

**TopOneCRM**

**Skills Framework for Information Age (SFIA) Rate card**

**Skills for the Information Age (SFIA) Definitions and rate card**

**Standard rate card**

|  |  |  |  |  |  |  |  |
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|  |  |  |  | **Solution** |  | **Procurement** |  |
|  |  | **Strategy and** | **Business** | **development** | **Service** | **and** | **Client interface** |
|  |  | **architecture** | **change** | **and** | **management** | **management** |
|  |  |  |
|  |  |  |  | **implementation** |  | **support** |  |
|  |  |  |  |  |  |  |  |
| **1.** | **Follow** | £450 | £450 | £450 | £450 |  |  |
|  |  |  |  |  |  |  |  |
| **2.** | **Assist** | £550 | £550 | £550 | £550 | £550 |  |
|  |  |  |  |  |  |  |  |
| **3.** | **Apply** | £650 | £650 | £650 | £650 | £650 | £650 |
|  |  |  |  |  |  |  |  |
| **4.** | **Enable** | £750 | £750 | £750 | £750 | £750 | £750 |
|  |  |  |  |  |  |  |  |
| **5.** | **Ensure or advise** | £950 | £950 | £950 | £950 | £950 | £950 |
|  |  |  |  |  |  |  |  |
| **6.** | **Initiate or influence** | £950 | £950 | £950 | £950 | £950 | £950 |
|  |  |  |  |  |  |  |  |
| **7.** | **Set strategy or inspire** | £1200 | £1200 | £1200 | £1200 | £1200 | £1200 |
|  |  |  |  |  |  |  |  |

**Standards for consultancy day rate cards**

* **Consultant’s working day:** 8 hours exclusive of travel and lunch
* **Working week:** Monday to Friday excluding national holidays
* **Office hours:** 9:00am to 5:00pm Monday to Friday
* **Travel, mileage subsistence**:Included in day rate within M25. Payable at department’s standardtravel and subsistence rates outside M25
* **Mileage:** As for travel, mileage subsistence
* **Professional indemnity insurance:** included in day rate

