

HMRC announces three new Director General appointments

News story

Senior staff appointments announced in light of changes at the department



Three new Director General appointments have been confirmed today, Monday 10 August, by HMRC's Chief Executive and Permanent Secretary, Jim Harra.

The changes follow the temporary departure of Melissa Tatton from her role as Chief Executive of the Valuation Office Agency (VOA), and more recently Director General for the COVID-19 Response Unit (CRU), and the appointment of Angela MacDonald to Second Permanent Secretary.

Karl Khan will become Director General of Customer Services on a temporary basis, while the process for a permanent appointment begins. He moves from his current role as the Customer Service Group's Director of Finance, Planning and Performance.

Jo Rowland will take up the CRU Director General role on a temporary basis for six months, moving from her role as Director of HMRC's COVID-19 Response Unit – a role she took up in March.

Jonathan Russell will continue as interim Chief Executive of the VOA for the next 13 months. He takes up the post after moving from being Chief People Officer of the VOA to interim Chief Executive in March when Melissa Tatton took on the CRU role within HMRC.

Jim Harra, Chief Executive and First Permanent Secretary said:

I'm very pleased that we can now announce these appointments – all of which are critical for delivering the support and service our customers deserve in this exceptionally busy and challenging time.

Karl brings his existing knowledge and customer service expertise to the role in CSG, and I know will provide the strong leadership

needed over the coming months.

Jo has done a fantastic job leading the delivery of the CV19 schemes, and is a natural fit for the Director General role.

Jonathan has provided excellent leadership of VOA over the last few months, and will I know continue to do so for the coming year.

All roles will begin with immediate effect.

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