|  |
| --- |
| **SCOTTISH JOINT COUNCIL FOR LOCAL GOVERNMENT EMPLOYEES**  **JOB EVALUATION QUESTIONNAIRE – REDUCED**  **GUIDANCE** |

Click or tap here to enter text.

*This questionnaire has been specifically designed to capture information under the factor headings of the Job Evaluation Scheme, you may be asked to complete a questionnaire to help prepare for a discussion with a Job Analyst using the ‘Evaluator’ software. The completed document will* ***not*** *form part of the ‘audit trail’ of the evaluation. Please note that there are different versions of the JE questionnaire which are more suited to different types of job, specifically:*

* *‘Full’ version of the questionnaire – will be most appropriate for technical or specialist jobs*
* *‘No questions’ version – will be most appropriate for professional or managerial jobs*
* *‘Reduced’ version – will be most appropriate for clerical, administrative or manual jobs*

*Any job holder who wishes to complete the full version of the Questionnaire may do so.*

The questionnaire is based on the accepted principles of job evaluation, specifically:

* **evaluate jobs not people** – the evaluation is of the job and not of the jobholder
* **assume acceptable performance of the job** – the evaluation process assumes that the job is being performed to competent standard by a fully trained and experienced individual
* **evaluate jobs as they are now** – the evaluation should be based on job facts as it is undertaken at the current time, rather than how the job was done previously or how it may be done in the future
* **evaluate actual job content, not perceptions** – the focus is on actual job content rather than assumptions or perceptions of the job, and does not consider desired level of pay, perceived importance, or issues of status sought or previously assigned.

The questionnaire is therefore intended to capture information about the demands of your job, but not about you as an individual, nor about your performance of the job. Please bear this in mind when making your responses.

The document is split into four parts:

* **General information** – this is where you provide the basic information about your job and an explanation of where it fits in the structure of your Directorate/Department or Function.
* **Main purpose of your job** – here you should provide a brief description of your job, its purpose and what you are expected to achieve. Please also list and describe the main activities in your job. You may also find it useful to refer to any existing job description that you have.
* **The demands of your job** – this part is set out under the individual factor headings which will be used to analyse your job later in the process. You will need to refer to the factor definitions as you complete this section to ensure you provide appropriate information under each heading. This section helps Job Analysts understand the demands made on you in the course of **normal** working. **Please give examples, where you can, to illustrate the information you give under each factor heading**.
* **Any other relevant information** – this gives you the chance to provide any other information about your job which you feel is important in describing your job fully.

**A few hints for completing the questionnaire:**

* Please read through the **whole** questionnaire first **before** attempting to complete it
* It might help to note down what you have done over the last few weeks in your job, or to keep a diary over the next few days
* Don’t be surprised if it takes you a while to complete the questionnaire – try to set aside some time when you will not be interrupted and find a quiet space where you can concentrate.
* You may wish to do a ‘trial run’ in pencil or on a spare copy of the form
* Don’t worry if you find that some sections seem less relevant to your job than others. This is unavoidable, to ensure consistency we have to ask the same questions about all jobs being evaluated. Please try to complete something in each part of the questionnaire even if you feel it is not particularly relevant to your job. If a specific question is not relevant, just leave it blank.
* Some of the questions provide options and ask you to ‘tick’ the most appropriate. Other questions provide a range of options and ask you to provide examples. You do **not** need to provide examples for every option, complete only the options that are relevant to your job.
* Try to answer the questions in relation to the **normal routine** of your job, and include examples of things that happen on a day to day basis. Avoid using examples of ‘one-off’ tasks you may have been asked to undertake.
* You will not have to answer every question – depending on the answer option that you choose you may be directed to skip a few questions before answering another – as not every question is relevant to every job.
* If you need assistance to complete the questionnaire you should contact a member of the Job Evaluation Project Team who will make arrangements for a Job Analyst to assist you. Alternatively, you may wish to seek assistance from your Trades Union representative
* If you need more space, please copy the relevant page

|  |
| --- |
| **SCOTTISH JOINT COUNCIL FOR LOCAL GOVERNMENT EMPLOYEES**  **JOB EVALUATION SCHEME**  **JOBHOLDER QUESTIONNAIRE – REDUCED VERSION** |

For official use only –

Benchmark Job Reference:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PART 1 – GENERAL INFORMATION**

Please refer to the accompanying guidance **before** attempting to complete this questionnaire

|  |  |
| --- | --- |
| **Job Title:** | Click here to enter text. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Tick the relevant Service** | | | |
| CGI Secondees | Chief Exec’s Dept | City Property | Financial Services |
| Education Services | Glasgow Life | Health & Social Care Partnership | Neighbourhoods, Regeneration & Sustainability |

|  |  |
| --- | --- |
| **Job Holder Names** | **SAP Numbers** |
| Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. |

**Position within the organisation**

In the box below please describe where your job sits in relation to others in your Section, and to your Directorate/Department/Function as a whole, if appropriate. If you can supply an organisation diagram to illustrate this, it would be useful. Please highlight your own position and indicate your immediate line manager and any staff who report directly to you.

|  |
| --- |
| Click here to enter text. |

Please answer all of the questions that follow as they relate to your own job, and its normal day-to-day routine.

