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NB – Some profiles have been combined with others in the same band which gives rise to scoring issues. Where there is an asterisk (\*) before the profile score this indicates that the score is above or below the usual band boundary. This is the result of using a single generic profile to cover a number of jobs of equivalent but not necessarily similar factor demand. It is not anticipated that any job will be assessed at the minimum or maximum level of every possible factor range. If this were the case, it indicates that the job should instead be matched against a different profile. If this is not successful, the job must be locally evaluated.

## Version history and amendments

	Date	Notes
Correction	Feb 2024	Correction of a drafting error in band 2 profile at factor 7
Rebranding	Nov 2023	Profile suite has been transferred onto new template. No changes to wording, scores or levels.
Combining profiles	2005	<u>Band 2 source profiles</u> Office Services – Clerical Officer (text processing) Patient Services Clerical Officer (admissions) Clerical Officer (reception) Clerical Officer (wards) Receptionist A&E



		<p>Health Records Assistant (higher level)</p> <p>We have omitted Clinical Coding Officer (entry level) and Clerical Officer (data entry) since they are not strictly speaking clerical or secretarial jobs.</p> <p>We could not combine with Secretary (entry level), since it has a KTE of 3, so we have included this on its own in this group of profiles.</p>
		<p><u>Band 3 source profiles</u></p> <p>Office Services</p> <ul style="list-style-type: none"><li>Medical Secretary</li><li>Secretary</li></ul> <p>Patient Services</p> <ul style="list-style-type: none"><li>Clerical Officer Team Leader (Outpatients)</li><li>Health Records Officer/Team Leader</li><li>Receptionist Higher Level (General Practice)</li></ul> <p>We have omitted Clinical Coding Officer as its job purpose and role descriptors did not align with the other profiles.</p>
		<p><u>Band 4 source profiles</u></p> <p>Office Services</p> <ul style="list-style-type: none"><li>Secretary Higher Level</li><li>Medical Secretary Higher Level</li><li>Legal Secretary</li></ul> <p>Patient Services</p> <ul style="list-style-type: none"><li>MDT Co-ordinator</li><li>Health Records Officer Higher Level/Team Leader</li></ul> <p>We have included the General Office Manager/Admin Team Leader published profile as a separate profile in this group because its ranges were so different from the others.</p>
		<p><u>Band 5 profiles</u></p> <p>The current Personal Assistant has been moved from Office Services to this group.</p>



<b>Profile Suite and Label</b>	<b>Secretarial and Clerical – Clerical officer/Receptionist</b>
<b>Job Statement</b>	1. Provides clerical support/reception service. 2. Answers general queries. 3. Carries out administrative tasks

<b>Factor</b>		<b>Level descriptor and example job information</b>	<b>JE Level</b>	<b>JE Score</b>
1.	<b>Communication &amp; Relationship Skills</b>	<b>Provide and receive routine information, to inform work colleagues, patients, clients / Provide and receive routine information requiring tact or persuasive skills, barriers to understanding</b> Dealing with telephone queries, checking clerical, patient information with clerical staff and patients / Communicating information verbally and in writing, routine information with patients and staff on, for example discharge, admission, transfer. May be barriers to understanding for example anxious patients, cultural differences, language or communication difficulties	2-3a	12-21
2.	<b>Knowledge, Training &amp; Experience</b>	<b>Range of routine work procedures requiring job training</b> Knowledge of administrative systems, admission, patient information systems, hospital departments, clerical / office procedures, data input procedures acquired through on-the-job training	2	36
3.	<b>Analytical &amp; Judgemental Skills</b>	<b>Judgements involving facts or situations, some requiring analysis</b> Resolves problems, eg locating notes, appointment issues, accuracy, ward issues when responding to queries, escalating issues when necessary	2	15
4.	<b>Planning &amp; Organisational Skills</b>	<b>Organise own day to day work tasks or activities/Plan and organise straightforward activities, some ongoing</b> Organises own workload/ Organises eg patient transport, discharge, appointments, admissions	1-2	6-15
5.	<b>Physical Skills</b>	<b>Physical skills obtained through practice/Developed physical skills: advanced keyboard use</b> Standard keyboard skills, manoeuvring notes trollies/ Entering patient / client data into computer	2-3	15-27
6.	<b>Patient/Client Care</b>	<b>Assist patients /clients during incidental contacts/ Provide non-clinical advice, information to patients/ clients/ relatives</b> Incidental contact/ Provides non-clinical information or advice to patients or relatives	1-2	4-9
7.	<b>Policy/Service Development</b>	<b>Follow policies in own role, may be required to comment</b> Follows departmental procedures and policies	1	5
8.	<b>Financial &amp; Physical Resources</b>	<b>Personal duty of care in relation to equipment, resources/ handle cash, valuables; Maintain stock control</b> Careful use of office equipment/ Handles patient valuables or petty cash; orders/maintains supplies or stock	1-2ac	5-12
9.	<b>Human Resources</b>	<b>Demonstrate own activities to new or less experienced employees</b> Demonstrates activities to new starters	1	5



