

A Guide to the Job Evaluation Questionnaire

Introduction

This document has been developed by the Job Evaluation Team and is designed to assist you in completing the questionnaire.

The Scottish Joint Council's Job Evaluation Scheme was initially developed by the Convention of Scottish Local authorities (COSLA) overseen by a Joint Steering Group involving Trades Union representatives from Unison, GMB and Unite and Employers representatives in 1999.

The scheme has been updated twice since then and most recently in 2015 to comply with the Equality Act 2010. The scheme is based on the principles and best practice advice set out by ACAS; and has been implemented by the majority of Scotland's Councils.

The scheme uses multi factor job evaluation which is recognised to be the most effective method of forming the rating of jobs and therefore although other schemes were considered, Glasgow City Councils Job Evaluation Working Group (JEWG) a small group consisting of officers and Trade Union representatives, recommended that the Council selects the SJC Job Evaluation Scheme 3rd edition which uses 13 factors to measure a roles value.

This was approved by the City Administration Committee and is the Scheme Glasgow City Council will be using to evaluate jobs within Glasgow City Council.

The questionnaire has been specifically designed to capture the demands of your job under each of the 13 Factor Headings of the Job Evaluation Scheme. Completing the questionnaire will help you to think about your job in the way that it will be discussed at your interview and will provide the basis of your conversation with the Analysts.

At the interview the analyst will ask you questions about the demands of your job in accordance with the principles of Job Evaluation, the questions will therefore seek to establish; **Nature, Degree, Frequency** and **Duration**. i.e.

Nature – What the task is? - I am required to move deliveries to and from the store cupboard.

Degree – What level of intensity is involved in completing the task? – Lifting and carrying the heaviest items which are equivalent to a bag of compost.

Frequency – How often the task is being carried out? – I move the deliveries twice per week.

Duration – How long it takes to complete the task? - It takes me 15 minutes in total each time.

This guide will provide examples of the type of information we are looking for you to include under each Factor. Where relevant, explanations have been

provided to help clarify where language used within the Scheme differs from how we use it in general everyday conversation. These will be highlighted under “Scheme Definition”.

To assist you with completing the questionnaire you may wish to refer to the SJC manual which can be found on the Job Evaluation page on the Council’s intranet/website under: <https://www.glasgow.gov.uk/jobevaluation>.

Hints and Tips

- Read through the questionnaire and this guide a couple of times before attempting to complete the questionnaire.
- To get the maximum benefit from this guide keep it handy when completing the questionnaire.
- You may find it useful to keep a diary of the things you do. This will be especially useful when answering the Factors that require you to tell us the percentage of time you spend doing a particular task. If time allows we would recommend that you aim to do this prior to completing the questionnaire but if this is not possible then we would recommend that you should try to do this prior to your interview.
- Speak to your colleagues but please make sure that any examples you provide are your own as you will be asked to discuss these at the interview.
- Don’t worry if you think some of the questions are not relevant to your role. You do not have to answer every question, depending on the answer option that you select you may be directed to skip a few questions before answering another.
- It would be helpful if as a Job Holder you had access to the Person Specification for your role to assist you with completion of the questionnaire but it is not essential so don’t be concerned if this is not available.

Completing the questionnaire

You have been provided with a paper version of the questionnaire to complete. If you prefer to complete the questionnaire electronically you can download an editable version from the Job Evaluation pages on the Council’s intranet/website (<https://www.glasgow.gov.uk/jobevaluation>). Please see **Appendix A** for instructions on downloading the questionnaire.

Layout of the questionnaire

The questionnaire is split into four parts:

- Part 1 – General Information and Position within the Organisation
- Part 2 – Main Purpose of your Job
- Part 3 – The Demands of Your Job – The 13 Factors
- Part 4 – Any other relevant information

Part 1 – General Information and position within the organisation

General Information - Please ensure that you complete this section, it will help us identify who the questionnaire belongs to.

Position within your Organisation – An example of the information required is provided on the next page of this guide.

For official use only –
Benchmark Job Reference:

SCOTTISH JOINT COUNCIL FOR LOCAL GOVERNMENT EMPLOYEES JOB EVALUATION SCHEME

JOBHOLDER QUESTIONNAIRE – FULL VERSION

PART 1 – GENERAL INFORMATION

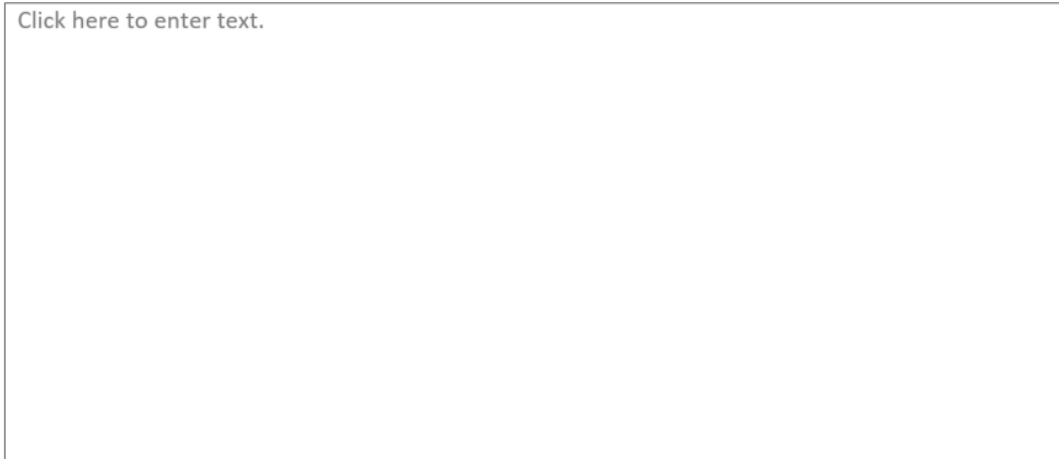
Please refer to the accompanying guidance **before** attempting to complete this questionnaire

Full Name:	Click here to enter text.
SAP Number:	Click here to enter text.
Job Title:	Click here to enter text.
Service/Department:	Click here to enter text.
Team/Section:	Click here to enter text.
Line Manager's Name:	Click here to enter text.
Line Manager's Job Title:	Click here to enter text.

