

Please note:

These profiles have been published alongside the existing source profiles, as set out in this document - both sets of profiles can be used.

Support Worker – SW1a

Catering: Catering Support Worker

Hotel Services: Laundry Assistant

Hotel Services: Domestic Support Worker

Support Worker - SW1b

Supplies and Procurement: Supply Chain Porter

Hotel Services – Sewing Room Assistant

Hotel Services – Domestic Support Worker (Hotel Services)

Support Worker – SW1c

Estates and Maintenance: Estates Support Worker

Hotel Services – Linen Room Assistant

Hotel Services – Porter

Sterile Services: Theatre Porter

Sterile Services: CSSD/TSSU/HSDU Support Worker soft packs

Profile Label: Support Worker – SW1a

Profile Label: Support Worker – SW1a

Job Statement:

1. May provide services such as: serving meals; moving items of furniture/equipment; providing washing, cleaning or repair service; delivering goods e.g. meals, supplies;
2. May maintain stock/supplies.

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive routine information orally, own job/ Provide and receive routine information, to inform work colleagues, patients, clients. Exchanges routine information orally with colleagues in relation to own job/Communicates routine information orally, in writing or electronically with patient or clients in relation to their support needs e.g. food, drink.	1-2	5-12
2. Knowledge, Training & Experience	Small number of routine work procedures, on the job instruction. Knowledge of basic support procedures, equipment for own area. Short mandatory induction training e.g. Manual handling.	1	16
3. Analytical & Judgemental Skills	Judgements involving straightforward facts or situations. Decisions on routine tasks	1	6
4. Planning & Organisational Skills	Organises own day to day work tasks or activities Plans own work, follows set routine.	1	6
5. Physical Skills	Physical skills obtained through practice Skills required for moving and/or operating equipment used within own work area	2	15
6. Responsibility for Patient/Client Care	Assist patients/ clients during incidental contacts/ Provide ancillary services to patients/ clients Contact with patients/clients is incidental/Provides meal or cleaning service on wards	1-2	4-9
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows and may comment on departmental policies	1	5
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/Handle cash, valuables ;safe use of equipment other than equipment used personally; safe use of expensive or highly complex equipment Safe use of equipment used personally/Handles cash; safe use of equipment used by others; appropriate use of expensive/highly complex equipment, e.g. dishwashers, laundry equipment used personally.	1-2abe	5-12
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees Supports induction of new starters	1	5
10. Responsibility for Information Resources	Record personally generated information Completes time sheets and/or work records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Completes straight forward work audits e.g. staff surveys, cleaning audits	1	5

Profile Label: Support Worker – SW1a

12. Freedom to Act	Well-established procedures, supervision close by Works within well established procedures, Supervisor usually available on every shift for advice/guidance.	1	5
13. Physical Effort	Occasional moderate effort for several long periods; frequent moderate effort for several short periods/Ongoing requirement for light effort; frequent moderate effort for several long periods; occasional intense effort for several short periods Lifting and pushing equipment; lifting, moving patients/ Manoeuvring patients on beds or trolleys frequently for long periods during the shift; occasionally lifting very heavy equipment without aids.	3bc-4abc	12-18
14. Mental Effort	General awareness, sensory attention; work pattern predictable/ Frequent concentration; work pattern predictable Occasional /Frequent concentration e.g. for use of equipment.	1-2a	3-7
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare; occasional indirect distressing or emotional circumstances Little contact with patients or patient information	1ab	5
16. Working Conditions	Occasional unpleasant conditions/Frequent unpleasant conditions; occasional highly unpleasant conditions/Some exposure to hazards; frequent highly unpleasant conditions Occasional/Frequent exposure to dust and temperature variations; occasional exposure to body fluids / Some exposure to physical aggression: frequent exposure to body fluids	2a-3ab-4ab	7-18
JE Score/Band		Band 1	108–154

Below is a list of the existing profiles used for this profile:

Catering: Catering Support Worker

Hotel Services: Laundry Assistant

Hotel Services: Domestic Support Worker

Profile Label: Support Worker SW1b

Profile Label: Support Worker SW1b

Job Statement 1. May provide services such as: transporting goods e.g. meals, supplies; serving meals; providing a cleaning or repair service.
2. Moving items of furniture/equipment.