**PART 2 – MAIN PURPOSE OF YOUR JOB**

Please describe here, in general terms, the purpose of your job. Try to do this in one paragraph. It may be helpful to think how you would phrase an advert for your job.

|  |
| --- |
| ***The main purpose of my job is:*** |
| Click here to enter text. |

Please list the main elements of your job and, if possible, try to quantify (in percentage terms to the nearest 10%) the amount of time you spend on each. You may find it useful to refer to any job description that you have, in filling in this section. It may also be helpful to outline the main areas of your job as headings first, then develop these in greater detail.

|  |  |
| --- | --- |
| ***The main elements of my job are:*** | ***Percentage of time***  ***(Approximately)*** |
| Click here to enter text. | |
| **If you require more space please use an additional page** | |

**PART 3 – THE DEMANDS OF YOUR JOB**

This section is set out under the 13 factor headings of the Job Evaluation Scheme

|  |
| --- |
| **FACTOR 1 – WORKING ENVIRONMENT** |

***This factor considers the physical environment in which the job is carried out.***

*It covers exposure to disagreeable, unpleasant, uncomfortable or hazardous working conditions such as dust, dirt, temperature extremes and variations, humidity, noise, vibration, fumes and smells, human or animal waste, steam, smoke, grease or oil, inclement weather; and discomfort arising from the requirement to wear protective clothing.*

*The factor also considers hazardous aspects of the working environment which are unavoidable and integral to the job, such as the risk of illness or injury arising from exposure to diseases, toxic substances, machinery, lone working or work locations. Health and safety regulations and requirements are assumed to be met by both the employer and the employee.*

*The factor takes into account the nature and degree of unpleasantness or discomfort, the frequency and duration of exposure to particular conditions in the course of normal working; and the effect of combinations of disagreeable conditions.*

|  |  |
| --- | --- |
| **Q1. Which of these statements best describes the MAIN working environment of the job?** | **Please tick one** |
| Predominantly working indoors |  |
| Predominantly working indoors but involves travelling between different locations or premises |  |
| Predominantly working outdoors and involves travelling between different locations or premises |  |
| Predominantly working outdoors but sheltered, e.g. in a driver’s cab or bothy |  |
| Predominantly working outdoors but can take shelter to avoid adverse weather |  |
| Predominantly working outdoors and exposed to all weathers |  |

|  |
| --- |
| ***Please describe where you NORMALLY work:*** |
| Click here to enter text. |

**Q2. Does the job NORMALLY involve exposure to other unpleasant, disagreeable, or hazardous conditions? e.g. noise, dust, smells, chemicals, waste etc.**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

|  |
| --- |
| ***If ‘Yes’, please describe these conditions and indicate the ACTUAL proportion of your working time that you are exposed to these conditions:*** |
| Click here to enter text. |

|  |
| --- |
| **Q3.** *Is there any further information you wish to provide about the demands of your job under the* ***Working Environment*** *factor heading?* |
| Click here to enter text. |
| **If you require more space please use another page – please indicate which factor heading the additional information refers to** |

|  |
| --- |
| **FACTOR 2 – PHYSICAL CO-ORDINATION** |

***This factor considers the predominant demands for physical co-ordination required to do the job.***

*It covers manual and finger dexterity, hand-eye co-ordination, and co-ordination of limbs and/or senses required in the course of normal working.*

*The factor takes into account the nature and degree of co-ordination required, and any need for speed or precision in undertaking the required task.*

**Q4. In the course of normal working, do you need physical co-ordination MAINLY for:**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Keyboarding or other computer use  *Please go to Q5* |  | Driving  *Please go to Q6* |  |
| Other Activities  *Please go to Q8* |  | Not required |  |

**Q5. Is the jobholder REQUIRED to keystroke to meet pre-determined standards? For example, typing at more than 50 words per minute.**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No, able to work at own pace |  |

|  |
| --- |
| ***Please describe the nature of keyboarding skills REQUIRED (e.g. word processing, data input, desktop publishing)*** |
| Click here to enter text. |

**Q6. Does the job REQUIRE driving skills?**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

**Q7. Which type of vehicle used by the jobholder in the course of NORMAL working requires the HIGHEST level of physical co-ordination?**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Car or light van |  | Tractor, road roller, dump truck, fork lift truck or similar |  |
| Minibus, medium van or similar |  | Large mechanical digger or equivalent |  |
| Large truck, articulated vehicle or similar |  | Other propelled equipment |  |

|  |
| --- |
| ***Does the vehicle have any attachments? If so, please describe them and how they are operated*** |
| Click here to enter text. |