Position within your organisation

Please describe where your job sits in relation to others in your Team/Section, and to your Service/Department 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.

Write the job title headings from Head of Service to your own role – you don't need to put people's names against any of the jobs. *For example:*

Head of Service
Operations Manager
Service Manager
Senior Officer (me)
4 x Officers
1 x Clerical Assistant

If you have a paper copy or file copy of your Services Organisational Chart or one for your Department, you can add this to the documents you send onto the Job Evaluation Team.

Part 2 – Main purpose of your job

Part 2 – Main Purpose of your Job – Tell us about what your role is, tasks that you carry out.

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.

The information you provide can be in bullet points or as a list of tasks that you have responsibility for. *For example – Learning & Development Advisor*

- *Produce development plans for target audience*
- *Formulate and design development programmes*
- *Develop the skills and capacity of others involved in delivering activities and programmes*
- *Monitor and review programmes*
- *Coordinate delivery and implementation of programmes*

The above example is taken from an internal role profile but gives you an idea of the type of information needed about your role. If you do not have a person specification then a list of what you do will work. Remember, the Senior Job Analyst will ask you questions about your job at the Job Evaluation Interview, so you do not need worry if there is enough detail.

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.

<i>The main elements of my job are:</i>	Percentage of time Approximately
Click here to enter text.	

So the main elements of the example above would be around Learning and Development, so it can be split down to:

Planning and Scheduling – 15%

Communication – 15%

Design and Deliver Training – 55%

Monitor and evaluate – 15%

Hopefully the above example will give you an idea of what is required, but the Senior Job Analyst will discuss this with you.

Part 3 – The Demands of Your Job – the 13 factors

FACTOR 1 - WORKING ENVIRONMENT

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

In this Factor we are looking for you to tell us about where you carry out the majority of your role. i.e.

- Are you in one location for the full duration of your shift or is there a requirement to travel between different locations?
- Do you spend most of your shift indoors or outdoors?
- Are there any tasks in your role that expose you to anything unpleasant or hazardous that may require you to wear PPE?
- What type of PPE is required? (this could range from latex gloves up to breathing apparatus)

Statements from Job Holders – I travel between client's houses; I collect my equipment and PPE in the morning and I'm out all day; I am driven to and collected from the beat I have been allocated for the day. I am outside for my full shift and only return to the depot to unload at the end of the day; I use Quest when I'm cleaning most things but we are not allowed bleach.

FACTOR 2 - PHYSICAL CO-ORDINATION

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

In this Factor we are looking for you to tell us about tasks that require physical coordination, the use of senses and/or dexterity to operate the equipment required to complete your daily tasks.

- *Which tasks require you to use equipment?*
- *What equipment do you use?*
- *How do you use the equipment?*

Statements from Job Holders – It was a requirement of my job to be able to touch type and I was tested as part of the interview process; I use a PDA in my Job with a really small keyboard, stylus and I carry a printer; I work in a kitchen but I can be on a rota to serve at the tills; I need an HGV licence to do my job; I drive a bus for the Council; I use a mop, brush, shovel and vacuum cleaner in my job: I can spend time searching on the internet and answering emails, but I spend more time with the children, showing them how to chop vegetables or fruit for lunch.

FACTOR 3 - PHYSICAL EFFORT

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

In this Factor we are looking for you to tell us about the tasks within your role that require you to use physical effort.

If your role does not require you to perform any tasks that come under the options mentioned in the questionnaire then you should select “NO”. If your role does require you to perform tasks that come under those mentioned then please:

- Describe these tasks
- Tell us how often you perform these tasks
- How long these tasks take to complete.

Statements from Job Holders – I can spend most of my day arranging rooms, moving furniture, setting up the area for children to use, lifting children, getting down to their level, play on the floor, pick them up and carry them, change nappies, prepare food, show the kids how to cut vegetables and fruit, clean up spills, sick, accidents, and start all over again to put things away; I spend all day on my feet, walking, checking vehicles and giving out tickets; I get my equipment in the morning, PPE and black bin bags, and I am out pushing my cart.

FACTOR 4 - MENTAL SKILLS

This factor considers the predominant thinking requirement in the job.

This Factor is linked to Factor 12, Initiative and Independence which we are looking to identify how you deal with the day-to-day problems that arise. In Factor 4 we are looking for you to tell us about the difficult or challenging problems that occur within your role and what method you use to resolve these. i.e.

- What makes these problems more difficult/challenging than the day-to-day problems you face?

- What actions do you take to resolve these?
- Are there protocols or procedures that require you to take specific actions?

We also want to know about any of the tasks within your role that require scheduling or planning activities.

Scheme Definition	Examples
Forward Scheduling – putting dates or times against activities which are pre-set and not affected by the date chosen	Deciding dates for a series of visits, setting dates for meetings. Allocating of staff to established rotas or arranging/confirming annual leave dates.
Planning – In the context of this factor this refers to the normal dictionary definition.	“the establishment of goals, policies, and procedures for a social or economic group” rather than Town and Country Planning or client Care Plans

Statements from Job Holders – I don't deal with any problems, I tell my Supervisor; I would be expected to gather as much information as possible before letting my managers know what the issue was; I am expected to deal with challenging and difficult problems on a regular basis, and present information to my management team on what I am doing; I follow the procedure for most issues and deal with these on the odd occasion they come up, but I can always go to my manager for guidance.

FACTOR 5 - CONCENTRATION

This factor considers the concentration required to do the job.