10.	<b>Information Resources</b>	<b>Data entry, text processing, storage of data</b> Processes or transcribe data, patient records	2a	9
11.	<b>Research &amp; Development</b>	<b>Undertake surveys or audits, as necessary to own work</b> Completes staff surveys and audits	1	5
12.	<b>Freedom to Act</b>	<b>Standard operating procedures, someone available for reference</b> Uses initiative within standard operating procedures, advice available	2	12
13.	<b>Physical Effort</b>	<b>Combination of sitting, standing, walking/ Frequent sitting or standing in a restricted position; Frequent light effort for several short periods; Occasional light effort for several long periods; Occasional moderate effort for several short periods</b> Light physical effort/ at keyboard for long periods; lifting, sorting, filing, general handling of records; pushing trolleys with case notes	1-2abcd	3-7
14.	<b>Mental Effort</b>	<b>Frequent concentration; work pattern predictable</b> Concentration for eg preparing notes, filing, taking and accessing patient details, answering queries, processing data and records	2a	7
15.	<b>Emotional Effort</b>	<b>Exposure to distressing or emotional circumstances is rare/ Occasional/ Frequent distressing or emotional circumstances</b> Interacting with terminally ill patients	1a-2a-3a	5-11-18
16.	<b>Working Conditions</b>	<b>Exposure to unpleasant conditions is rare/ Occasional unpleasant conditions; Use VDU equipment more or less continuously/ Frequent unpleasant conditions; Occasional highly unpleasant conditions</b> Office or similar conditions/ dust, smells, verbal aggression; use of computer for long periods/ frequent noise, verbal and physical aggression; occasional exposure to body fluids, eg vomit, phlegm	1-2ae-3ab	3-7-12
<b>JE Score *147-215</b>			<b>Band 2</b>	



<b>Profile Suite and Label</b>	<b>Secretarial and Clerical - Secretary (Entry Level)</b>
<b>Job Statement</b>	<ol style="list-style-type: none"> <li>1. Provide secretarial support to non-medical staff</li> <li>2. Liaises with other departments</li> <li>3. Maintains records</li> </ol>

<b>Factor</b>		<b>Level descriptor and example job information</b>	<b>JE Level</b>	<b>JE Score</b>
1.	<b>Communication &amp; Relationship Skills</b>	<b>Provide and receive routine information, to inform work colleagues, patients, clients</b> Provide information to staff from other departments, external contacts	2	12
2.	<b>Knowledge, Training &amp; Experience</b>	<b>Range of work procedures and practices; base level of theoretical knowledge</b> Knowledge of secretarial or administrative procedures and systems, some of which are non-routine and non-routine activities such as answering queries, progress chasing, task-related problem solving, acquired through experience and training to Vocational Level 3 or equivalent.	3	60
3.	<b>Analytical &amp; Judgemental Skills</b>	<b>Judgements involving facts or situations, some requiring analysis</b> Prioritises work, resolves conflicting diary appointments and schedules	2	15
4.	<b>Planning &amp; Organisational Skills</b>	<b>Plan and organise straightforward activities, some ongoing</b> Arranges meetings on a regular basis, manages diary	2	15
5.	<b>Physical Skills</b>	<b>Developed physical skills; advanced keyboard use</b> Touch typing	3(a)	27
6.	<b>Patient/Client Care</b>	<b>Assist patients/clients during incidental contacts</b> Incidental contact with patients	1	4
7.	<b>Policy/Service Development</b>	<b>Follow policies in own role, may be required to comment</b> May comment on existing secretarial policies and procedures	1	5
8.	<b>Financial &amp; Physical Resources</b>	<b>Personal duty of care in relation to equipment, resources/Handles cash, valuables; maintains stock control</b> Careful use of office equipment/responsible for petty cash; maintains departmental stationery stock	1/2(a)/2(c)	5-12
9.	<b>Human Resources</b>	<b>Demonstrate own activities to new or less experienced employees</b> Demonstrates duties to new starters	1	5
10.	<b>Information Resources</b>	<b>Data entry, text processing, storage of records; Take and transcribe formal minutes</b> Process and store records/transcribe and type up formal minutes	2(a)/3(a)	9-16
11.	<b>Research &amp; Development</b>	<b>Undertake surveys or audits, as necessary to own work</b> Completes e.g. staff surveys	1	5
12.	<b>Freedom to Act</b>	<b>Standard operating procedures, someone available for reference</b> Guided by standard operating procedures, someone generally available for reference	2	12