**Q8. Please describe the nature of the OTHER activities requiring co-ordination (i.e. other than keyboarding or driving)**

|  |
| --- |
| Click here to enter text. |

|  |
| --- |
| **Q9.** *Is there any further information you wish to provide about the demands of your job under the* ***Physical Co-ordination*** *factor heading?* |
| Click here to enter text. |
| **If you require more space please use another page – please indicate which factor heading the additional information refers to** |

|  |
| --- |
| **FACTOR 3 – PHYSICAL EFFORT** |

***This factor considers the strength and stamina required to do the job.***

*It covers all forms of physical effort required in the course of normal working, for example, standing, walking, lifting, carrying, pulling, pushing, working in awkward positions such as bending, crouching, stretching; for sitting, standing or working in a constrained position.*

*The factor takes account of the* ***greatest*** *demands on the jobholder in terms of the nature and degree of physical effort required, and the other* ***main*** *demands in terms of the frequency and duration of the physical effort required to do the job.*

**Q10. Does the job require MORE THAN basic physical effort? e.g. lifting/carrying, pushing/pulling, applied physical effort, working in awkward/constrained positions, prolonged standing/walking**

***N.B.*** *Tasks or activities undertaken mainly in a SEDENTARY position and allow for considerable flexibility of movement involve a BASIC degree of physical effort, as does a limited requirement for standing, walking, bending or stretching, or an occasional need to lift or carry items.*

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

|  |
| --- |
| ***Please describe which part(s) of the job requires more than basic physical effort:*** |
| Click here to enter text. |

**Q11. Please tick the box below which best describes the HEAVIEST demand for physical effort involved as part of the USUAL routine of the job.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Lifting/carrying |  | Applied physical effort\* |  | Working in a constrained position |  |
| Pushing/pulling |  | Working in awkward postures |  | Standing/walking |  |

***N.B.*** *Applied physical effort, i.e. where physical force has to be applied, such as scrubbing, sawing, digging etc*

Before proceeding to Q12 please provide examples for the answer chosen to Q11 in the box below:

|  |
| --- |
| ***Please provide examples:*** |
| Click here to enter text. |

**Q12. In the boxes below please indicate ON AVERAGE the proportion of working time that the HEAVIEST demand for physical effort is required as part of the USUAL routine of the job.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Only occasional |  | 21% - 40% |  | 61% - 80% |  |
| 5% to 20% |  | 41% - 60% |  | Over 80% |  |

**Q13. Please tick the box below which best describes the MAIN demands for physical effort involved as part of the USUAL routine of the job – these are likely to take up more of working time than the heaviest demands.**

***Please do not choose the same answer as given for Q11***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Lifting/carrying |  | Applied physical effort |  | Working in a constrained position |  |
| Pushing/pulling |  | Working in awkward postures |  | Standing/walking |  |

|  |
| --- |
| ***Please provide examples:*** |
| Click here to enter text. |

**Q14. Please indicate ON AVERAGE the proportion of working time that the MAIN demand for physical effort is required as part of the USUAL routine of the job.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Only occasional |  | 21% - 40% |  | 61% - 80% |  |
| 5% to 20% |  | 41% - 60% |  | Over 80% |  |

|  |
| --- |
| **Q15.** *Is there any further information you wish to provide about the demands of your job under the* ***Physical Effort*** *factor heading?* |
| Click here to enter text. |
| **If you require more space please use another page – please indicate which factor heading the additional information refers** |

|  |
| --- |
| **FACTOR 4 – MENTAL SKILLS** |

***This factor considers the thinking requirement in the job.***

*It includes problem solving, options appraisal, creativity and design, innovation, imaginative and developmental skills, analytical and strategic thinking, research, planning, and the ability to conceptualise.*

*The factor takes into account the* ***predominant*** *nature and complexity of the mental tasks undertaken.*

|  |  |
| --- | --- |
| **Q16. How are the more DIFFICULT or CHALLENGING problems resolved, that arise in the course of NORMAL working?** | **Please tick one** |
| By referring the more difficult or challenging problems upwards to a supervisor or line manager |  |
| By applying existing rules, procedures or instructions to the more difficult or challenging problems that arise |  |
| By applying analytical and problem solving skills to the more difficult or challenging problems that arise |  |

|  |
| --- |
| ***Please provide typical examples of difficult or challenging problems:*** |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Q17. What best describes the mental skills that are REQUIRED to resolve problems or deal with situations arising?** | **Please tick one** |
| Making choices between defined options |  |
| Judgement or creativity to resolve generally similar problems |  |
| Analysis of information or strategic planning |  |
| Judgement or creativity to develop new solutions |  |

|  |
| --- |
| ***Please give examples of analytical and/or problem solving techniques, or analysis of information or strategic planning involved in the job:*** |
| Click here to enter text. |