We are all required to concentrate when carrying out our various tasks although some tasks may require us to concentrate more than others. In this section we are looking for you to tell us about those tasks that require more concentration.

- What tasks require you to use more concentration?
- How often are you required to carry out those tasks?
- Tell us what makes these tasks harder?
- Are you able to complete these tasks-without interruption?
- What causes the interruptions?
- How often do these interruptions occur?

Statements from Job Holders – I supervise children from the age of 3 to 5; I check figures in spreadsheets against invoices and statements; I cut down trees; I control the traffic flow on site; I check the temperature of the food going from the cooker into containers and out onto the servery; I sort out the mail coming into the building and separate it per department and floor; I spend a couple of hours driving back and forward to the recycling centre near Edinburgh.

FACTOR 6 - COMMUNICATION SKILLS

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

In this Factor we are looking for you to tell us about the requirements for you to communicate within your role i.e.

- What forms of communication do you use in your job?
- What is the reason for your communication?
- Who are you communicating with?
- What is the purpose of the communication, what are you trying to put across?

Statements from Job Holders – I leave written messages for my Supervisor about cleaning materials; I write reports, present information at management meetings and provide detailed advice on Services budgets; I spend all day speaking to children and occasionally to their parents; I answer calls, asking callers for details and providing them with information on our services; I represent the Council at legal hearings; I work in the Deaf Unit dealing with teenagers about to sit their exams.

FACTOR 7 - DEALING WITH RELATIONSHIPS

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

In this Factor we are looking at the people you engage with during the course of your work (clients / customers) and for you to tell us about those individuals you come across who may be more difficult or challenging to deal with i.e.

- Who are the individuals?
- What makes them more demanding to deal with?
- What process do you go through in order to deal with them?
- How often does this contact occur and how long does it take to resolve it?

Statements from Job Holders – I only work with my immediate colleagues; Members of the public ask me to get their bins emptied or the back court cleaned up, and I explain that I will pass this onto my Supervisor; I spend all day with children and occasionally you get hit or punched; I take phone calls from parents of children being transported to school and they can be frustrated, upset, and sometimes abusive on the call; I deal with customer complaints in the Library and send the information onto my line manager.

FACTOR 8 - RESPONSIBILITY FOR EMPLOYEES

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

In this Factor we are looking for you to tell us about any responsibility you have for other members of your team i.e.

- Do you have supervisory/management responsibility for your team/department?
- What role do you play when any new starts/students/trainees join your team/department?
- What people management tasks, that require HR policies to be applied, are you involved in?

Statements from Job Holders – I don't manage staff, my colleagues are the same grade as me; I'm a supervisor so I can start investigation, the first part of absence management and staff's performance appraisal; I manage staff and that includes all people management policies but I cannot hire or fire staff without approval from my Head of Service; I have a team of line managers who support, recruit and performance manage staff; I set the objectives and targets for the service.

FACTOR 9 - RESPONSIBILITY FOR SERVICES TO OTHERS

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

Every employee provides a service on behalf of the Council no matter what role they undertake. In this section we are looking for you to tell us about the service you provide i.e.

- What service does your role provide?
- Who do you provide this service to?

Statements from Job Holders:

Support Service - *I book training courses, update staff training records and send out certificates.*

Front Line Service - *I deal with telephone calls from the Public on a daily basis and either deal with their request or signpost them to the right service.*

Applying Regulations - *I work with pubs, clubs, hotels, investigating issues and I enforce formal action where required.*

Assess Basic Needs. - *I work with the elderly, carrying out an assessment if they have an accident at home.*

Assess Complex Needs – *I monitor the quality of the work contractors carry out on the Council's behalf.*

FACTOR 10 - RESPONSIBILITY FOR FINANCIAL RESOURCES

This factor considers the jobholder's predominant responsibility for financial resources.

In this Factor we are looking for you to tell us whether any of the tasks you carry out have a financial element to them i.e.

- Do you deal with money (cash) or anything that has a monetary value i.e. vouchers, stamps, phone and fuel cards, credit or debit cards, etc.?
- Do your tasks involve more of a paper based responsibility i.e. do you approve invoices for payment, etc.?
- Is your role responsible for budgets?
- What is your role/involvement in that budget? And what size is the budget?

Statements from Job Holders – I complete funding applications for service users and can collect cash and vouchers from our Admin Team; I have taken a client's money and had it deposited into their bank while they stay in hospital; I pass on invoices and receipts to my Line Manager for approval; I monitor income and expenditure for my Service and provide monthly reports to my Operations Manager; I authorise payment of committed expenditure including using PECOS.

FACTOR 11 - RESPONSIBILITY FOR PHYSICAL AND INFORMATION RESOURCES

This factor considers the jobholder's primary and secondary responsibilities for the Council's physical and information resources.

As you will see from the questionnaire there are a number of options for you to choose from within this factor. Every job has a responsibility for at least one of these resource types. The four types of responsibilities are those listed at Question 96 in the questionnaire, where you are asked about your primary/main responsibilities. They are;

- Plant, vehicles, equipment and/or tools
- Buildings, premises, external locations or equivalent
- Paper based and/or electronic information
- Supplies and/or stocks

The ones relevant to your role may not sit under the heading you expect it to so we recommend you read through all of the options available e.g.

A Leisure Attendant who cleans a floor would have responsibility under **Buildings, premises, external locations or equivalent.**

A Janitor may have responsibility for requesting more cleaning products, this would be covered by **Stocks and/or Supplies**.

Plants, Vehicles Equipment and/or Tools. This would include laptop, PC, Printer, Telephone, pool car essentially any equipment that you use to carry out your role.

You may find it helpful to refer to the answer that you selected under Factor 2 when completing this section.

When answering questions 96 and 97, you should only select one of the options available at each question. However you cannot pick the same option twice i.e.

