



15 April 2025

[Redacted]  
[Redacted]  
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Dear [Redacted]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 21 March 2025. You requested the following (numbered for ease of responding):

1. *The total number of FTE's prior to October 2023, and as of today within your agency, to the date of this request, broken down by ethnicity including Māori and non-Māori classifications.*
2. *The total number redundancies within your agency since October 2023 to the date of this request, broken down by ethnicity including Māori and non-Māori classifications.*
3. *The number of FTE roles broken down by department and job title prior to October 2023, and as of today within your agency, to the date of this request.*
4. *The number of redundancies, disestablished, or unfilled roles (please specify in your response) since October 2023 to the date of this request, broken down of by department and job title*

On 25 March 2025, you clarified the timeframe of your request to be for information as "at September 30, 2023". You also clarified that unfilled roles should be interpreted to refer to roles that are "vacated (e.g. the employee resigned) and no one has been rehired into that role, and there is no intention to begin a recruitment process".

#### Item 1

The table below details the total number of FTE's as at 30 September 2023 and as at 21 March 2025, broken down by ethnicity including Māori and non-Māori classifications.

Period	Ethnicity Group	Headcount	Headcount %	FTE	FTE %
Sep-23	Māori	450	10.44%	439	10.44%
Sep-23	Non-Māori	3859	89.56%	3765.62	89.56%
<b>Total</b>		<b>4309</b>	<b>100.00%</b>	<b>4204.62</b>	<b>100.00%</b>
Mar-25	Māori	480	10.35%	469.18	10.38%
Mar-25	Non-Māori	4159	89.65%	4052.43	89.62%
<b>Total</b>		<b>4639</b>	<b>100.00%</b>	<b>4521.61</b>	<b>100.00%</b>

**Item 2**

I have interpreted the timeframe for this part of your request to from 1 October 2023 to 21 March 2025.

There was a total of 5 redundancies between 1 October 2023 and 21 March 2025, 4 of which were identified as non-Māori and 1 with no ethnicity declared. Declaring an ethnicity is optional at Inland Revenue. If people do declare an ethnicity, they may select multiple ethnicities.

**Item 3**

I am releasing, attached as **Appendix A**, a table detailing the number of FTE roles broken down by department and job title as at 30 September 2023 and as at 21 March 2025.

**Item 4**

I have interpreted the timeframe for this part of your request to be from 1 October 2023 to 21 March 2025.

The table below details the total number of redundancies and disestablished roles from 1 October 2023 to 21 March 2025, broken down of by department and job title.

<b>Role</b>	<b>Business Group</b>	<b>Redundancies</b>
Service Leader	Cust & Compliance Services - Business	1
Intelligence Leader - Data	Enterprise Design and Integrity	1
Project Co-ordinator (Secondment)	Enterprise Services	1
Project Programme Director (Secondment)	Enterprise Services	1
Project Programme Director (Secondment)	Enterprise Services	1
<b>Grand Total</b>		<b>5</b>

Please note that the number of roles disestablished are included in the redundancies detailed.

For unfilled roles, Inland Revenue requires leaders to forecast the start date for a new hire. Inland Revenue does not have any unfilled roles without a forecast start date. Therefore, I am refusing this part of your request under section 18(g) of the OIA, as the information is not held by Inland Revenue, and I have no reason to believe it is held by or more closely connected with the functions of another agency.

### Right of review

If you disagree with my decision on your OIA request, you can ask an Inland Revenue review officer to review my decision. To ask for an internal review, please email the Commissioner of Inland Revenue at: [commissionerscorrespondence@ird.govt.nz](mailto:commissionerscorrespondence@ird.govt.nz).

Alternatively, under section 28(3) of the OIA, you have the right to ask the Ombudsman to investigate and review my decision. You can contact the office of the Ombudsman by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

If you choose to have an internal review, you can still ask the Ombudsman for a review.

### Publishing of OIA response

We intend to publish our response to your request on Inland Revenue's website ([ird.govt.nz](http://ird.govt.nz)) as this information may be of interest to other members of the public. This letter, with your personal details removed, may be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you again for your request.