**Q18. Does the job involve forward planning or scheduling activities including the development and/or implementation of strategic plans?**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

|  |
| --- |
| ***If ‘Yes’, please provide examples of the typical work or activities you plan or schedule including how far ahead this is TYPICALLY needed:*** |
| Click here to enter text. |

|  |
| --- |
| **Q19.** *Is there any further information you wish to provide about the demands of your job under the* ***Mental Skills*** *factor heading?* |
| Click here to enter text. |
| ***If you require more space please use another page – please indicate which factor heading the additional information refers to*** |

|  |
| --- |
| **FACTOR 5 – CONCENTRATION** |

***This factor considers the concentration required to do the job.***

*It covers the need for mental or sensory attention, awareness and alertness, and anything which may make concentration more difficult, such as repetitive work, interruptions or the need to switch between varied tasks or activities; and other forms of work related pressure, for example, arising from simultaneous/ conflicting work demands or deadlines.*

*The factor takes into account the nature and degree of the* ***highest*** *level of concentration required in the course of* ***normal*** *working, and the duration of the requirement.*

**Q20. What DAY TO DAY tasks and duties of the job require the HIGHEST level of mental or sensory attention to ensure they are carried out correctly?**

|  |
| --- |
| ***Please describe some of the day to day tasks requiring concentration e.g. for seeing, hearing, thinking, calculating, alertness, attention to detail, etc :*** |
| Click here to enter text. |

**Q21. What is the TYPICAL duration of periods over which the jobholder is REQUIRED to SUSTAIN this level of attention WITHOUT INTERRUPTIONS on a DAY TO DAY basis?**

***N.B.*** *“Interruptions” constitute any occurrence which diverts the jobholder’s attention from the immediate task in hand, e.g. answering a telephone call, dealing with a personal caller, completing one task and starting another, etc*

|  |
| --- |
| ***Please describe how long you are required to sustain concentration without interruptions:*** |
| Click here to enter text. |

**Q22. On a day to day basis, which aspect of the job creates the MOST pressure?**

***Please tick one***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Repetitive work |  | Switching from one thing to another |  | Interruptions |  |
| Deadlines |  | Conflicting or simultaneous demands |  | None of these |  |

|  |
| --- |
| ***Please provide examples:*** |
| Click here to enter text. |

|  |
| --- |
| **Q23.** *Is there any further information you wish to provide about the demands of your job under the* ***Concentration*** *factor heading?* |
| Click here to enter text. |
| ***If you require more space please use another page – please indicate which factor heading the additional information refers to*** |

|  |
| --- |
| **FACTOR 6 – COMMUNICATION** |

***This factor considers the requirement for spoken and written communication in the course of normal working.***

*It covers oral, sign, linguistic and written communication skills such as informing, exchanging information, listening, interviewing, persuading, advising, presenting, training, facilitating, conciliating, counselling, negotiating and advocacy.*

*The factor takes into account the purpose of the communication, the sensitivity, complexity or contentiousness of the subject matter, and the nature and diversity of the intended audience. This factor considers communication with others,* ***not*** *with the jobholder’s own colleagues or team.*

**Q24. What best describes the communications undertaken in the course of normal working – are they MAINLY:**

***Please tick one***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Spoken |  | Written |  | Both |  |

**Q25. Please identify with whom you MAINLY communicate in the course of NORMAL working.**

***Please tick one***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Colleagues in other departments |  | External contacts |  | Members of the public |  |
| Customers and/or clients |  | A mix of internal and external contacts |  | Board members |  |
| Immediate colleagues |  |  |  |  |  |

|  |
| --- |
| ***Please describe the nature or format of typical communications:*** |
| Click here to enter text. |

**Q26. Please identify the MOST demanding type of communication ROUTINELY involved in the job?**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Exchanging information |  | Seeking / providing information |  |
| Eliciting / explaining information |  | Advising / guiding / persuading |  |
| Training / presenting |  | Public relations / promoting |  |
| Using another language |  | None of these – communication is generally only with immediate work colleagues |  |

|  |
| --- |
| ***Please provide examples of the nature and format of these communications:*** |
| Click here to enter text. |

|  |
| --- |
| **Q27.** *Is there any further information you wish to provide about the demands of your job under the* ***Communication Skills*** *factor heading?* |
| Click here to enter text. |
| ***If you require more space please use another page – please indicate which factor heading the additional information refers to*** |

|  |
| --- |
| **FACTOR 7 – DEALING WITH RELATIONSHIPS** |

***This factor considers the demands on the jobholder arising from the circumstances and/or behaviour of those he/she comes into contact with as an integral part of normal working.***