Note - If you select Information as your Primary responsibility you can then only select either, Plants, Vehicles, Tools and Equipment, Buildings or Supplies & Stocks as your Secondary responsibility.

In this section we are looking for you to tell us about your responsibility for i.e.

- The tools and/or equipment you use to carry out your role.
- The information (either electronic or paper) that you complete/receive when carrying out your role or gather during the course of your role.
- Stocks and supplies that you use to enable you to carry out your role.
- The Council's premises whether you work in them or are responsible for their maintenance etc.

Statements from Job Holders – My primary is Information, accessing personal files/records, creating and/or updating them, and secondary is Equipment, my laptop, use and safekeeping, moderate value; I clean buildings and have equipment, vacuum cleaner, etc.; I have keyholding responsibilities and requisition stock for cleaning.

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.

At Factor 4 – Mental Skills – we asked you to provide examples of the more difficult and challenging problems that arise in your role and how you dealt with those. We would like you to do the same with this factor only here we would like you to provide examples of the types of problems you face, that you deal with independently and what steps you take to resolve these i.e.

- What actions do you take to resolve these problems /challenges?
- Are there protocols that require you to take specific actions?
- What role does your line manager play in the resolution of these problems/challenges?

We would also like to know if you have any responsibility for the development of Policy/Strategy for your department i.e.

- What are these Policies/Strategies?
- What was your role in their development?

Statement from Job Holders – I am free to decide how I do my job within my working hours; My colleagues and I work to a rota, we all work in the kitchen, Servery, and on the cash registers; I take part in working groups in each of the Services to help establish policy and procedures, like absence management, and provide support and guidance to line managers; I write policy guidelines for the Services.

FACTOR 13 - KNOWLEDGE

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

In this Factor we would like to know the minimum knowledge requirements for your role. (This may be different to what qualifications you have personally) i.e.

- What knowledge do you need to be able to do your job?
- How did you acquire that knowledge?
- How long did it take you to become fully competent/familiar with all the tasks you carry out in your role?

Statement from Job Holders – I needed practical skills and knowledge for my role, but also had some internal training when I started; The job description asked for basic literacy and numeracy; I had to have a professional qualification for Social Work, I continue my professional development (Specialism) and take part in working groups; I needed my driving licence C & D for working with heavy vehicles or transporting passengers; My job requires me to have a degree in my specialist area.

Part 4 – Any other relevant information

Feel free to use this blank page at the back of the questionnaire, if you think there are things that you haven't been able to tell us within Part 3 – The Demands of Your Job (13 Factors).

PART 4 – ANY OTHER RELEVANT INFORMATION

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

Click here to enter text.

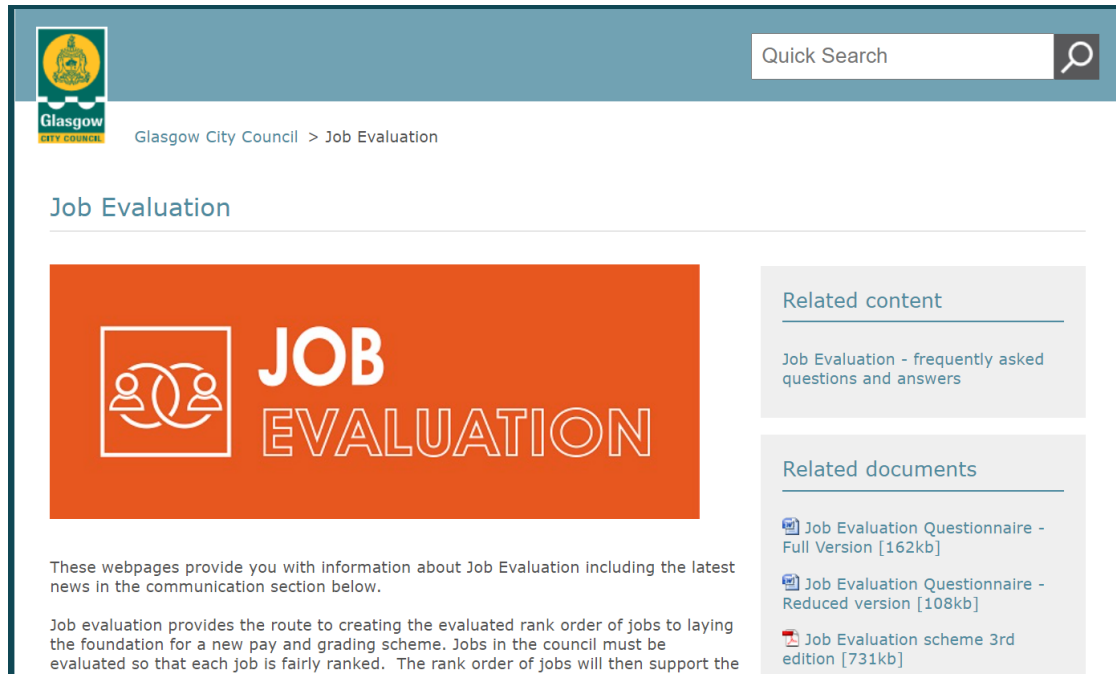
Finally

The Job Evaluation Team would like to thank you for your contribution and time.

We hope that you have found the guide to be helpful and it has assisted you with the completion of your questionnaire. Please remember if you have any questions you can discuss them with your line manager in the first instance or you can contact your Senior Job Analyst before your Job Evaluation Interview.

APPENDIX A – DOWNLOADING THE QUESTIONNAIRE

If you are downloading the questionnaire via the Council network and using Chrome, please access the Job Evaluation pages on the intranet site and follow these instructions.