**Level definitions**

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|  |  | **Autonomy** | **Influence** | **Complexity** | **Business skills** |
| **1.** | **Follow** | Works under close | Interacts with immediate | Performs routine | - uses basic information systems and technology |
|  |  | supervision. | colleagues. | activities in a | functions, applications, and processes |
|  |  |  |  | structured | - demonstrates an organised approach to work |
|  |  | Uses little discretion. |  | environment. | - learns new skills and applies newly acquired |
|  |  |  |  |  | knowledge |
|  |  | Is expected to seek |  | Requires assistance in | - has basic oral and written communication skills |
|  |  | guidance in expected |  | resolving unexpected | - contributes to identifying own development |
|  |  | situations. |  | problems. | opportunities |
| **2.** | **Assist** | Works under routine | Interacts with and may | Performs a range of | - understands and uses appropriate methods, tools |
|  |  | supervision. | influence immediate | varied work activities in | and applications. |
|  |  |  | colleagues. | a variety of structured | - demonstrates a rational and organised approach |
|  |  | Uses minor discretion in |  | environments. | to work |
|  |  | resolving problems or | May have some external |  | - is aware of health and safety issues. Identifies and |
|  |  | enquiries. | contact with customers and |  | negotiates own development opportunities |
|  |  |  | suppliers. |  | - has sufficient communication skills for effective |
|  |  | Works without frequent |  |  | dialogue with colleagues. Is able to work in a team |
|  |  | reference to others. | May have more influence in |  | - is able to plan, schedule and monitor own work |
|  |  |  | own domain. |  | within short time horizons |
|  |  |  |  |  | - absorbs technical information when it is presented |
|  |  |  |  |  | systematically and applies it effectively |
| **3.** | **Apply** | Works under general | Interacts with and | Performs a broad | - understands and uses appropriate methods, tools |
|  |  | supervision. | influences | range of work, | and applications. |
|  |  |  | department/project team | sometimes complex | - demonstrates an analytical and systematic |
|  |  | Uses discretion in | members. | and non-routine, in a | approach to problem solving |
|  |  | identifying and resolving | May have working level | variety of | - takes the initiative in identifying and negotiating |
|  |  | complex problems and | contact with customers and | environments. | appropriate development opportunities. |
|  |  | assignments. | suppliers. |  | - demonstrates effective communication skills. |
|  |  |  |  |  | - contributes fully to the work of teams |
|  |  | Usually receives specific | In predictable and |  | - plans, schedules and monitors own work (and that |
|  |  | instructions and has work | structured areas may |  | of others where applicable) competently within |
|  |  | reviewed at frequent | supervise others. |  | limited deadlines and according to relevant |
|  |  | milestones. |  |  | legislation and procedures |
|  |  |  | Makes decisions which may |  | - absorbs and applies technical information |
|  |  | Determines when issues | impact on the work |  | - works to required standards |
|  |  | should be escalated to a | assigned to individuals or |  | - understands and uses appropriate methods, tools |
|  |  | higher level. | phases of projects. |  | and applications |
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|  |  | **Autonomy** | **Influence** | **Complexity** | **Business skills** |
|  |  |  |  |  | - appreciates the wider field of information systems, |
|  |  |  |  |  | and how own role relates to other roles and to the |
|  |  |  |  |  | business of the employer or client |
| **4.** | **Enable** | Works under general | Influences team and | Performs a broad | - selects appropriately from applicable standards, |
|  |  | direction within a clear | specialist peers internally. | range of complex | methods, tools and applications. Demonstrates an |
|  |  | framework of | Influences customers at | technical or | analytical and systematic approach to problem |
|  |  | accountability. | account level and suppliers. | professional work | solving |
|  |  |  |  | activities, in a variety of | - communicates fluently orally and in writing, and |
|  |  | Exercises substantial | Has some responsibility for | contexts. | can present complex technical information to both |
|  |  | personal responsibility and | the work of others and for |  | technical and non-technical audiences |
|  |  | autonomy. | the allocation of resources. |  | - facilitates collaboration between stakeholders who |
|  |  |  |  |  | share common objectives |
|  |  | Plans own work to meet | Participates in external |  | - plans, schedules and monitors work to meet time |
|  |  | given objectives and | activities related to own |  | and quality targets and in accordance with |
|  |  | processes. | specialism. |  | relevant legislation and procedures. |
|  |  |  |  |  | - rapidly absorbs new technical information and |
|  |  |  | Makes decisions which |  | applies it effectively |
|  |  |  | influence the success of |  | - has a good appreciation of the wider field of |
|  |  |  | projects and team |  | information systems, their use in relevant |
|  |  |  | objectives. |  | employment areas and how they relate to the |
|  |  |  |  |  | business activities of the employer or client. |
|  |  |  |  |  | - maintains an awareness of developing |
|  |  |  |  |  | technologies and their application and takes some |
|  |  |  |  |  | responsibility for personal development |
|  |  |  |  |  |  |
| **5.** | **Ensure or** | Works under broad | Influences organisation, | Performs a challenging | - advises on the available standards, methods, |
|  | **advise** | direction. | customers, suppliers and | range and variety of | tools and applications relevant to own specialism |
|  |  |  | peers within industry on the | complex technical or | and can make correct choices from alternatives |
|  |  | Is fully accountable for | contribution of own | professional work | - analyses, diagnoses, designs, plans, execute and |
|  |  | own technical work and/or | specialism. | activities. | evaluates work to time, cost and quality targets |
|  |  | project/ supervisory |  |  | - communicates effectively, formally and informally, |
|  |  | responsibilities. | Has significant | Undertakes work which | with colleagues, subordinates and customers |
|  |  |  | responsibility for the work of | requires the application | - demonstrates leadership |
|  |  | Receives assignments in | others and for the allocation | of fundamental | - facilitates collaboration between stakeholders who |
|  |  | the form of objectives. | of resources. | principles in a wide and | have diverse objectives |
|  |  |  |  | often unpredictable | - understands the relevance of own area of |
|  |  | Establishes own | Makes decisions which | range of contexts. | responsibility or specialism to the employing |
|  |  | milestones and team | impact on the success of |  | organisation |