*It covers the interpersonal skills needed to deal with and/or care for other people (excluding the jobholder’s immediate work colleagues) who are upset, unwell, difficult, angry, frail, confused, have special needs, are at risk of abuse, are terminally ill, or are disadvantaged in some way. It also considers the need to cope with abuse, aggression, the threat of violence, and/or to deal with conflict.*

*The factor takes account of the extent of dealing with such contacts in the course of normal working, and the frequency and duration of the contact.*

**Q28. Do you come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding as part of normal working?**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

**Q29. What BEST describes the circumstances or behaviour of the people you come into contact with, in the course of NORMAL working?**

*Please tick as many boxes as you consider to be appropriate*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Upset |  | Unwell |  | Difficult |  |
| Angry |  | Frail |  | Confused |  |
| Have special needs |  | At risk of abuse |  | Terminally ill |  |
| Disadvantaged in some way |  | Abusive |  | Aggressive |  |
| Potentially violent |  | In conflict with the jobholder |  | None of these |  |

|  |
| --- |
| ***Please provide examples of the TYPICAL behaviour or circumstances in relation to each answer chosen to Q29 above:*** |
| Click here to enter text. |

**Q30. For what PERCENTAGE of working time does the job require you to deal directly with these demanding people?**

***Please tick one***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Up to 20% |  | More than 20% and up to 50% |  | More than 50% |  |

|  |
| --- |
| **Q31.** *Is there any further information you wish to provide about the demands of your job under the* ***Dealing with Relationships*** *factor heading?* |
| Click here to enter text. |
| **If you require more space please use another page – please indicate which factor heading the additional information refers to** |

|  |
| --- |
| **FACTOR 8 – RESPONSIBILITY FOR EMPLOYEES** |

***This factor considers the responsibility of the jobholder for the supervision, co-ordination or management of employees, or equivalent others.***

*It includes responsibilities for work allocation and planning, checking, evaluating and supervising the work of others; providing guidance, training and development of own team/employees, motivation and leadership; and involvement in HR practices such as recruitment, attendance management, appraisal and discipline.*

*The factor takes account of the nature of the responsibility, rather than the precise numbers of employees supervised, co-ordinated or managed; and the extent to which the jobholder contributes to the overall responsibility for employees.*

**Q32. Do you have any RESPONSIBILITY for the work of employees or OTHERS in an equivalent position?**

***N.B.*** *‘OTHERS’ includes contractors’ or suppliers’ employees, work experience trainees, students on placement, volunteers etc*

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

**Q33. Which of the following best describes the NATURE of the job’s RESPONSIBILITY for the work of others, in the course of normal working?**

***Please tick one***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Providing advice and guidance |  | Instructing/allocating work and checking results | | |  |
| Demonstrating duties |  | Co-ordination of work, on the job training and/or performance appraisal | | |  |
| Providing on the job training |  | Providing or co-ordinating training |  | Directing activities |  |

|  |
| --- |
| ***Please give examples of how and when this responsibility is carried out:*** |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Q34. Which of the following best describes the jobholder’s responsibility for the implementation of personnel policy, procedure and practice?** | **Please tick one** |
| Involved in the application and implementation of personnel practices |  |
| Directly implements personnel procedures and practice |  |
| Ensuring the implementation of personnel policies, procedures and practices |  |
| Managing and monitoring the implementation of the personnel framework within their own service/department |  |
| Accountable for the implementation of personnel policy |  |

|  |
| --- |
| ***Please provide examples to illustrate this responsibility:*** |
| Click here to enter text. |

|  |
| --- |
| **Q35.** *Is there any further information you wish to provide about the demands of your job under the* ***Responsibility for Employees*** *factor heading?* |
| Click here to enter text. |
| **If you require more space please use another page – please indicate which factor heading the additional information refers to** |

|  |
| --- |
| **FACTOR 9 – RESPONSIBILITY FOR SERVICES TO OTHERS** |

***This factor considers the jobholder’s responsibility to others in terms of the quality and delivery of service provision.***

*It covers responsibilities for the provision of physical, mental, social, economic, business and environmental services, including health and safety. This includes services to individuals or groups such as internal or external clients, service users and recipients, customers, contractors, and members of the public.*

*The factor takes account of the nature of the responsibility and the extent of the jobholder’s impact on individuals or groups. For example, providing personal services, advice and guidance, or other forms of assistance; applying, implementing or enforcing regulations; or designing, developing, implementing and/or improving services or processes.*

|  |  |
| --- | --- |
| **Q36. Which of the following best describes the PREDOMINANT responsibility for services to others in your job, in the course of normal working** | **Please tick one** |
| Provision of support services to colleagues or mainly internal customers |  |
| Personal delivery of front-line services to mainly external users |  |
| Applying regulations or policy |  |
| Assessing service requirements or client/customer needs |  |

|  |
| --- |
| ***Please provide typical examples of the service you provide describing the EXTENT of your responsibility:*** |
| Click here to enter text. |