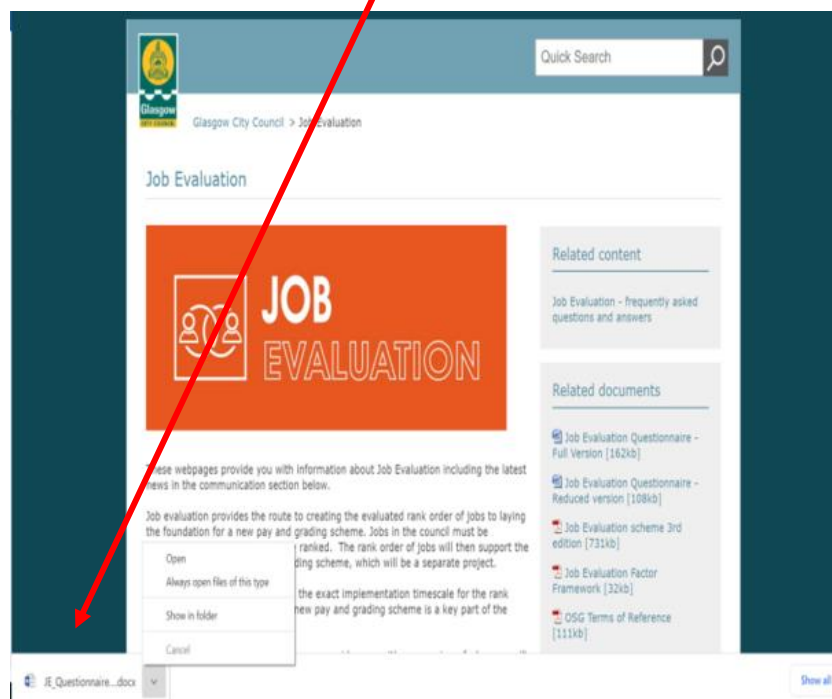


These webpages provide you with information about Job Evaluation including the latest news in the communication section below.

Job evaluation provides the route to creating the evaluated rank order of jobs to laying the foundation for a new pay and grading scheme. Jobs in the council must be evaluated so that each job is fairly ranked. The rank order of jobs will then support the

Look at **Related documents** on the right-hand side of the screen, second grey box down. You will find several Word documents here.

To download the **Full Job Evaluation Questionnaire** from this site, click on it and the following Word document should appear. Click on the arrow to show the menu, select Open.



Job Evaluation Questionnaire - Full Version [162kb]

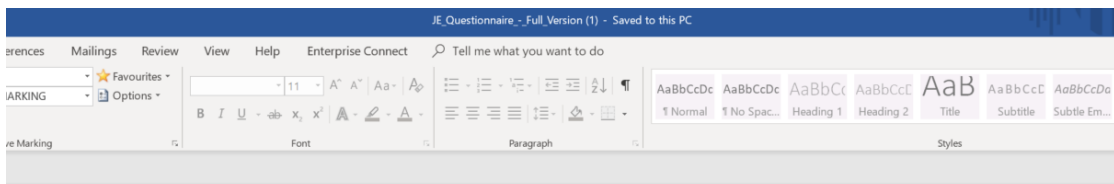
Job Evaluation Questionnaire - Reduced version [108kb]

Job Evaluation scheme 3rd edition [731kb]

Job Evaluation Factor Framework [32kb]

DSG Terms of Reference [111kb]

The Word document should now open and suggest where you can save it. You might want to choose File and Save As, so you can make sure it saves to the right Drive or Desktop.