Yours sincerely



Erin Clayton

**Enterprise Leader, People & Workplace Services**

## Appendix A

Number of FTE roles broken down by department and job title as at 30 September 2023 and as at 21 March 2025.

Business Group and Role	2023		2025	
	Headcount	FTE	Headcount	FTE
<b>Customer &amp; Compliance Services - Business</b>				
<b>Analyst (L1)</b>	5	5	5	5
<b>Analyst (L2)</b>	15	14.8	19	18.89
<b>Business Lifecycle Manager</b>	55	54.24	49	47.88
<b>Business Support (L1)</b>	1	1	1	1
<b>Business Support (L2)</b>	29	28.53	30	29.47
<b>Business Support (L3)</b>	1	1		
<b>Change Analyst (L2)</b>	1	1		
<b>Customer Compliance Specialist (L1)</b>	142	138.75	239	235.53
<b>Customer Compliance Specialist (L2)</b>	308	300.85	319	313.29
<b>Customer Compliance Specialist (L3)</b>	43	42.59	50	49.15
<b>Customer Segment Leader</b>	3	3	3	3
<b>Customer Service Officer (L1)</b>	272	264.38	303	292.9
<b>Customer Service Officer (L2)</b>	106	100.77	125	119.9
<b>Deputy Commissioner CCSB</b>	1	1	1	1
<b>Domain Lead (L1)</b>	6	6	4	4
<b>Domain Principal</b>	6	6	6	6
<b>Domain Specialist (L1)</b>	2	2	2	2
<b>Domain Specialist (L2)</b>	10	9.63	2	2
<b>Group Lead</b>	9	9	10	10
<b>Intelligence &amp; Insight Specialist (L1)</b>	1	1	1	1
<b>Intelligence &amp; Insight Specialist (L2)</b>	5	5	3	3
<b>Legal Services Leader</b>	1	1	1	1
<b>Management Support</b>	5	5	5	5
<b>Project Analyst/Advisor (Secondment)</b>	1	1		
<b>Project Manager (Secondment)</b>			2	2
<b>Project Team Leader (Secondment)</b>	1	1		
<b>Project Team Member (Secondment)</b>	1	0.79	1	0.79

Business Group and Role	2023		2025	
	Headcount	FTE	Headcount	FTE
Segment Management Lead	4	4	4	4
Service Leader	2	2	1	1
Solicitor (L1)	17	17	16	15.72
Solicitor (L2)	36	35.39	39	38.19
Solicitor (L3)	35	34.42	34	33.22
Strategic Advisor	1	1	1	1
Strategy Specialist	2	2	2	2
Team Lead (L1)	25	25	30	29.8
Team Lead (L2)	51	50.68	60	60
Technical Lead	10	10	10	10
Technical Specialist (L1)	21	20.45	24	23.21
Technical Specialist (L2)	24	23.8	25	24.44
Technical Specialist (L3)	34	34	38	37.04
Technology Specialist (L2)	6	6		
Customer & Compliance Services - Individuals				
Analyst (L1)	7	7	4	4
Analyst (L2)	23	21.34	23	22.64
Business Support (L1)	2	2	1	1
Business Support (L2)	11	11	10	9.61
Business Support (L3)	1	1	1	1
Change Analyst (L1)	4	4	3	3
Change Analyst (L2)	9	9	9	9
Community Compliance Leader	1	1	1	1
Community Compliance Officer	223	214.86	243	236.38
Customer Experience Designer (L1)	4	4	6	5.84
Customer Experience Designer (L2)	6	6	6	6
Customer Segment Leader	2	2	2	2
Customer Service Officer (L1)	1291	1249.81	1370	1321.49
Customer Service Officer (L2)	164	161.31	178	174.56
Customer Support Administrator	54	53.49	52	50.69
Deputy Commissioner CCSI	1	1	1	1
Domain Lead (L1)	9	8.9	7	6.9
Domain Principal	7	7	13	13
Domain Specialist (L1)	59	58.37	61	60.18
Domain Specialist (L2)	89	88.01	89	87.61
Enterprise Leader			1	1