13.	<b>Physical Effort</b>	<b>Frequent sitting or standing in a restricted position</b> Word process and input for a substantial proportion of working time	2(a)	7
14.	<b>Mental Effort</b>	<b>Frequent concentration; work pattern predictable</b> Concentration for transcribing, typing complicated documents	2(a)	7
15.	<b>Emotional Effort</b>	<b>Exposure to distressing or emotional circumstances is rare</b> Limited exposure	1	5
16.	<b>Working Conditions</b>	<b>Use VDU equipment more or less continuously</b> Word process for substantial proportion of time	2	7
<b>JE Score 200 - 214</b>			<b>Band 2</b>	



<b>Profile Suite and Label</b>	<b>Secretarial and Clerical - Secretary/Medical Secretary/Admin team leader/Receptionist HL (GP practice)</b>
<b>Job Statement</b>	<ol style="list-style-type: none"> <li>1. Provides secretarial/administrative support/maintains records</li> <li>2. Deals with first line enquiries eg from patients, relatives and staff</li> <li>3. Coordinates waiting lists/clinics</li> <li>4. May supervise other staff</li> </ol>

<b>Factor</b>		<b>Level descriptor and example job information</b>	<b>JE Level</b>	<b>JE Score</b>
1.	<b>Communication &amp; Relationship Skills</b>	<p><b>Provide and receive routine information requiring tact or persuasive skills, barriers to understanding; Provide and receive complex or sensitive information</b></p> <p>Exchange information with patients, relatives and staff on a variety of departmental matters and procedures, anxious patients and relatives, cultural or language difficulties/communicates complicated administrative information to staff from other departments, external contacts</p>	3ab	21
2.	<b>Knowledge, Training &amp; Experience</b>	<p><b>Range of work procedures and practices; base level of theoretical knowledge</b></p> <p><i>Knowledge of secretarial or administrative procedures and systems, some of which are non-routine, and non-routine activities such as answering queries, progress chasing, task-related problem solving, acquired through experience and training to Vocational Level 3 or equivalent</i></p>	3	60
3.	<b>Analytical &amp; Judgemental Skills</b>	<p><b>Judgements involving facts or situations, some requiring analysis</b></p> <p>Exercises judgement when dealing with enquiries. Analyses information to resolve problems for patients, carers and staff eg on appointments, diary commitments</p>	2	15
4.	<b>Planning &amp; Organisational Skills</b>	<p><b>Plan and organise straightforward activities, some ongoing</b></p> <p>Plans staff rotas and cover; schedules clinics; arranges meetings; manages diaries</p>	2	15
5.	<b>Physical Skills</b>	<p><b>Physical skills obtained through practice / Developed physical skills: advanced keyboard use</b></p> <p>Keyboards skills for regular use of computer systems/touch or audio typing</p>	2-3a	15-27
6.	<b>Patient/Client Care</b>	<p><b>Assist patients /clients during incidental contacts / Provide non-clinical advice, information to patients / clients / relatives</b></p> <p>Incidental contact with patients / provides advice, information and guidance to patients, carers and relatives about appointments, clinics, admissions</p>	1-2	4-9
7.	<b>Policy/Service Development</b>	<p><b>Follow policies in own role, may be required to comment / Implement policies and propose changes to practices, procedures for own area</b></p> <p>Follows existing policies and procedures; may comment on proposals/implements policies and procedures in own area, proposes changes to policies and procedures in own area</p>	1-2	5-12
8.	<b>Financial &amp; Physical Resources</b>	<p><b>Handle cash, valuables; Safe use of equipment other than equipment used personally; Maintain stock control; Authorised signatory, small payments</b></p> <p>Responsibility for petty cash, office equipment; orders and maintains office supplies and stationery; signs time sheets.</p>	2abcd	12