**Q37. Which of the following best describes your responsibility for applying regulations or Council policy?**

***Please tick one***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Personally apply or implement |  | Ensure and/or monitor the proper implementation |  | Enforce |  |

|  |
| --- |
| ***Please provide typical examples:*** |
| Click here to enter text. |

**Q38. What is the nature of the service needs or requirements that you would normally be required to ASSESS?**

|  |
| --- |
| ***Please provide examples of typical assessments of service needs:*** |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Q39. What best describes the jobholder’s responsibility for delivering services to others?** | **Please tick one** |
| Contributes directly to assessment of COMPLEX needs and monitor service quality and delivery |  |
| Manage the quality and provision/delivery of programmes of activities or services |  |
| Ensure contracted service delivery complies with quality standards/specifications |  |
| Manage contracted service delivery to quality/cost/time standards/specifications |  |
| Contribute directly to design, development/improvement of programmes of activities or services |  |
| Lead the design, development/improvement of programmes of activities or services |  |
| Account for the quality and provision/delivery of service |  |

|  |
| --- |
| ***Please provide typical examples:*** |
| Click here to enter text. |

**Q39. At what level is the job ACCOUNTABLE for the provision/delivery of service?**

***Please tick one***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| To a Line Manager |  | To a Service Manager |  | To the Head of Service |  |
| To the Director |  | To a Committee of the Council |  | To the full Council |  |

|  |
| --- |
| ***Please describe how this accountability applies in practice*** |
| Click here to enter text. |

|  |
| --- |
| **Q40.** *Is there any further information you wish to provide about the demands of your job under the* ***Responsibility for Services to Others*** *factor heading?* |
| Click here to enter text. |
| **If you require more space please use another page – please indicate which factor heading the additional information refers to** |

|  |
| --- |
| **FACTOR 10 – RESPONSIBILITY FOR FINANCIAL RESOURCES** |

***This factor considers the jobholder’s responsibility for financial resources.***

*It covers responsibility for cash, vouchers, cheques, debits and credits, invoices, and responsibility for the range of budgetary activities – including project, expenditure and income budgets, income generation and the generation of savings, assessments of risk/grants, loans/investments.*

*It takes into account the nature of the responsibility, for example, accuracy, processing, checking, safekeeping, security, authorising, monitoring, accounting, auditing, budgeting, estimating, business and financial planning, control and long term development of financial resources. It also takes into account the need to ensure economy, efficiency and effectiveness in the use of financial resources, and the need to ensure financial probity.*

*The factor takes into account the extent to which the jobholder contributes to the overall responsibility, rather than just the value of the financial resources.*

**Q41. Does your job have ANY responsibilities for finance?**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| No |  | Yes |  |

**Q42. What is the PREDOMINANT nature of this responsibility?**

***Please tick one***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Handling cash, cheques or equivalents |  | Accounting for / auditing of financial resources |  | Budgetary |  |
| Security of cash, cheques or equivalent |  | Processing financial documents or transactions |  |  |  |

|  |
| --- |
| ***Please provide typical examples from normal working including values:*** |
| Click here to enter text. |

**Q43. How OFTEN do you carry out this responsibility?**

***Please tick one***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Occasionally |  | Regularly |  | Daily |  |

**Q44. Does the job involve responsibility for budgets?**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| No |  | Yes |  |

|  |
| --- |
| ***Please describe the nature of these budgets, e.g. project, capital expenditure, income generation or savings targets, assessment of risk/grants, loans/investments etc:*** |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Q45. What is the annual (or other) amount of the budget?** | **£** Click here to enter text. |

|  |  |
| --- | --- |
| **Q46. What best describes the NATURE of the jobholder’s PREDOMINANT responsibility?** | **Please tick one** |
| Spending from an allocated budget within set authorisation limits |  |
| Monitoring budgetary income/expenditure |  |
| Authorising and monitoring budgetary expenditure |  |
| Contributing to the budget setting/estimating process |  |
| Leading or controlling the budget setting process |  |
| Determining and planning budgets |  |

|  |
| --- |
| **Q47.** *Is there any further information you wish to provide about the demands of the job under the* ***Responsibility for Financial Resources*** *factor heading?* |
| Click here to enter text. |
| **If you require more space please use another page – please indicate which factor heading the additional information refers to** |

|  |
| --- |
| **FACTOR 11 – RESPONSIBILITY FOR PHYSICAL RESOURCES** |

***This factor considers the jobholder’s primary and secondary responsibilities for the Council’s physical resources.***

*It covers tools, equipment, instruments, vehicles, plant and machinery, materials, goods, produce, stocks and supplies, manual or computerised information used in the course of normal working. It also covers responsibility for offices, buildings, fixtures and fittings; Council databases, information systems and records; land and construction works.*