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|  | **Autonomy** | **Influence** | **Complexity** | **Business skills** |
|  | objectives, and delegates | assigned projects i.e. | Understands the | - takes customer requirements into account when |
|  | responsibilities. | results, deadlines and | relationship between | making proposals |
|  |  | budget. | own specialism and | - takes initiative to keep skills up to date. Mentors |
|  | Work is often self-initiated. |  | wider customer or | more junior colleagues |
|  |  | Develops business | organisational | - maintains an awareness of developments in the |
|  |  | relationships with | requirements. | industry |
|  |  | customers. |  | - analyses requirements and advises on scope and |
|  |  |  |  | options for operational improvement |
|  |  |  |  | - demonstrates creativity and innovation in applying |
|  |  |  |  | solutions for the benefit of the customer |
| **6. Initiate or** | Has defined authority and | Influences policy formation | Performs highly | - absorbs complex technical information and |
| **influence** | responsibility for a | on the contribution of own | complex work activities | communicates effectively at all levels to both |
|  | significant area of work, | specialism to business | covering technical, | technical and non-technical audiences. Assesses |
|  | including technical, | objectives. | financial and quality | and evaluates risk |
|  | financial and quality |  | aspects. | - understands the implications of new technologies |
|  | aspects. | Influences a significant part |  | - demonstrates clear leadership and the ability to |
|  |  | of own organisation and | Contributes to the | influence and persuade |
|  | Establishes organisational | influences customers and | formulation of IT | - has a broad understanding of all aspects of IT and |
|  | objectives and delegates | suppliers and industry at | strategy. | deep understanding of own specialism(s). |
|  | responsibilities | senior management level. |  | - understands and communicates the role and |
|  |  |  | Creatively applies a | impact of IT in the employing organisation and |
|  | Is accountable for actions | Makes decisions which | wide range of technical | promotes compliance with relevant legislation |
|  | and decisions taken by self | impact the work of | and/or management | - takes the initiative to keep both own and |
|  | and subordinates. | employing organisations, | principles. | subordinates' skills up to date and to maintain an |
|  |  | achievement of |  | awareness of developments in the IT industry |
|  |  | organisational objectives |  |  |
|  |  | and financial performance. |  |  |
|  |  | Develops high-level |  |  |
|  |  | relationships with |  |  |
|  |  | customers, suppliers and |  |  |
|  |  | industry leaders. |  |  |
|  |  |  |  |  |

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| **7. Set** | Has authority and |
| **Strategy** | responsibility for all |
| **and** | aspects of a significant |
| **inspire** | area of work, including |
|  | policy formation and |
|  | application. |
|  | Is fully accountable for |
|  | actions taken and |
|  | decisions made, both by |
|  | self and subordinates |
|  |  |

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| Makes decisions critical to | Leads on the | - has a full range of strategic management and |
| organisational success. | formulation and | leadership skills |
| Influences developments | application of strategy. | - understands, explains and presents complex |
| within the IT industry at the |  | technical ideas to both technical and non-technical |
| highest levels. | Applies the highest | audiences at all levels up to the highest in a |
|  | level of management | persuasive and convincing manner |
| Advances the knowledge | and leadership skills. | - has a broad and deep IT knowledge coupled with |
| and/or exploitation of IT |  | equivalent knowledge of the activities of those |
| within one or more | Has a deep | businesses and other organisations that use and |
| organisations. | understanding of the IT | exploit IT |
|  | industry and the | - communicates the potential impact of emerging |
| Develops long-term | implications of | technologies on organisations and individuals and |
| strategic relationships with | emerging technologies | analyses the risks of using or not using such |
| customers and industry | for the wider business | technologies |
| leaders. | environment. | - assesses the impact of legislation, and actively |
|  |  | promotes compliance |
|  |  | - takes the initiative to keep both own and |
|  |  | subordinates’ skills up to date and to maintain an |
|  |  | awareness of developments in IT in own area(s) of |
|  |  | expertise. |