9.	Human Resources	<b>Demonstrate own activities to new or less experienced employees/ Day to day co-ordination of staff; Provide training in own discipline</b> Demonstrates administrative, secretarial duties to new starters, less experienced staff/ Provides day to day supervision and coordination of staff; trains own staff on departmental procedures and policies.	1-2ac	5-12
10.	Information Resources	<b>Data entry, text processing, storage of data / Take, transcribe formal minutes; Responsible for maintaining one or more information systems, significant job responsibility</b> Updates, maintains, stores clinical or non-clinical records, appointment details/ Takes, transcribes formal minutes; maintains computerised appointment system	2a-3ac	9-16
11.	Research & Development	<b>Undertake surveys or audits, as necessary to own work</b> Completes staff surveys.	1	5
12.	Freedom to Act	<b>Standard operating procedures, someone available for reference/ Clearly defined occupational policies, work is managed, rather than supervised</b> Deals with enquiries and implements procedures guided by standard operating practices, someone normally available for reference/Works independently to defined policies and procedures, manages own workload	2-3	12-21
13.	Physical Effort	<b>Combination of sitting, standing, walking/ Frequent sitting or standing in a restricted position; Frequent light effort for several short periods; Occasional light effort for several long periods; Occasional moderate effort for several short periods/ Frequent light effort for several long periods; Frequent moderate effort for several short periods</b> Light physical effort/Keyboard work for long periods; lifting case notes; pushing notes trolleys; moving equipment	1-2abcd - 3	3 - 7-12
14.	Mental Effort	<b>Frequent concentration; work pattern predictable/ Unpredictable.</b> Concentration for administrative and secretarial duties, work pattern predictable/Interruptions from medical staff, external agencies	2a-3a	7-12
15.	Emotional Effort	<b>Exposure to distressing or emotional circumstances is rare/ Occasional/ Frequent distressing or emotional circumstances.</b> Limited exposure to distressing or emotional circumstances/Occasional contact with distressed patients or relatives, indirect exposure to distressing circumstances by typing letters and reports/Contact with terminally ill patients	1-2a-3a	5-11-18
16.	Working Conditions	<b>Exposure to unpleasant conditions is rare/ Occasional unpleasant conditions; Use VDU equipment more or less continuously.</b> Office or similar conditions/Dusty conditions in storage areas, VDU use, Body smells.	1-2ae	3-7
<b>JE Score *196-274</b>			<b>Band 3</b>	





<b>Profile Suite and Label</b>	<b>Secretarial and Clerical - Secretary Higher Level/Medical Secretary Higher Level/Admin Team Coordinator</b>
<b>Job Statement</b>	<ol style="list-style-type: none"> <li>1. Provides secretarial/administrative support to an area or team</li> <li>2. Liaises with own and other departments as appropriate</li> <li>3. May provide training/supervision</li> </ol>