*It takes into account the nature of the jobholder’s primary responsibility for resources and any secondary responsibility, for example, safekeeping, confidentiality and security; deployment and control; maintenance and repair; requisition and purchasing; planning, organising, or design and long term development of physical or information resources.*

*The factor takes into account the degree to which the jobholder contributes to the overall responsibility, and the value of the resource.*

**Q48. Please indicate the primary or MAIN responsibility for physical or information resources involved in the job using a ‘1’, and any secondary or OTHER responsibilities which the job ALSO has for resources using a ‘2’**

***Please use only one ‘1’ and only one ‘2’ (if appropriate)***

|  |  |  |  |
| --- | --- | --- | --- |
| Plant, vehicles, equipment, and/or tools | Click to enter. | Buildings, premises, external locations or equivalent | Click to enter. |
| Manual or computerised information | Click to enter. | Supplies and/or stocks | Click to enter. |

***N.B.*** *Please answer the relevant questions in relation to your primary responsibility for resources by entering a ‘1’ against the relevant answer. If you have a secondary responsibility for resources please enter a ‘2’ against relevant answers.*

|  |  |
| --- | --- |
| **Q49. What best describes the job’s main OR other responsibility for plant, vehicles, equipment and/or tools?** | **Please enter ‘1’ or ‘2’** |
| Use and safe keeping | Click to enter. |
| Maintain | Click to enter. |
| Use and maintain | Click to enter. |
| Manage | Click to enter. |

|  |
| --- |
| ***What is the EXTENT, RANGE or VALUE of the plant, vehicles, equipment or tools for which you exercise this responsibility?*** |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Q50. What is the NATURE of the job’s main OR other responsibility for information as a resource?** | **Please enter ‘1’ or ‘2’** |
| Handling, processing and/or updating files or records | Click to enter. |
| Accessing files or records | Click to enter. |
| Organising and maintaining filing and/or record systems | Click to enter. |
| Developing and/or managing information and/or record systems | Click to enter. |
| Planning information resources | Click to enter. |

|  |
| --- |
| ***Please provide examples: What is the EXTENT or RANGE of the information resources for which you exercise this responsibility?*** |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Q51. What is the NATURE of the job’s main OR other responsibility for buildings, premises, or equivalent?** | **Please enter ‘1’ or ‘2’** |
| Cleaning | Click to enter. |
| Maintenance / repair | Click to enter. |
| Ensure proper cleaning, repair and maintenance | Click to enter. |
| Security | Click to enter. |
| Adaption, development or design | Click to enter. |
| Utilisation, acquisition or disposal | Click to enter. |
| Manage, repair / maintain a range of premises | Click to enter. |

|  |
| --- |
| ***What is the EXTENT, RANGE or VALUE of the buildings or premises for which you exercise this responsibility?*** |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Q52. What is NATURE of the jobholder’s main OR other responsibility for supplies and stocks?** | **Please enter ‘1’ or ‘2’** |
| Requisitioning supplies | Click to enter. |
| Ordering and stock control | Click to enter. |
| Stock control | Click to enter. |
| Purchasing | Click to enter. |
| Procurement | Click to enter. |

|  |
| --- |
| ***What is the EXTENT, RANGE or VALUE of the supplies or stocks for which you exercise this responsibility?*** |
| Click here to enter text. |

|  |
| --- |
| **Q53.** *Is there any further information you wish to provide about the demands of your job under the* ***Responsibility for Physical Resources*** *factor heading?* |
| **MAIN or Primary** |
| Click here to enter text. |
| **Secondary or OTHER** |
| Click here to enter text. |
| **If you require more space please use another page – please indicate which factor heading the additional information refers to** |

|  |
| --- |
| **FACTOR 12 – INITIATIVE AND INDEPENDENCE** |

***This factor considers the jobholder’s scope to exercise initiative and the extent to which they have freedom to act.***

*It takes into account the nature and degree of supervision and guidance of the jobholder provided by instructions, procedures, practices, checks, policy, precedent, regulation, strategy and statute.*

**Q54. What best describes the type of initiative you are required to exercise in the course of NORMAL working?**

***Please tick one***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Working to instructions |  | Following routine working practices |  | Following established procedures |  |
| Working within policy guidelines |  | Working within the framework of Council policy |  |  |  |

**Q55. Are you free to arrange your own workload?**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

**Q56. What best describes the TYPE of problems that you are expected to deal with INDEPENDENTLY?**

|  |
| --- |
| ***Please provide typical examples:*** |
| Click here to enter text. |

