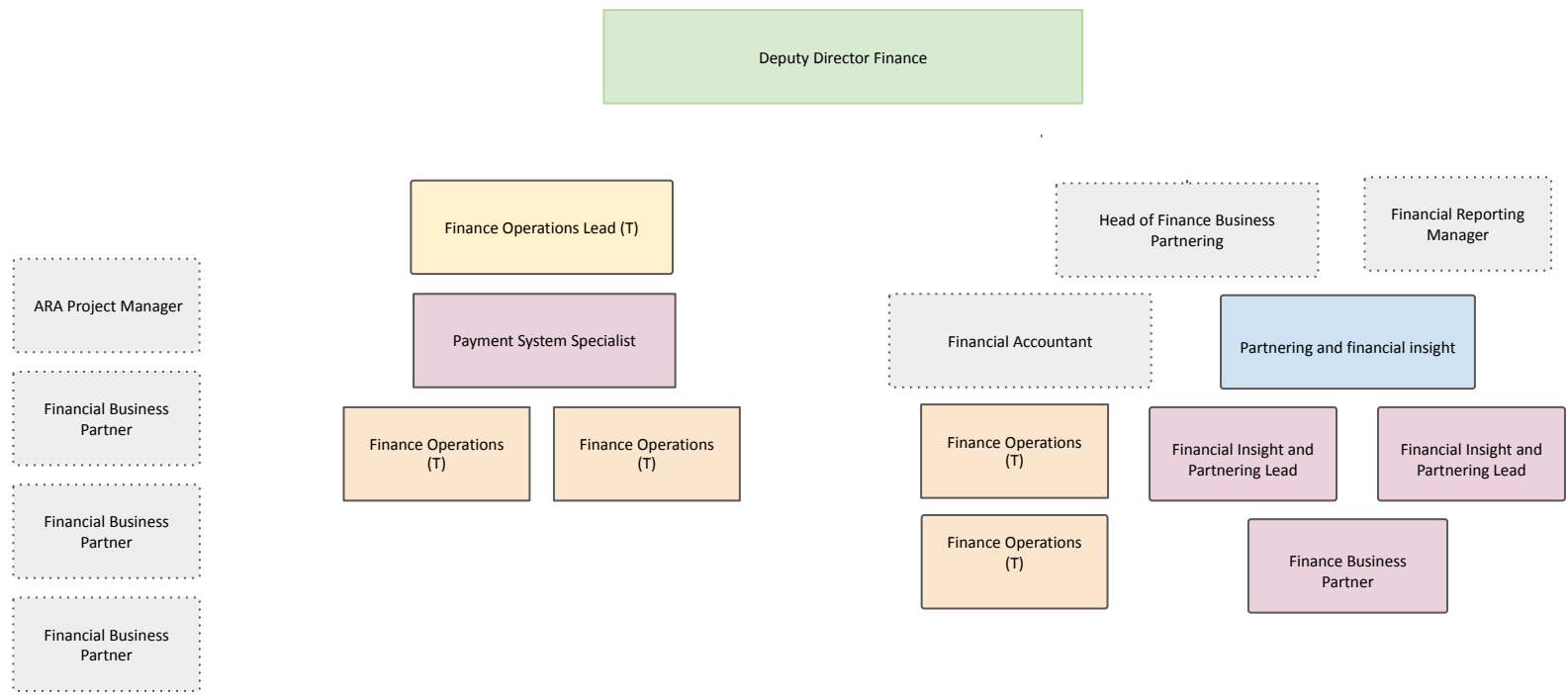
Northumberland Park
Entity Resolution & Fraud Risk Scoring