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive routine information orally, own job/ Provide and receive routine information, to inform work colleagues, patients, clients. Exchanges routine information orally with colleagues in relation to own job/Communicates routine information orally, in writing or electronically with patient or clients in relation to their support needs e.g. food, drink.	1-2	5-12
2. Knowledge, Training & Experience	Range of routine work procedures requiring job training Knowledge of use of equipment, procedures, techniques, manual handling acquired through induction and job training	2	36
3. Analytical & Judgemental Skills	Judgements involving straightforward facts or situations. Decisions on routine tasks	1	6
4. Planning & Organisational Skills	Organises own day to day work tasks or activities Plans own work, follows set routine.	1	6
5. Physical Skills	Physical skills obtained through practice Skills required for moving and/or operating equipment used within own work area	2	15
6. Responsibility for Patient/ Client Care	Assist patients/ clients during incidental contacts/ Provide ancillary services to patients/ clients Contact with patients/clients is incidental/Provides meal or cleaning service on wards	1-2	4-9
7. Responsibility for Policy/ Service Development	Follow policies in own role, may be required to comment Follows and may comment on departmental policies	1	5
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources Safe use of equipment used personally	1	5
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees Supports induction of new starters	1	5
10. Responsibility for Information Resources	Record personally generated information Completes time sheets and/or work records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Completes straight forward work audits e.g. staff surveys, cleaning audits	1	5

Profile Label: Support Worker SW1b

12. Freedom to Act	Well-established procedures, supervision close by /Standard operating procedures, someone available for reference Works in accordance with standard procedures, supervisor available/Frequently works alone within clearly defined procedures using own initiative on routine decisions, supervision available	1-2	5-12
13. Physical Effort	Frequent sitting or standing in a restricted position; Occasional moderate effort for several short periods/ Occasional moderate effort for several long periods; frequent moderate effort for several short periods Sits in constrained position for long periods when operating equipment; lifts bags/ Lifting and pushing equipment; lifting, moving patients	2ad-3bc	7-12
14. Mental Effort	General awareness, sensory attention; work pattern predictable/ Frequent concentration; work pattern predictable Occasional /Frequent concentration e.g. for use of equipment.	1	3-7
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare; occasional indirect distressing or emotional circumstances/Occasional exposure to distressing or emotional circumstances Little contact with patients or patient information/Exposure to distressing patient/client related events	1ab-2a	5
16. Working Conditions	Occasional unpleasant conditions/Frequent unpleasant conditions; occasional highly unpleasant conditions Occasional/Frequent exposure to dust and temperature variations; occasional exposure to body fluids,	2a-3ab	7-18
JE Score/Band		Band 1	123-155

Below is a list of the existing profiles used for this profile:

Supplies and Procurement: Supply Chain Porter
 Hotel Services – Sewing Room Assistant
 Hotel Services – Domestic Support Worker (Hotel Services)

Profile Label: Support Worker SW1c

Profile Label: Support Worker SW1c

Job Statement:

1. May provide services such as: moving items of furniture /equipment; providing washing or sterilising services or providing a cleaning, repair or maintenance service; delivering goods e.g. meals, supplies;
2. May maintain stock/supplies.