Business Group and Role	2023		2025	
	Headcount	FTE	Headcount	FTE
External Relationship Manager	8	8	8	8
Group Lead	17	16.75	16	15.75
Intelligence & Insight Specialist (L1)			1	0.79
Intelligence & Insight Specialist (L2)	3	3	5	5
Management Support	7	6.84	6	6
Project Analyst/Advisor (Secondment)			1	1
Project Manager (Secondment)	1	1	2	2
Project Programme Director (Secondment)	1	1		
Project Team Leader (Secondment)	1	1	1	1
Project Team Member (Secondment)	74	68.17	47	38.85
Segment Management Lead	2	2	2	2
Service Owner (L1)	15	15	17	17
Team Lead (L1)	143	142.07	139	138.12
Team Lead (L2)	11	11	12	12
Technology Specialist (L2)	9	9	15	14.8
Technology Specialist (L3)	5	5	5	5
Enterprise Design and Integrity				
Analyst (L1)	1	1	2	2
Analyst (L2)	7	7	6	6
Architect (L1)	4	4	3	3
Architect (L2)	4	4	4	4
Architect (L3)	2	2	4	4
Business Process Specialist	1	1	1	1
Business Support (L2)	6	6	4	4
Business Support (L3)	2	2	2	2
Change Analyst (L1)	1	1	1	1
Change Analyst (L2)	5	5	6	6
Corporate Counsel	1	1	1	1
Corporate Solicitor (L2)	5	4.19	5	4.02
Deputy Commissioner Enterprise Design and Integrity	1	1	1	1
Domain Lead (L1)	11	10.9	13	12.8
Domain Lead (L2)	4	4	4	4
Domain Principal	26	25.51	30	29.87

Business Group and Role	2023		2025	
	Headcount	FTE	Headcount	FTE
Domain Specialist (L1)	10	9.3	11	11
Domain Specialist (L2)	18	17.56	31	30.9
Enterprise Leader	1	1	3	3
Intelligence & Insight Specialist (L1)	14	13.26	20	19.92
Intelligence & Insight Specialist (L2)	43	42.39	44	44
Intelligence & Insight Specialist (L3)	12	12	14	13.6
Intelligence Leader - Data	1	1		
Intelligence Leader - Intelligence	1	1		
Kaihautū (L2)	1	1	1	1
Kaihautu Rautaki	1	1	1	1
Kaitohutohu (L2)	4	4	3	3
Privacy Officer	1	1	1	1
Project Co-ordinator (Secondment)			1	1
Project Manager (Secondment)	1	1	5	4.85
Project Team Member (Secondment)	4	4	4	3.76
Pūkenga	2	2	2	2
Service Integration & Delivery Manager (L1)	1	1	1	1
Service Leader	2	2	2	2
Service Owner (L1)	2	2	2	2
Strategic Advisor	3	2.8	3	2.8
Strategy Specialist	2	2	2	2
Team Lead (L2)	2	2	2	2
Technical Lead	8	8	9	9
Technology Specialist (L2)	1	1	9	9
Technology Specialist (L3)	1	1	5	5
Enterprise Services				
Accountant (L1)	9	9	7	7
Accountant (L2)	21	20.6	24	22.41
Accountant (L3)	12	11.2	12	12
Analyst (L1)	3	3	3	3
Analyst (L2)	12	11.8	11	10.49
Architect (L3)			2	2
Business Process Specialist	25	24.4	25	24.4