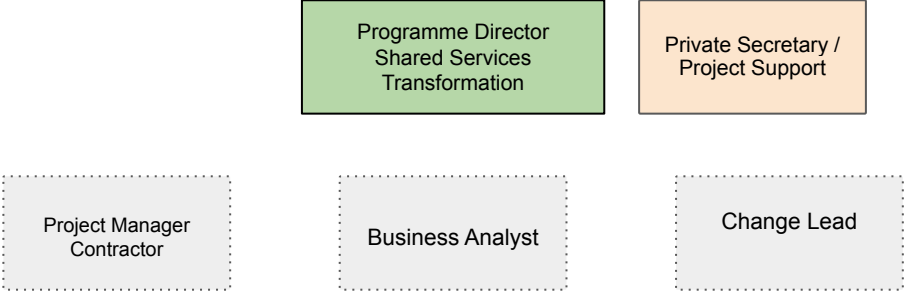
IBCA Corporate Services



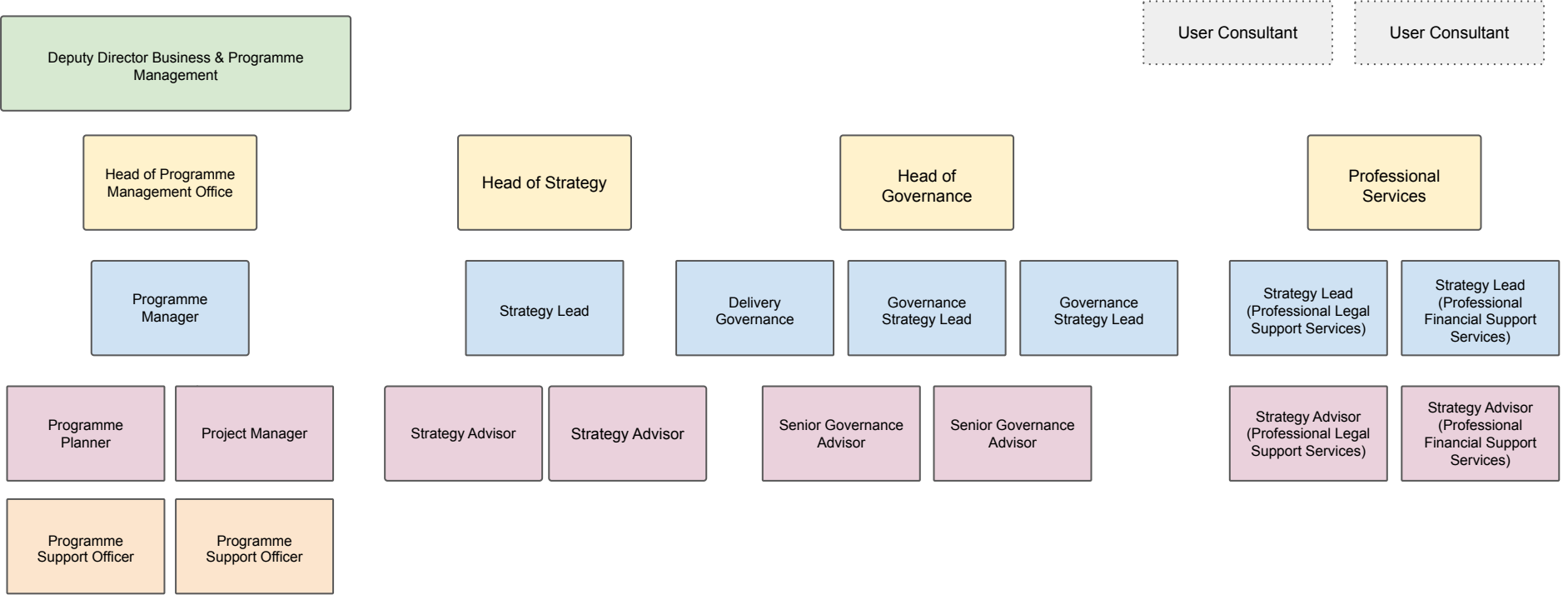
IBCA Corporate Services



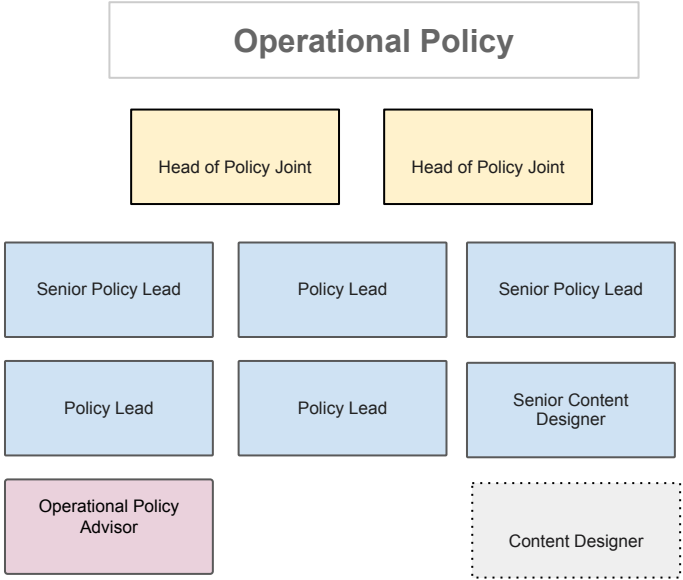
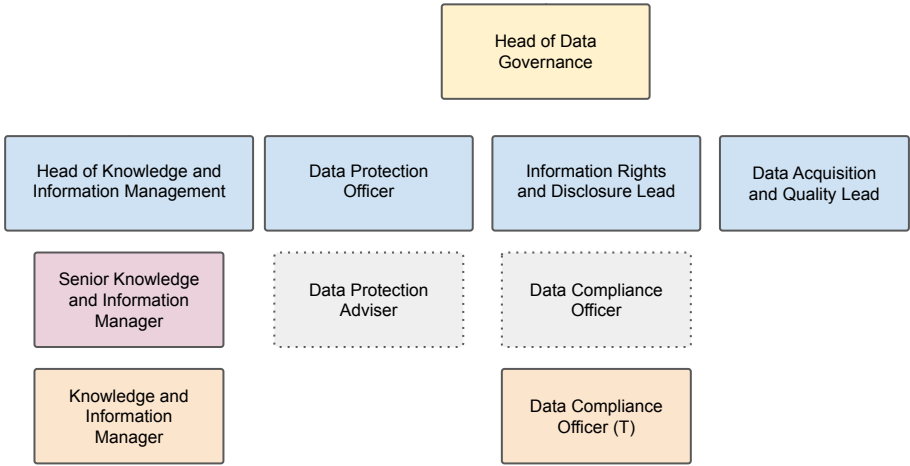