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive routine information orally, own job/ Provide and receive routine information, to inform work colleagues, patients, clients. Exchanges routine information orally with colleagues in relation to own job/Communicates routine information orally, in writing or electronically with patient or clients in relation to their needs	1-2	5-12
2. Knowledge, Training & Experience	Small number of routine work procedures, on the job training Knowledge of use of equipment, procedures, techniques, manual handling acquired through short period of induction and on the job training	1	16
3. Analytical & Judgemental Skills	Judgements involving straightforward facts or situations. Decisions on routine tasks	1	6
4. Planning & Organisational Skills	Organises own day to day work tasks or activities Plans own work, follows set routine.	1	6
5. Physical Skills	Developed physical skills, manipulation of objects, people, narrow margins for error; Highly developed physical skills, accuracy important, manipulation of fine tools, materials Skills required for folding material, manoeuvring a trolley, using tools or operating equipment. Dexterity, coordination for use of equipment to undertake repairs or alterations or driving	2	15
6. Responsibility for Patient/ Client Care	Assists patients/clients during incidental contacts/Provide ancillary services to patients/clients/ Provides clinical technical services to patients/clients Contact with patients/clients is incidental/Portering directly for patients/clients; Clean and prepare theatre packs	1-3	4-15
7. Responsibility for Policy/ Service Development	Follow policies in own role, may be required to comment Follows and may comment on departmental policies	1	5
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/Handle cash, valuables ; safe use of equipment other than equipment used personally; maintain security of stock; safe use of expensive or highly complex equipment Safe use of equipment used personally/Handles cash; safe use of equipment used by others; appropriate use of expensive/highly complex equipment, e.g. autoclave, laundry equipment used personally.	1-2abce	5-12
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees Supports induction of new starters	1	5
10. Responsibility for Information Resources	Record personally generated information Completes time sheets and/or work records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Completes straight forward work audits e.g. staff surveys, cleaning audits	1	5

Profile Label: Support Worker SW1c

12. Freedom to Act	Well-established procedures, supervision close by/ Standard operating procedures, someone available for reference Works in accordance with standard procedures, supervisor available/Frequently works alone within clearly defined procedures using own initiative on routine decisions, supervision available	1-2	5-12
13. Physical Effort	Occasional moderate effort for several long periods; frequent moderate effort for several short periods/Ongoing requirement for light effort; frequent moderate effort for several long periods; occasional intense effort for several short periods Lifting and pushing equipment; lifting, moving patients, lifts materials equipment/ Manoeuvring patients on beds or trolleys frequently for long periods during the shift; occasionally lifting very heavy equipment without aids.	3bc-4abc	12-18
14. Mental Effort	General awareness, sensory attention; work pattern predictable Occasional concentration e.g. for use of equipment.	1	3
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare; occasional indirect distressing or emotional circumstances Little contact with patients or patient information	1ab	5
16. Working Conditions	Occasional unpleasant conditions/Frequent unpleasant conditions; occasional highly unpleasant conditions/Some exposure to hazards; frequent highly unpleasant conditions Occasional/Frequent exposure to dust and temperature variations; occasional exposure to body fluids/Some exposure to physical aggression; frequent exposure to body fluids	2a-3ab-4ab	7-18
JE Score/Band		Band 1	108-157

Below is a list of the existing profiles used for this profile:

Estates and Maintenance: Estates Support Worker

Hotel Services – Linen Room Assistant

Hotel Services – Porter

Sterile Services: Theatre Porter

Sterile Services: CSSD/TSSU/HSDU Support Worker soft pack

Support Worker Higher Level

Estates and Maintenance: Estates Support Worker Higher Level

Hotel Services: Driver

Hotel Services: Porter Higher Level

Hotel Services: Residential Housekeeper

Hotel Services: Domestic Support Worker Higher Level

Hotel Services: Domestic Support Worker Higher Level (Hotel Services)

Hotel Services: Domestic Team Leader

Security: Security Officer

Sterile Services: CSSD/TSSU/HSDU Support Worker Full Range

Stores: Stores Clerk

Stores: Storekeeper

Supplies and Procurement: Procurement Assistant Administrator

Supplies and Procurement: Supply Chain Assistant

NB. The Catering Cook band 2 profile has not been included as it has a KTE level 3 and therefore remains as a standalone profile.

