

---

**From:** Saf ismail [GRO]  
**Sent:** Wed 17/11/2021 5:32:18 PM (UTC)  
**To:** Amanda Jones; Elliot Jacobs [GRO]  
**Cc:** Hithendra Cheetirala  
**Subject:** RE: PM Director Objectives H2

Hi Amanda,

I feel Hithendra's role and objectives may evolve over the coming months.

I agreed with Elliott's point regarding something to gauge his success as we will be asked this at some point by PM's and we can produce the facts and prove his effective.

It's also important that other individuals within the business are informed about Hithendra's objectives so we are all consistent.

Regards

**Saf Ismail**

**Non-Executive Director**

Post Office Ltd  
Finsbury Dials  
20 Finsbury Street  
London EC2Y 9AQ

---

**From:** Amanda Jones

**Sent:** 17 November 2021 11:05

**To:** Elliot Jacobs [GRO] Saf ismail [GRO]

**Cc:** Hithendra Cheetirala [GRO]

**Subject:** RE: PM Director Objectives H2

Thanks Elliot

You are absolutely right on the last one

H – you might want to seek Alice Cookson's input here to help with the measurements and determining what 'good looks like'

Amanda

**Amanda Jones**

Retail and Franchise Network Director  
Postmaster Team

[GRO]  
**GRO**

[postoffice.co.uk](https://postoffice.co.uk)



---

**From:** Elliot Jacobs [GRO]

**Sent:** 17 November 2021 09:09

**To:** Amanda Jones [GRO] Saf ismail [GRO]

**Cc:** Hithendra Cheetirala [GRO]

**Subject:** RE: PM Director Objectives H2

Thanks Amanda

Totally agree!

The final objective could really do with some metrics to measure the improvement – what is our base-line now – what does good look like, what does great look like – how do we know we are having impact.

E

---

**From:** Amanda Jones [GRO]

**Sent:** 15 November 2021 11:50

**To:** Saf ismail [GRO]; Elliot Jacobs [GRO]

**Cc:** Hithendra Cheetirala [GRO]

**Subject:** PM Director Objectives H2

Both, hope you are well

You asked about supporting Hithendra with his objectives, thank you for your offer

I know Hithendra has shared with you at a high level, here they are in detail with the timescales and success measures  
Hithendra and I are very aware that the understanding of his role among PMs is limited whilst some may expect him to be a 'representative' for PMs, I think your roles are similarly misunderstood?

Realistically, it was always going to be hard to explain as your roles are so new but let's keep working together to find the best way to do this to drive improvements and of course, please let me know if you think there is more I could or should be doing to support

Amanda

**Amanda Jones**

Retail and Franchise Network Director

Postmaster Team

GRO

**GRO**

[postoffice.co.uk](http://postoffice.co.uk)