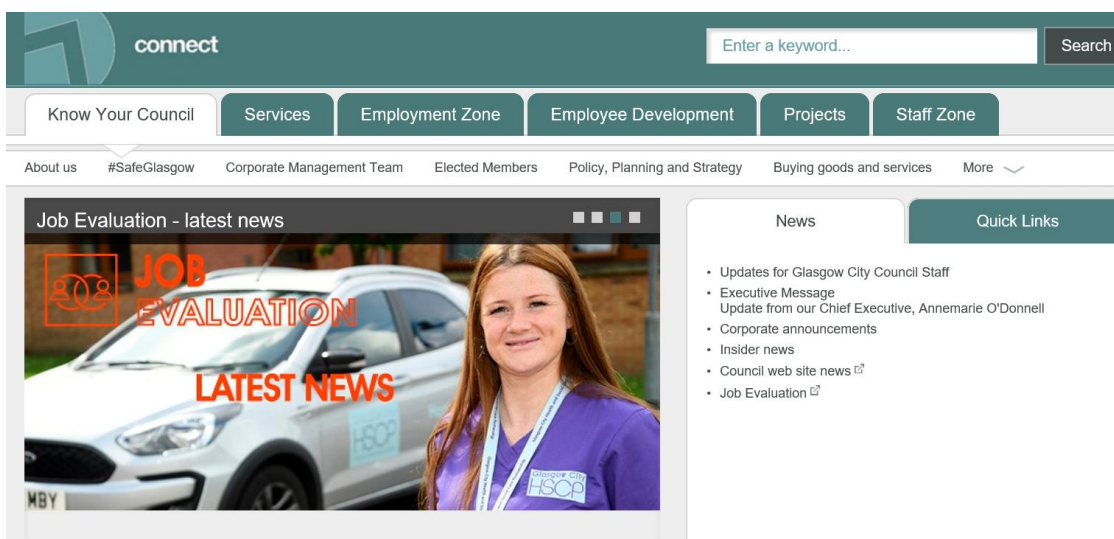


SCOTTISH JOINT COUNCIL FOR LOCAL GOVERNMENT EMPLOYEES JOB EVALUATION SCHEME

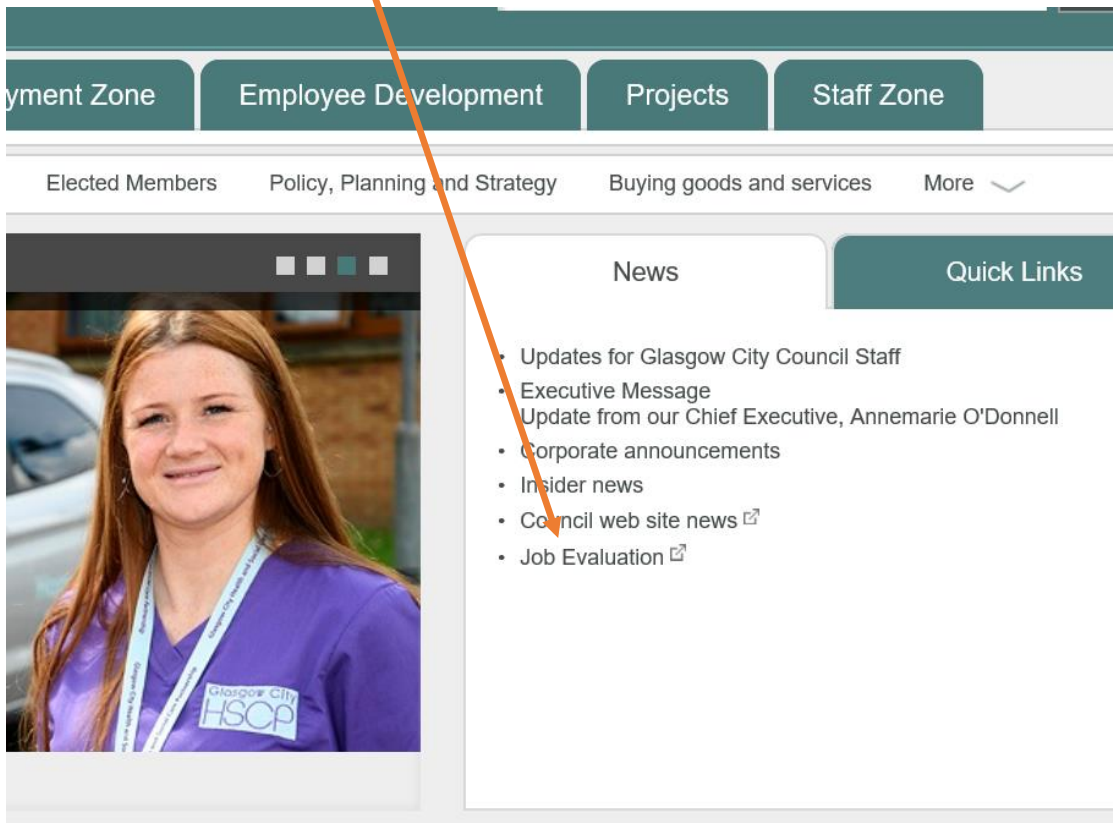
JOBHOLDER QUESTIONNAIRE – FULL VERSION

If you are using **Internet Explorer**, then please follow these instructions.

Access the Job Evaluation pages on the Council's website under <https://www.glasgow.gov.uk/jobevaluation>



Click on Job Evaluation.



It should open up onto the next screen. Look at **Related documents** on the right-hand side of the screen, second grey box down. You will find several Word documents here.

Job Evaluation

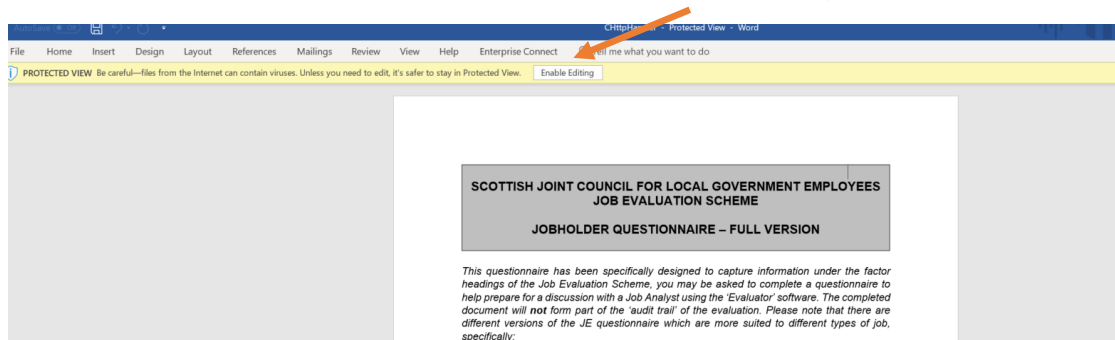
The screenshot shows the 'Job Evaluation' page. The main heading is 'JOB EVALUATION' with an icon of two people. Below the heading is a paragraph of text: 'These webpages provide you with information about Job Evaluation including the latest news in the communication section below. Job evaluation provides the route to creating the evaluated rank order of jobs to laying'. On the right side, there are two grey boxes: 'Related content' and 'Related documents'. The 'Related documents' box contains two links: 'Job Evaluation Questionnaire - Full Version [162kb]' and 'Job Evaluation Questionnaire - Reduced version [108kb]'. An orange arrow points from the text below to the 'Job Evaluation Questionnaire - Full Version' link.

Click on **Job Evaluation Questionnaire – Full Version**.

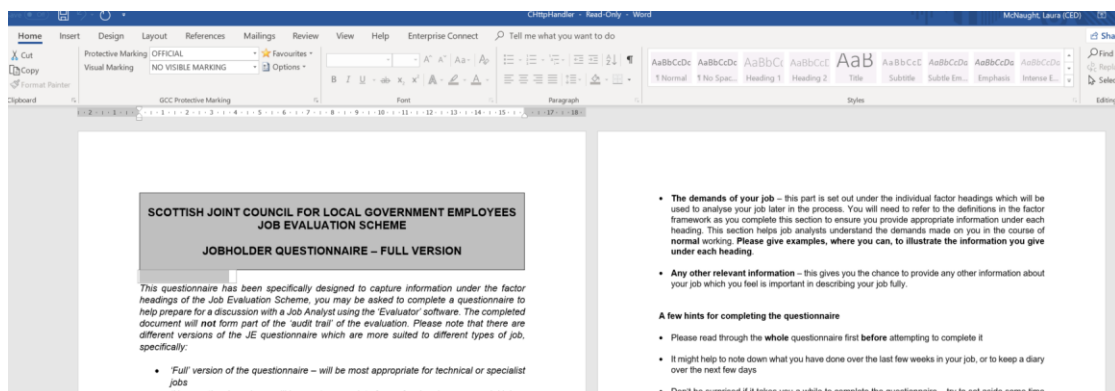
Down at the bottom of your screen you are asked a question.