Profile Label: Support Worker Higher Level

Profile Label: Support Worker Higher Level

- Job Statement:**
1. Provides a range of support/security services within a function
 2. Contributes to the cleanliness, security and safety of equipment, buildings, stock

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive routine information, to inform work colleagues, patients, clients/ Provide and receive routine information requiring tact or persuasive skills; barriers to understanding; provide advice, instruction or training to groups Exchanges routine information with colleagues, external contacts, patients /Communicating with staff, suppliers, patients or public where persuasion is needed; provides training	2-3ac	12-21
2. Knowledge, Training & Experience	Range of routine work procedures requiring job training Knowledge of relevant policies, procedures, systems and regulations gained through induction and on the job training or equivalent experience	2	36
3. Analytical & Judgemental Skills	Judgements involving straightforward facts or situations/ Judgements involving facts or situations, some requiring A & Jysis Makes straight forward judgements about own job duties/Investigates problems e.g. fault finding, stock issues, staff cover	1-2	6-15
4. Planning & Organisational Skills	Organise own day to day work tasks or activities Plans own work	1	6
5. Physical Skills	Physical skills obtained through practice Use of tools, equipment, driving or keyboard skills	2	15
6. Responsibility for Patient/ Client Care	Assist patients /clients during incidental contacts /Provide non-clinical advice, information to patients/clients/ relatives; provide ancillary services to patients/clients /Provide personal care to patients/clients; provide basic clinical technical services Incidental contact with patients/clients /Provides cleaning, catering services to patients/clients /Transporting patients; sterilising equipment for clinical use	1-3ab	4-15
7. Responsibility for Policy/ Service Development	Follow policies in own role, may be required to comment May comment on policies	1	5
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than equipment used personally; maintain stock control/ security of stock; authorised signatory, small payments; safe use of expensive/highly complex equipment / Purchase of some assets/supplies; installation and/or repair and maintenance of physical assets Handles cash, valuables; assembling, dismantling or ensuring safe use of equipment; orders, maintains security of stock; signs timesheets; responsible for safe use of expensive or highly complex equipment e.g. vehicle and contents /Purchases stock; Repairs and maintains equipment e.g. boilers	2abcde-3be	12-21
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees Explain, demonstrate own duties to new starters	1	5
10. Responsibility for Information Resources	Record personally generated information Completes timesheets or similar records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Participates in audits and surveys	1	5

Profile Label: Support Worker Higher Level

12. Freedom to Act	Well-established procedures, supervision close by/ Standard operating procedures, someone available for reference Follows job instructions and supervisor available /Works within clearly defined procedures using own initiative on routine matters, supervision available	1-2	5-12
13. Physical Effort	Occasional moderate effort for several long periods; frequent moderate effort for several short periods/ On-going requirement for light effort; frequent moderate effort for several long periods; Occasional intense effort for several short periods Lifting and pushing equipment; lifting, moving patients/ Manoeuvring patients on beds or trolleys frequently for long periods during the shift; occasionally lifting very heavy equipment without aids	3bc-4abc	12-18
14. Mental Effort	General awareness, sensory attention; work pattern predictable/ Frequent concentration; work pattern predictable; occasional concentration; work pattern unpredictable Occasional /Frequent concentration e.g. for use of equipment; Interruptions to deal with emergencies	1-2ab	3-7
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare/occasional/Occasional distressing or emotional circumstances Little contact with patients; limited exposure to patient information /Contact with terminally ill patients, clients	1ab-2a	5-11
16. Working Conditions	Occasional unpleasant conditions; use VDU equipment more or less continuously/ Frequent unpleasant conditions; occasional highly unpleasant conditions/ Some exposure to hazards; Frequent highly unpleasant conditions Occasional exposure to dust and temperature variations; use of VDU for major part of shift /Frequent exposure to dust and temperature variations; occasional exposure to body fluids /Some exposure to physical aggression; frequent exposure to body fluids	2ae-3ab-4ab	7-18
JE Score/Band		Band 2	142-214

Below is a list of the existing profiles used for this profile:

