



Don Macarthur

Head of Employer Team, Business Customer Unit, HM Revenue & Customs

Don has worked in the Inland Revenue and now HMRC for about thirty years. He spent much of his early career in the local office network, and has also held specialist responsibility for North Sea oil companies and for multinational corporate groups dealt with in (what is now) the Large Business Service. He has been closely involved in the successful introduction of computer projects. In 2000 he took on a new role to examine the range of interfaces between employers and the former Inland Revenue – and other Government Departments where appropriate – and to create an Employer Programme to implement co-ordinated initiatives to improve processes for employers.

Since taking on this role the most tangible achievements of Don's team have been the national roll-out of EmployerTalk, and enhancements to employer packs and to the Employer CD-ROM and Internet pages. However he has also influenced employer policy in a wide range of other areas, and is a firm proponent of the advantages of consultation with employers.

With the introduction of the new HMRC structure, Don's role has acquired greater authority. In particular he now leads the Department's consultation with employers and is routinely consulted on policy changes affecting employers.

Away from the office Don's time is mainly taken up with family duties – and pleasures! He and his wife have three very expensive children in their teens and twenties. But Don also finds time to take a very active role in local amateur drama, and recently completed a nine year stint leading a charity supporting local families facing childhood cancer or leukaemia.