<b>Factor</b>		<b>Level descriptor and example job information</b>	<b>JE Level</b>	<b>JE Score</b>
1.	<b>Communication &amp; Relationship Skills</b>	<p><b>Provide and receive routine information requiring tact or persuasive skills, barriers to understanding; Provide and receive complex or sensitive information; Provide advice, instruction or training to groups/ Provide and receive complex, sensitive information; barriers to understanding</b></p> <p>Exchange information with patients, relatives and staff on a variety of departmental matters and procedures, anxious patients and relatives, cultural or language difficulties/communicates complicated administrative information to staff from other departments, external contacts; induction of new staff, maintains working relationships with own and other departments, trains and motivates staff to achieve objectives/ Communicates complex, sensitive, contentious information with a range of stakeholders, where persuasion or negotiation is required</p>	3abc-4a	21-32
2.	<b>Knowledge, Training &amp; Experience</b>	<p><b>Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge</b></p> <p><i>Knowledge of secretarial and administrative procedures and systems, the majority of which are non-routine, acquired through training and experience to Vocational Level 3 or equivalent; plus knowledge of specialist functional/medical/legal terms, organisational policies and procedures and knowledge and experience to deal with non-routine issues such as problem solving for an area of work or developing alternative or additional procedures</i></p>	4	88
3.	<b>Analytical &amp; Judgemental Skills</b>	<p><b>Judgements involving facts or situations, some requiring analysis/ Range of facts or situations requiring analysis</b></p> <p>Exercises judgement when dealing with enquiries. Analyses information to resolve problems for patients, carers and staff, eg on appointments, diary commitments</p>	2	15
4.	<b>Planning &amp; Organisational Skills</b>	<p><b>Plan and organise straightforward activities, some ongoing/ Plan and organise complex activities or programmes, requiring formulation, adjustment</b></p> <p>Plans staff rotas and cover; schedules clinics; arranges meetings; manages diaries/ Organises events, conferences, MDT meetings.</p>	2-3	15-27
5.	<b>Physical Skills</b>	<p><b>Physical skills obtained through practice/ Developed physical skills: advanced keyboard use</b></p> <p>Keyboards skills for regular use of computer systems/touch or audio typing</p>	2-3a	15-27
6.	<b>Patient/Client Care</b>	<p><b>Assist patients /clients during incidental contacts/ Provide non-clinical advice, information to patients/clients/relatives</b></p> <p>Incidental contact with patients/provides advice, information and guidance to patients, carers and relatives about appointments, clinics, admissions</p>	1-2	4-9



7.	<b>Policy/Service Development</b>	<b>Follow policies in own role, may be required to comment/ Implement policies and propose changes to practices, procedures for own area</b> Follows existing policies and procedures; may comment on proposals/implements policies and procedures in own area, proposes changes to policies and procedures in own area	1-2	5-12
8.	<b>Financial &amp; Physical Resources</b>	<b>Personal duty of care in relation to equipment, resources/ Handle cash, valuables; Safe use of equipment other than equipment used personally; Maintain stock control; Authorised signatory, small payments; Safe use of highly complex equipment</b> Responsibility for petty cash, office equipment; orders and maintains office supplies and stationery; signs time sheets	2abcd	12
9.	<b>Human Resources</b>	<b>Demonstrate own activities to new or less experienced employees/ Day to day co-ordination of staff; Professional /clinical supervision; Provide training in own discipline</b> Demonstrates administrative, secretarial duties to new starters, less experienced staff/ Provides day to day supervision and coordination of staff; trains own staff on departmental procedures and policies	1-2ac	5-12
10.	<b>Information Resources</b>	<b>Data entry, text processing, storage of data; Occasional requirement to develop or create reports, documents, drawings/ Take, transcribe formal minutes; Regular requirement to develop or create reports, documents, drawings; Responsible for maintaining one or more information systems, significant job responsibility</b>  Updates, maintains, stores clinical or non-clinical records, appointment details/ Takes, transcribes formal minutes; creates databases to collect and monitor information; maintains and updates databases, regular requirement to develop or create reports and documents	2ab-3abc	9-16
11.	<b>Research &amp; Development</b>	<b>Undertake surveys or audits, as necessary to own work</b> Completes staff surveys	1	5
12.	<b>Freedom to Act</b>	<b>Clearly defined occupational policies, work is managed, rather than supervised</b> Works independently to defined policies and procedures, manages own workload	3	21
13.	<b>Physical Effort</b>	<b>Combination of sitting, standing, walking/ Frequent sitting or standing in a restricted position; Frequent light effort for several short periods; Occasional light effort for several long periods; Occasional moderate effort for several short periods; Frequent moderate effort for several short periods</b> Light physical effort/ Keyboard work for long periods; lifting case notes; pushing notes trolleys; moving equipment	1-2abcd-3bc	3-7-12
14.	<b>Mental Effort</b>	<b>Frequent concentration; work pattern predictable/ Unpredictable</b> Concentration for administrative and secretarial duties, work pattern predictable/ Interruptions from medical staff, external agencies	2a-3a	7-12