Estates and Maintenance: Estates Support Worker Higher Level
 Hotel Services: Driver
 Hotel Services: Porter Higher Level
 Hotel Services: Residential Housekeeper
 Hotel Services: Domestic Support Worker Higher Level
 Hotel Services: Domestic Support Worker Higher Level (Hotel Services)
 Hotel Services: Domestic Team Leader
 Security: Security Officer
 Sterile Services: CSSD/TSSU/HSDU Support Worker Full Range
 Stores: Stores Clerk
 Stores: Storekeeper
 Supplies and Procurement: Procurement Assistant Administrator
 Supplies and Procurement: Supply Chain Assistant

Support Service Supervisor

Catering: Cook Team Leader

Estates and Maintenance: Estates Maintenance Worker

Hotel Services: Domestic Team Manager

Hotel Services: Porter Team Leader

Hotel Services: Sewing Room Supervisor

Hotel Services: Linen/Laundry Supervisor

Supplies and Procurement: Procurement Administrative Officer

Supplies and Procurement: Supply Chain Assistant (Higher Level)

Sterile Services: CSSD Supervisor

NB. The Catering Cook Higher Level band 3 profile has not been included as it has a KTE level 4 and therefore remains as a standalone profile. Likewise the Security Officer Higher Level band 3 has not been included as it has a KTE level 2 and therefore remains as a standalone profile.

Profile Label: Support Service Supervisor

Profile Label **Support Service Supervisor**

- Job Statement**
1. Coordinates the provision of a range of support/procurement services within a function or repairs and maintains a range of equipment
 2. Contributes to the cleanliness and/or safety of equipment, buildings, stock
 3. May lead/supervise a team of staff

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills; barriers to understanding; provide advice, instruction or training to groups Communicating with staff, suppliers, patients or public where persuasion is needed; provides training	3ac	21
2. Knowledge, Training & Experience	Range of work procedures and practices; base level of theoretical knowledge Knowledge of service procedures, equipment to NVQ 3, relevant certification or equivalent experience	3	60
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring A & Jysis Investigates problems e.g. fault finding, stock issues, staff cover	2	15
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Organises and adjusts staff rotas, plans work schedules	2	15
5. Physical Skills	Physical skills obtained through practice/ Developed physical skills; manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important; manipulation of fine tools, materials Use of tools, equipment, driving or keyboard skills /High level of dexterity required e.g. assembling CSSD packs, preparing food to deadlines; use of fine tools e.g. for filleting, butchery, pattern cutting	2-3ab	15-27
6. Responsibility for Patient/ Client Care	Assist patients /clients during incidental contacts/Provide non-clinical advice, information to patients/clients/ relatives; provide ancillary services to patients/clients/ Provide personal care to patients/clients; provide basic clinical technical services Incidental contact with patients/clients /Provides cleaning, catering services to patients/clients /Transporting patients; sterilising equipment for clinical use	1-3ab	4-15
7. Responsibility for Policy/ Service Development	Follow policies in own role, may be required to comment/ Implement policies and propose changes to practices, procedures for own area May comment on policies /Implements departmental policies	1-2	5-12
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally; maintain stock control/ security of stock; authorised signatory, small payments; safe use of expensive/highly complex equipment / Authorised signatory; purchase of some assets/supplies; monitor budgets or financial initiatives; contribute to formulation of budgets/financial initiatives; installation and/or repair and maintenance of physical assets Assembling, dismantling or ensuring safe use of equipment; orders, maintains security of stock; signs timesheets; responsible for safe use of expensive or highly complex equipment e.g. vehicle and contents /Authorised signatory; purchases stock; monitor or contributes to budgets; repairs and maintains equipment e.g. boilers	2bcde-3abce	12-21
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees/Day to day supervision, co-ordination of staff; provide training in own discipline, practical training, undertake basic workplace assessments Supports induction of new starters/Supervises staff; trains apprentices, support workers, trainees	1-2ac	12
10. Responsibility for Information Resources	Record personally generated information Completes timesheets or similar records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Participates in audits and surveys	1	5