**Q57. Which of the following best describes the extent of the job’s freedom to act in the course of normal working?**

**Please tick one**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Work is inspected |  | Work is subject to checks |  | Work is closely supervised |  |
| Guidance is available |  | Problems are referred to a supervisor |  | Expected to respond independently to problems |  |
| Requires operational advice and guidance |  | Requires managerial direction |  | Requires professional advice |  |

|  |
| --- |
| ***Please provide examples:*** |
| Click here to enter text. |

**Q58. What level of supervision OR advice and guidance is GENERALLY available to you?**

|  |
| --- |
| ***Please provide examples of the type of advice and guidance that might be sought or received in the course of normal working:*** |
| Click here to enter text. |

|  |
| --- |
| ***Please provide examples of the type of problems that would be referred to a supervisor or line manager:*** |
| Click here to enter text. |

**Q59. Does the job have on ON-GOING role in the development of strategy as part of the normal routine?**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

|  |
| --- |
| ***If ‘Yes’, please provide examples of your involvement:*** |
| Click here to enter text. |

**Q60. What best describes the jobholder’s PREDOMINANT role in the relation to strategy?**

***Please tick one***

|  |  |  |  |
| --- | --- | --- | --- |
| Occasional input to development of strategy |  | Responsible for developing strategy |  |
| Contributes to the development of strategy |  | Responsible for recommending strategy |  |

|  |
| --- |
| **Q61.** *Is there any further information you wish to provide about the demands of your job under the* ***Initiative and Independence*** *factor heading* |
| Click here to enter text. |
| ***If you require more space please use another page – please indicate which factor heading the additional information refers to*** |

|  |
| --- |
| **FACTOR 13 – KNOWLEDGE** |

***This factor considers what the jobholder needs to know to do the job.***

*It covers all practical, procedural, technical, specialist, policy and organisational knowledge required for the job, including knowledge of equipment and machinery, numeracy and literacy, culture and techniques, ideas, theories and concepts necessary to do the job.*

*It takes into account the breadth, and complexity of knowledge required, and the depth of understanding needed. It considers the* ***minimum*** *qualifications or experience which will* ***typically be needed*** *to do the job, but does not take into account qualifications specified as recruitment criteria to fill the post. These minimum qualifications and experience will therefore* ***not necessarily*** *be those held by any individual jobholder.*

|  |  |
| --- | --- |
| **Q62. What best describes the MAIN knowledge REQUIRED to do the job?** | **Please tick one** |
| Practical |  |
| Technical |  |
| Specialist |  |
| Procedural |  |
| Organisational |  |
| Clerical |  |
| Administrative |  |

|  |
| --- |
| ***Please provide examples of that knowledge:*** |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Q63. How is the knowledge NEEDED to do the job TYPICALLY acquired?** | **Please tick one** |
| Demonstration and familiarisation on the job |  |
| Through previous or job related experience |  |
| On the job training and experience |  |
| Vocational training /further education and experience |  |
| Professional qualifications and experience |  |

|  |
| --- |
| ***Please provide examples:*** |
| Click here to enter text. |

**Q64. How much EXPERIENCE IN THE JOB is typically required to become FULLY familiar with ALL aspects of the job?**

|  |
| --- |
| ***Please provide an indicative range of weeks, months or years:*** |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Q65. What best describes the qualifications typically REQUIRED to do the job?** | **Please tick one** |
| Certificates, e.g. Standard Grades, Highers, HNC, IT or fork lift competence |  |
| Vocational, e.g. SVQ’s, Apprenticeships, City & Guilds, LGV/HGV/PSV licence |  |
| General degree or equivalent |  |
| Professional diploma or equivalent |  |
| A degree or equivalent in a specific discipline |  |
| A degree or equivalent AND a post-graduate qualification |  |

***N.B.*** *Relevant qualifications and training provide an indicator of the type and level of knowledge needed to perform the job duties properly. Individual jobholders need not necessarily hold such qualifications – they may have acquired an equivalent level of knowledge through a combination of relevant experience and on or off the job training.*

|  |
| --- |
| ***Please provide details of relevant certificate(s) / qualification(s):*** |
| Click here to enter text. |

|  |
| --- |
| ***Please explain in what way these certificate(s) / qualification(s) are relevant to the job on a day to day basis:*** |
| Click here to enter text. |

**Q66. Could the knowledge NEEDED to do the job be acquired by OTHER means?**

***Please tick one***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No |  | Yes, with relevant experience |  | Yes, through on the job training and experience |  |

|  |
| --- |
| ***Please describe what that would involve:*** |
| Click here to enter text. |

|  |
| --- |
| **Q67.** *Is there any further information you wish to provide about the demands of your job under the* ***Knowledge*** *factor heading?* |
| Click here to enter text. |
| ***If you require more space please use another page – please indicate which factor heading the additional information refers to*** |

**PART 4 – ANY OTHER RELEVANT INFORMATION**

Please use this page to provide any other information that you consider to be relevant in considering the content of the job:

|  |
| --- |
| Click here to enter text. |

**Many thanks for taking the time to complete the questionnaire which will be used only for job evaluation purposes. We would like to emphasise that its contents will be treated confidentially.**