15.	<b>Emotional Effort</b>	<b>Exposure to distressing or emotional circumstances is rare/ Frequent indirect distressing or emotional circumstances</b> Limited exposure to distressing or emotional circumstances/ Type documents of a distressing nature, may deal with distressed patients or bereaved relatives. Deals with staffing issues	1-2b	5-11
16.	<b>Working Conditions</b>	<b>Exposure to unpleasant conditions is rare/ Occasional unpleasant conditions; Use VDU equipment more or less continuously</b> Office or similar conditions/ Dusty conditions in storage areas, VDU use, body smells	1-2ae	3-7
<b>JE Score 223* - 318</b>			<b>Band 4</b>	



<b>Profile Suite and Label</b>	<b>Secretarial and Clerical - General Office Manager / Admin Team Leader</b>
<b>Job Statement</b>	<ol style="list-style-type: none"> <li>1. To provide a comprehensive General Office/Cashier service</li> <li>2. To manage the front of house reception and resource room</li> <li>3. To provide support to, for example, Finance or Facilities Management</li> </ol>

Factor		Level descriptor and example job information	JE Level	JE Score
1.	<b>Communication &amp; Relationship Skills</b>	<b>Routine information, barriers to understanding: sensitive information</b> Communicates with staff, patients, general public and external agencies. Negotiates contracts with external services, e.g. library service. Motivates staff re. opportunities for personal development. Communicates with bereaved families re. hospital burials	3(a)(b)	21
2.	<b>Knowledge, Training &amp; Experience</b>	<b>Range of work procedures and practice, majority non-routine</b> BTEC or equivalent level knowledge of a range of trust policies and management procedures, requiring ongoing on-the-job training and experience	4	88
3.	<b>Analytical &amp; Judgemental Skills</b>	<b>Judgements involving range of facts, requiring analysis</b> Analyses financial spreadsheets to determine trends or highlight potential problems	3	27
4.	<b>Planning &amp; Organisational Skills</b>	<b>Number of complex activities, formulation and adjustment of plans</b> Reorganisation of working practices, staff training programmes	3	27
5.	<b>Physical Skills</b>	<b>Standard keyboard skills</b> Word processing	2	15
6.	<b>Patient/Client Care</b>	<b>General non-clinical advice</b> Advice on patients' property, travel expenses	2	9
7.	<b>Policy/Service Development</b>	<b>Implement policies for own area, propose changes impacting beyond own area</b> Implements trust policies for own area, proposes changes to administrative policies	3	21
8.	<b>Financial &amp; Physical Resources</b>	<b>Holds a delegated budget/responsible for purchase of physical assets/authorises financial payments</b> Delegated budget for office equipment and services: authorises travel expenses	3(a)(b)(d)	21
9.	<b>Human Resources</b>	<b>Day to day manager for department</b> Direct management, including first level grievances and discipline, appraisals, allocation of work, training and development	3(a)	21
10.	<b>Information Resources</b>	<b>Data entry, text processing</b> Processes a variety of finance and admin information	2(a)	9
11.	<b>Research &amp; Development</b>	<b>Occasionally participates in research</b>	1	5
12.	<b>Freedom to Act</b>	<b>Guided by precedent and clearly defined procedures</b> Works without supervision, advice available from Line Manager when required	3	21



13.	<b>Physical Effort</b>	<b>Combination of sitting/standing/walking: Occasional requirement for moderate effort, short periods</b> Lifts money/stationery	1-2(d)	3-7
14.	<b>Mental Effort</b>	<b>Frequent concentration, work pattern unpredictable</b> Work interrupted to deal with queries	3(a)	12
15.	<b>Emotional Effort</b>	<b>Occasional exposure to distressing circumstances</b> Deals with bereaved relatives; staff issues	2	11
16.	<b>Working Conditions</b>	<b>Occasional exposure to unpleasantness</b> Dealing with verbally aggressive visitors and patients	2(a)	7
<b>JE Score 318 - 322</b>			<b>Band 4</b>	