Profile Label: Support Service Supervisor

12. Freedom to Act	Standard operating procedures, someone available for reference/ Clearly defined occupational policies, work is managed, rather than supervised Works within clearly defined procedures using own initiative on routine matters, supervision available /Determines own work within established parameters, refers to manager when necessary	2-3	12-21
13. Physical Effort	Frequent sitting or standing in a restricted position; occasional moderate effort for several short periods/Occasional moderate effort for several long periods; frequent moderate effort for several short periods Restricted movement due to continuous operation of equipment e.g. sewing machine, keyboard; lifting equipment, supplies, moving patients/Lifting and pushing equipment; lifting, moving patients	2ad-3bc	7-12
14. Mental Effort	Frequent concentration; work pattern predictable; occasional concentration; work pattern unpredictable Occasional /Frequent concentration e.g. for use of equipment; Interruptions to deal with emergencies	2ab	7
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare/ Occasional distressing or emotional circumstances Little contact with patients /Contact with terminally ill patients, clients, dealing with staff issues	1a-2a	5-11
16. Working Conditions	Occasional unpleasant conditions; use VDU equipment more or less continuously/Frequent unpleasant conditions; occasional highly unpleasant conditions/Frequent highly unpleasant conditions Occasional exposure to unpleasant odours; inputs at keyboard for significant part of shift/Frequent exposure to dust and temperature variations; occasional exposure to body fluids	2ae-3a	7-12
JE Score/Band		Band 3	199-270

Below is a list of the existing profiles used for this profile:

Catering: Cook Team Leader

Estates and Maintenance: Estates Maintenance Worker

Hotel Services: Domestic Team Manager

Hotel Services: Porter Team Leader

Hotel Services: Sewing Room Supervisor

Hotel Services: Linen/Laundry Supervisor

Supplies and Procurement: Procurement Administrative Officer

Supplies and Procurement: Supply Chain Assistant (Higher Level)

Sterile Services: CSSD Supervisor

Support Service Supervisor Higher Level

Catering: Cook Team Manager

Estates and Maintenance: Estates Maintenance Worker Higher Level

Supplies and Procurement: Procurement Administrative Officer (Higher Level)

Profile Label: Support Service Supervisor Higher Level

Profile Label: Support Service Supervisor Higher Level

- Job Statement:**
1. Investigates and resolves a range of problems
 2. Leads/supervises/trains a team of staff
 3. May install, maintain service and repair a range of equipment
 4. May process or order supplies

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive routine information, to inform work colleagues, patients, clients/Provide and receive routine information requiring tact or persuasive skills; barriers to understanding; provide and receive complex or sensitive information Communicates technical information to departmental colleagues/Communicates with staff, suppliers, patients or public where persuasion is needed; explains technical issues to others	2-3ab	12-21
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge Professional knowledge acquired through NVQ level 3, City and Guilds or equivalent plus additional knowledge acquired through training and experience to diploma or equivalent level	4	88
3. Analytical & Judgemental Skills	Range of facts or situations requiring A & Jysis; comparison of a range of options Investigates problems/issues and finds solutions	3	27
4. Planning & Organisational Skills	Plan and organise straightforward activities, some on-going/Plan and organise complex activities or programmes, requiring formulation, adjustment Organises and adjusts rotas, plans work schedules/Plans work schedules including coordinating contractors, suppliers	2-3	15-27
5. Physical Skills	Physical skills obtained through practice/ Developed physical skills; manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important; manipulation of fine tools, materials Use of tools, equipment, driving or keyboard skills /High level of dexterity required e.g. preparing food to deadlines; use of fine tools e.g. for filleting, butchery, intricate equipment	2-3ab	15-27
6. Responsibility for Patient/ Client Care	Assist patients /clients during incidental contacts/Provide non-clinical advice, information to patients/clients/ relatives; provide ancillary services to patients/clients Incidental contact with patients, visitors/Deals with patient/client queries, complaints, equipment/service issues	1-2	4-9
7. Responsibility for Policy/ Service Development	Implement policies and propose changes to practices, procedures for own area Proposes, implements departmental policies	2	12
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally; maintain stock control, security of stock/ Purchase of some assets, supplies; installation and/or repair and maintenance of physical assets Assembling, dismantling or ensuring safe use of equipment; orders, maintains security of stock/Purchases stock; maintains and repairs equipment e.g. boilers	2bc-3be	12-21
9. Responsibility for Human Resources	Day to day supervision, co-ordination of staff; provide training in own discipline, practical training, undertake basic workplace assessments Supervises staff; trains apprentices, support workers, trainees	2ac	12
10. Responsibility for Information Resources	Record personally generated information Completes timesheets or similar records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work, occasionally participate in equipment testing Participates in audits and survey, occasionally testing new equipment	1	5