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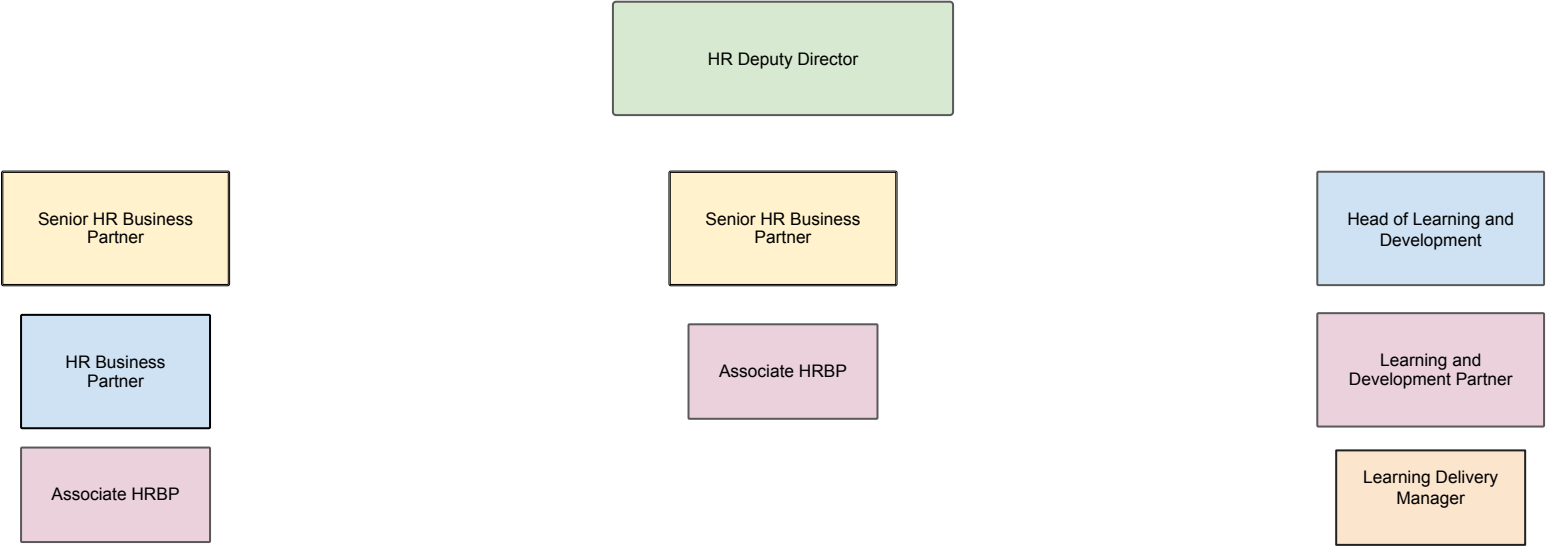
IBCA Governance, Strategy & Policy



IBCA Governance, Strategy & Policy



IBCA Human Resources



IBCA Human Resources