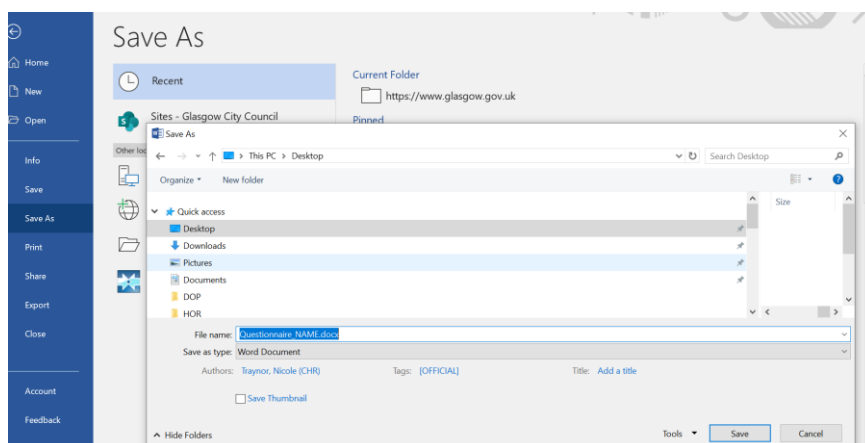
You are asked to Open, Save or Cancel. Click on Open. This may run a security scan from Internet Explorer – Allow this to happen. The document will open in Microsoft Word, as below. Click on Enable Editing.



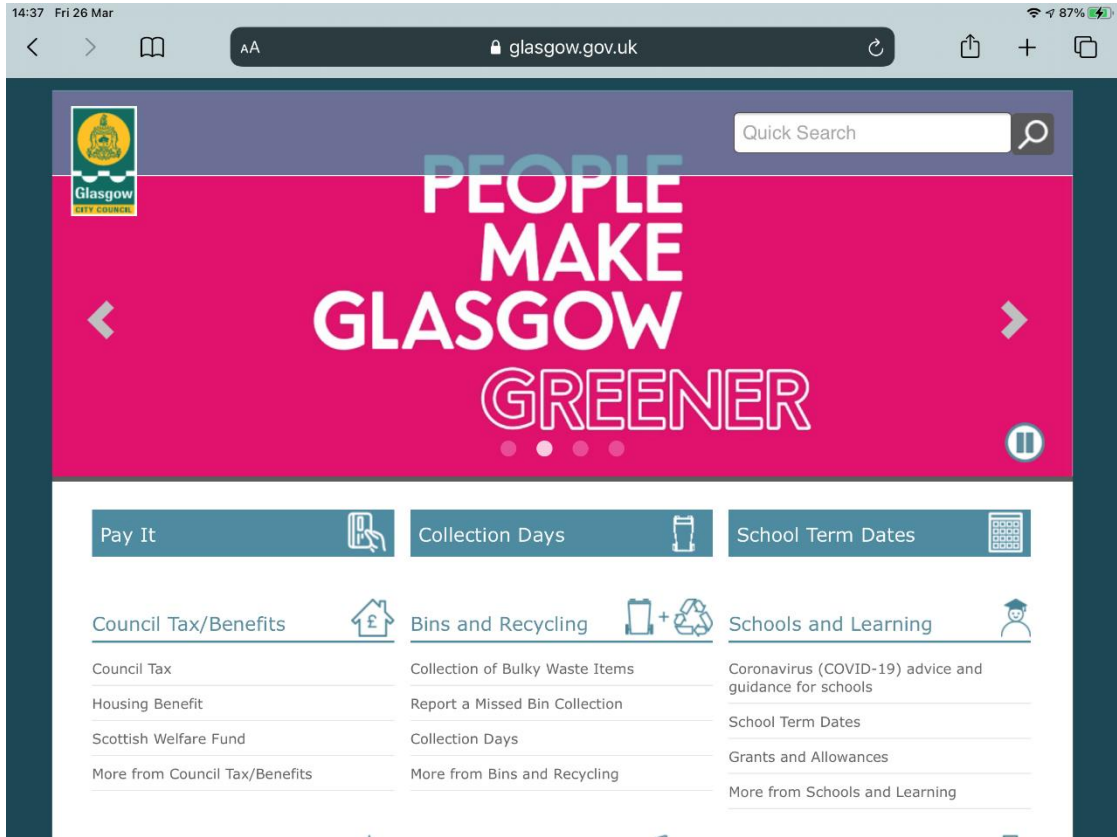
And your Word document should now look like this.



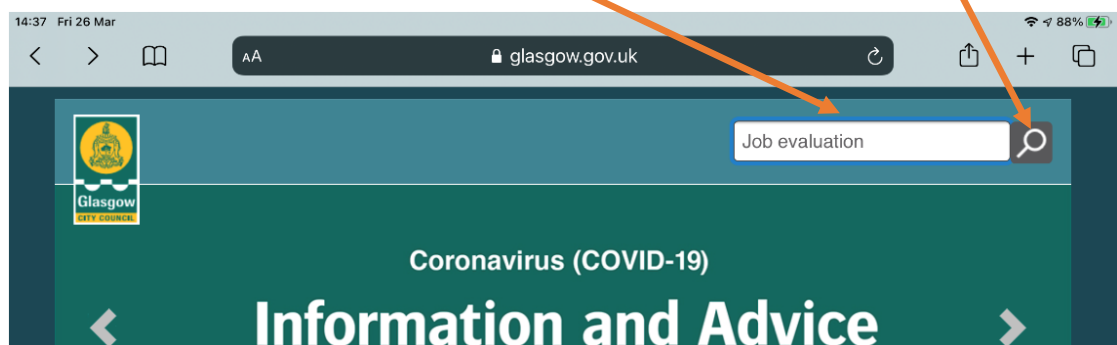
Go to File and Save As. At this point you can save to Desktop or a Drive.