Profile Label: Support Service Supervisor Higher Level

12. Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised Determines own work within established parameters, refers to manager when necessary	3	21
13. Physical Effort	Frequent sitting or standing in a restricted position; occasional moderate effort for several short periods/Occasional moderate effort for several long periods; frequent moderate effort for several short periods Restricted movement due to continuous operation of equipment e.g. keyboard; lifting equipment, supplies/Lifting and pushing equipment; lifts, moves equipment, supplies	2ad-3bc-4bc	7-12
14. Mental Effort	Frequent concentration; work pattern predictable Concentration required for fault finding, using machinery, entering data	2a	7-12
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare/ Occasional distressing or emotional circumstances Rarely exposed to distressing circumstances/Staffing issues	1a-2a	5-11
16. Working Conditions	Use VDU equipment more or less continuously/Frequent unpleasant conditions; occasional highly unpleasant conditions Inputs at keyboard for significant part of shift/Frequent exposure to dust and temperature variations; occasional exposure to sewage and fumes	2e-3ab	7-12
JE Score/Band		Band 4	253-321

Below is a list of the existing profiles used for this profile:

Catering: Cook Team Manager

Estates and Maintenance: Estates Maintenance Worker Higher Level

Supplies and Procurement: Procurement Administrative Officer (Higher Level)

Support Service Manager

Catering: Catering Manager

Estates and Maintenance: Estates Maintenance Worker Team Leader

Support Service Officer

Estates and Maintenance: Estates Officer Entry Level

Estates and Maintenance: Estates Maintenance Worker Specialist

Estates and Maintenance: Fire Safety Officer

Supplies and Procurement: Procurement Officer

Profile Label: Support Service Manager

Profile Label: Support Service Manager

- Job Statement:**
1. Provides technical/specialist advice for department/function
 2. Supervises/Manages staff and contractors
 3. Plans and coordinates services

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding; provide and receive complex information; persuasive, motivational, negotiating, training skills are required Communicates with staff, suppliers, patients on a number of complex issues e.g. service provision complaints, dietary and service requirements	4a	32
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge Practical and theoretical knowledge acquired through diploma level or equivalent e.g. a relevant vocational qualification plus management training, experience	4	88
3. Analytical & Judgemental Skills	Range of facts or situations requiring A & Jysis; comparison of a range of options Investigates problems/issues and finds solutions	3	27
4. Planning & Organisational Skills	Plan and organise complex activities or programmes, requiring formulation, adjustment Plans work schedules including coordinating contractors, suppliers	3	27
5. Physical Skills	Physical skills obtained through practice/Highly developed physical skills, accuracy important; manipulation of fine tools, materials Manoeuvres trolleys, equipment, use of keyboard/ Use of fine tools e.g. filleting, butchery, maintaining intricate equipment	2-3b	15-27
6. Responsibility for Patient/ Client Care	Assist patients /clients during incidental contacts/Provide non-clinical advice, information to patients/clients/ relatives; provide ancillary services to patients/clients Incidental contact with patients, visitors/Deals with patient/client queries, complaints, equipment/service issues	1-2	4-9
7. Responsibility for Policy/ Service Development	Implement policies and propose changes to practices, procedures for own area/ Propose policy or service changes, impact beyond own area Proposes, implements departmental policies/Implements policy development for service, impacts on other areas	2-3	12-21
8. Responsibility for Financial & Physical Resources	Authorised signatory; monitor budgets or financial initiatives; contribute to formulation of budgets, financial initiatives; installation and/or repair and maintenance of physical assets/Budget holder for department/service Authorises payments; monitors project budgets; maintain and repairs property and equipment/ holds department budget	3ace-4a	21-32
9. Responsibility for Human Resources	Line manager for single function or department Line manager of departmental staff	4a	32
10. Responsibility for Information Resources	Record personally generated information/ Data entry, text processing, storage of data Maintains department records/ Records information provided by others	1-2a	4-9
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Completes surveys, audits related to service	1	5