Business Group and Role	2023		2025	
	Headcount	FTE	Headcount	FTE
Business Support (L1)	2	2	2	2
Business Support (L2)	7	6.69	8	8
Business Support (L3)	1	1	1	1
Change Analyst (L1)	2	1.6	2	1.6
Change Analyst (L2)	2	2	2	2
Customer Experience Designer (L2)	1	1	1	1
Deputy Commissioner Enterprise Services	1	1	1	1
Domain Lead (L1)	6	6	7	6.95
Domain Lead (L2)	8	8	8	7.8
Domain Principal	45	43.81	45	43.66
Domain Specialist (L1)	28	27.8	27	26.43
Domain Specialist (L2)	43	41.89	45	44
Enterprise Leader	3	3	3	3
Information Specialist (L1)	8	7.8	6	5.6
Information Specialist (L2)	15	14.6	16	15.6
Information Specialist (L3)	3	2.84	3	2.84
Intelligence & Insight Specialist (L2)	1	1	1	1
Intelligence Leader - EI&K	1	1	1	1
Management Support	2	2	2	2
Payroll Officer	7	6.55	3	3
Project Analyst/Advisor (Secondment)	1	1		
Project Co-ordinator (Secondment)	1	1		
Project Programme Director (Secondment)	2	2		
Project Team Member (Secondment)			1	1
Senior Payroll Officer	3	2.72	3	2.72
Service Integration & Delivery Manager (L2)	3	3	3	3
Service Leader	4	4	4	4
Service Owner (L1)	8	8	12	12
Service Owner (L2)	5	5	5	5
System Administrator	2	1.8	2	1.8
Team Lead (L2)	3	3	4	4
Team Manager Payroll	2	2		



Business Group and Role	2023		2025	
	Headcount	FTE	Headcount	FTE
Technical Lead	7	7	8	8
Technology Specialist (L1)	6	6	5	5
Technology Specialist (L2)	21	21	24	23.63
Technology Specialist (L3)	25	25	31	30.8
Workplace Support (L1)	13	13	11	11
Workplace Support (L2)	9	8.79	9	9
<b>Policy</b>				
Business Support (L2)			2	2
Business Support (L3)			1	1
Capability & Outcomes Specialist (L2)			1	1
Deputy Commissioner Policy			1	1
Domain Principal			1	1
Domain Specialist (L1)			1	1
Information Specialist (L2)			1	1
Legislative Counsel (L2)			2	2
Legislative Counsel (L3)			2	2
Policy Advisor (L1)			22	21.8
Policy Advisor (L2)			23	23
Policy Advisor (L3)			23	22.25
Policy Director			3	3
Policy Lead			10	9.84
Programme Lead			1	1
Project Analyst/Advisor (Secondment)			1	1
Strategic Policy Advisor			2	2
<b>Policy &amp; Regulatory Stewardship</b>				
Business Process Specialist	1	1		
Business Support (L2)	2	2		
Business Support (L3)	1	1		
Capability & Outcomes Specialist (L2)	1	1		
Deputy Commissioner Policy & Regulatory Stewardship	1	1		
Domain Specialist (L1)	1	1		
Information Specialist (L2)	1	1		
Legislative Counsel (L2)	3	3		
Legislative Counsel (L3)	1	1		
Management Support	1	1		

Business Group and Role	2023		2025	
	Headcount	FTE	Headcount	FTE
Policy Advisor (L1)	11	11		
Policy Advisor (L2)	19	18.8		
Policy Advisor (L3)	22	21.55		
Policy Director	3	3		
Policy Lead	9	8.64		
Programme Lead	1	1		
Project Analyst/Advisor (Secondment)	2	2		
Strategic Policy Advisor	1	1		
Tax Counsel Office				
Business Support (L2)	3	2.8	3	2.8
Business Support (L3)	1	1	1	1
Capability & Outcomes Specialist (L2)	1	1	1	1
Chief Tax Counsel	1	1	1	1
Domain Specialist (L2)	2	1.9	2	1.9
Group Leader - Tax Counsel Office	4	4	4	4
Information Specialist (L1)	2	2	2	2
Information Specialist (L2)	1	1	1	1
Management Support	2	2	1	1
Project Analyst/Advisor (Secondment)			1	1
Project Co-ordinator (Secondment)	1	1		
Service Leader	1	1	1	1
Solicitor (L2)	2	2	2	2
Solicitor (L3)	2	2	2	2
Tax Counsel Lead	5	5	4	4
Tax Counsel/Tax Specialist (L1)	1	1	2	2
Tax Counsel/Tax Specialist (L2)	18	17.54	16	15.54
Tax Counsel/Tax Specialist (L3)	14	13.6	17	16.6
Team Lead (L2)	1	1	1	1
Technical Lead	2	2	2	2
Technical Specialist (L1)	2	2	2	2
<b>Total</b>	<b>4309</b>	<b>4204.62</b>	<b>4639</b>	<b>4521.61</b>