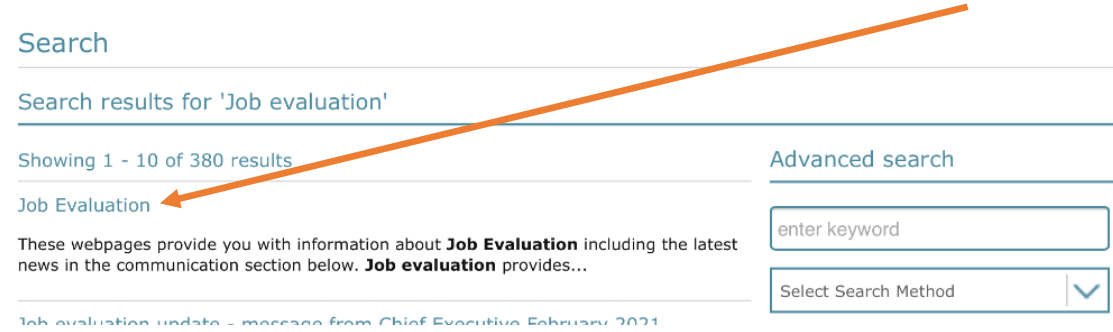
If you are using an IOS or Android device (we would recommend that you do not use a phone to complete the questionnaire) whether you use Safari, Google or another search engine, go to the Glasgow City Council website.



At the Quick Search function, type Job Evaluation and hit the magnifying glass.



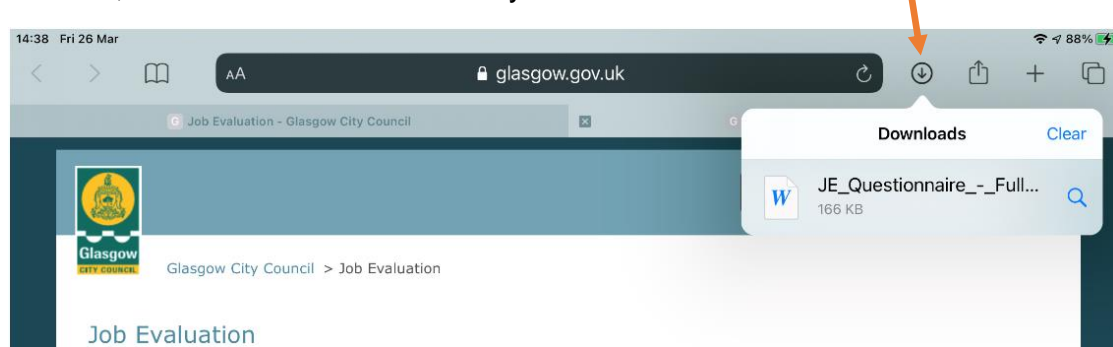
This is what the Search page looks like and you can click on Job Evaluation.



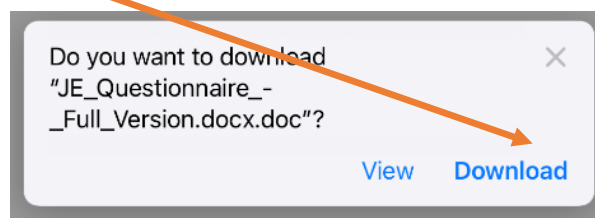
The Job Evaluation page should now appear with the **Job Evaluation Questionnaire – Full Version** in the second grey box on the righthand side.



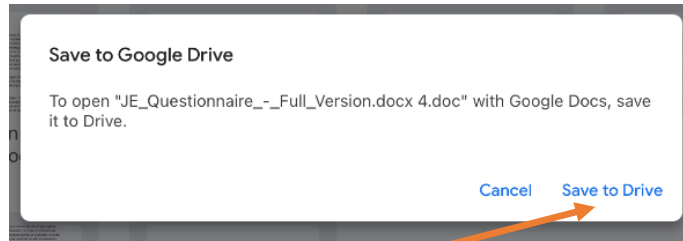
Click on this document to start the process of saving it. A 'download' button (round circle with an arrow) should appear on your menu bar, which you can click on, to show which documents you have to download.



When you click onto the document, it will ask you if you want to download it – click on Download.



The document will now look at the software on your device to help download and open the document for you to use. You may have to select the software you want to use. In this example, Google Docs was used.



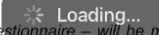
This downloaded the document and opened it for use, allowing the information to be typed in and saved.



**SCOTTISH JOINT COUNCIL FOR LOCAL GOVERNMENT EMPLOYEES
JOB EVALUATION SCHEME
JOBHOLDER QUESTIONNAIRE – FULL VERSION**

*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



Save your document, using your name and continue to add information into the questionnaire. This Guide will help answer some of your questions.

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**SCOTTISH JOINT COUNCIL FOR LOCAL GOVERNMENT EMPLOYEES
JOB EVALUATION SCHEME
JOBHOLDER QUESTIONNAIRE – FULL VERSION**

For official use only –
Benchmark Job Reference:

PART 1 – GENERAL INFORMATION

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

Full Name:	Click here to enter text.
SAP Number:	Click here to enter text.
Job Title:	Click here to enter text.
Service/Department:	Click here to enter text.