<b>Profile Suite and Label</b>	<b>Secretarial and Clerical - Personal Assistant</b>
<b>Job Statement</b>	<ol style="list-style-type: none"> <li>1. Co-ordinates administrative and secretarial services, including e.g. the preparation of agendas and minutes, taking appropriate follow-up action as required</li> <li>2. Supervises and co-ordinates administrative/secretarial staff</li> <li>3. Undertakes the management of projects and gathers information and/or undertakes enquiries</li> </ol>

Factor		Level descriptor and example job information	JE Level	JE Score
1.	<b>Communication &amp; Relationship Skills</b>	<p><b>Provide and receive complex, sensitive information; persuasive, motivational, negotiating, training skills are required</b></p> <p>Communicating complex, sensitive information with a range of staff internally and externally across the organisation/organisations; liaises with external organisations, negotiating and persuasive skills required</p>	4(a)	32
2.	<b>Knowledge, Training &amp; Experience</b>	<p><b>Expertise within specialism, underpinned by practical experience</b></p> <p>Knowledge of the full range of administrative and organisational policies and procedures, acquired through training and relevant experience to degree level or equivalent</p>	5	120
3.	<b>Analytical &amp; Judgemental Skills</b>	<p><b>Range of facts or situations requiring analysis</b></p> <p>Skills for investigating a variety of issues and proposing solutions; dealing with complex enquiries</p>	3	27
4.	<b>Planning &amp; Organisational Skills</b>	<p><b>Plan and organise straightforward activities, some ongoing/plan and organise complex activities or programmes, requiring formulation, adjustment</b></p> <p>Plans and organises meetings; prioritise own project work/organises a range of events and conferences, including organising speakers; manage a range of projects</p>	2/3	15-27
5.	<b>Physical Skills</b>	<p><b>Developed physical skills; advanced keyboard use</b></p> <p>Skills for keyboard use for producing reports, spreadsheets and correspondence</p>	3(a)	27
6.	<b>Patient/Client Care</b>	<p><b>Assist patients/clients during incidental contacts/provide non-clinical advice, information to patient/clients/relatives</b></p> <p>Occasional contact with patients or clients/provides non-clinical advice to patients/clients</p>	1/2	4-9
7.	<b>Policy/Service Development</b>	<p><b>Implement policies and propose changes to practices, procedures for own area</b></p> <p>Develops administrative policies</p>	2	12
8.	<b>Financial &amp; Physical Resources</b>	<p><b>Authorised signatory, small payments/monitor budgets or financial initiatives; hold delegated budget</b></p> <p>Authorised signatory for petty cash payments, agency time sheets/monitors budgets; holds administrative budget</p>	2(d)/3(c)(d)	12-21
9.	<b>Human Resources</b>	<p><b>Day to day supervision/management</b></p> <p>Day to day supervision/management of a team of staff, including work allocation</p>	2(a)-3(a)	12-21
10.	<b>Information Resources</b>	<p><b>Take, transcribe formal minutes; Regular requirement to create reports, documents, drawings</b></p>	3(a)(b)	16



		Takes and transcribes formal minutes of meetings; advanced level use of IT packages, including Word, Excel, Outlook, Power Point, Publisher to create reports		
11.	<b>Research &amp; Development</b>	<b>Occasionally participate in R &amp; D</b> Carries out enquiries in relation to own work	1	5
12.	<b>Freedom to Act</b>	<b>Clearly defined occupational policies, work is managed, rather than supervised/broad occupational policies</b> Works autonomously, but can seek advice when necessary/manages a discrete area of work	3-4	21-32
13.	<b>Physical Effort</b>	<b>Combination of sitting, standing, walking</b> Light physical effort	1	3
14.	<b>Mental Effort</b>	<b>Frequent concentration; work pattern predictable/unpredictable</b> Concentration for creating reports, transcribing minutes/there may be interruptions to deal with unforeseen events	2(a)/3(a)	7-12
15.	<b>Emotional Effort</b>	<b>Occasional/frequent distressing or emotional circumstances</b> Staff performance issues, dissatisfied patients/clients, dealing with complaints	2(a)-3(a)	11-18
16.	<b>Working Conditions</b>	<b>Exposure to unpleasant conditions is rare</b> Office conditions	1	3
<b>JE Score 327 – 385</b>			<b>Band 5</b>	