Profile Label: Support Service Manager

12. Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised/ Broad occupational policies Works within organisational policy/ Works within broad occupational parameters to manage work area	3-4	21-32
13. Physical Effort	Frequent light effort for several short periods; occasional moderate effort for several short periods Climbing ladders; lifting equipment, food items	2bd	7
14. Mental Effort	Frequent concentration; work pattern predictable/ Frequent concentration; work pattern unpredictable Concentration required, workload predictable/ interruptions to deal with staffing or service issues	2a-3a	7-12
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare/Occasional distressing or emotional circumstances Limited patient contact/Staffing issues	1-2a	5-11
16. Working Conditions	Occasional unpleasant conditions/Frequent unpleasant conditions; occasional highly unpleasant conditions Occasional exposure to extreme temperatures, noise, humidity/Frequent exposure to extreme temperatures, noise, humidity; occasional exposure to sewage and fumes	2a-3ab	7-12
JE Score/Band		Band 5	314-383

Below is a list of the existing profiles used for this profile:

Catering: Catering Manager

Estates and Maintenance: Estates Maintenance Worker Team Leader

Profile Label: Support Service Officer

Profile Label: Support Service Officer

- Job Statement:**
1. Reviews, develops, carries out a range of procedures e.g. compliance with fire safety notices, maintenance programmes for new equipment, purchasing/contracting activity
 2. Liaises with external agencies; provides advice to other staff, contractors, patients, suppliers to ensure compliance with relevant legislation and standards
 3. May execute a range of controlled operations under guidance e.g. interruption of medical gases

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding; provide and receive complex information; persuasive, motivational, negotiating, training skills are required Communicates technical, specialist information with staff, contractors, patients, suppliers, external agencies on a number of complex issues	4a	32
2. Knowledge, Training & Experience	Expertise within specialism, underpinned by theory; practical experience Knowledge of professional field, legislation acquired through training to graduate, professional level or equivalent	5	120
3. Analytical & Judgemental Skills	Range of facts or situations requiring A & Jysis; comparison of a range of options Judgements on technical issues, purchasing data, risk assessments taking into account legislation, health and safety	3	27
4. Planning & Organisational Skills	Plan and organise complex activities or programmes, requiring formulation, adjustment Plans and coordinates work plans, risk assessments, projects, assessment of timing requirements including liaison with stakeholders	3	27
5. Physical Skills	Physical skills obtained through practice Driving, standard keyboard skills use of fire equipment	2	15
6. Responsibility for Patient/ Client Care	Assist patients /clients during incidental contacts Incidental contact with patients	1	4
7. Responsibility for Policy/ Service Development	Implement policies and propose changes to practices, procedures for own area/Propose policy or service changes, impact beyond own area Reviews policies and practices in light of regulatory changes/Implement and propose new policies e.g. purchasing and fire safety which impact on other departments	2-3	12-21
8. Responsibility for Financial & Physical Resources	Authorised signatory; purchase of some assets: supplies; hold delegated budget; installation and/or repair and maintenance of physical assets Authorises payments to contractors, suppliers; purchase of good, services; holds delegated budget; maintains and repairs property and equipment	3abde	21
9. Responsibility for Human Resources	Day to day co-ordination of staff; provide training in own discipline; practical training; undertake basic workplace assessments/ Day to day management; teach/deliver core training range of subjects: specialist training Supervises assistants, contractors, checks or evaluates work; provides practical training to staff, contractors/Day to day management; delivers specialist training e.g. fire safety training	2ac-3ac	12-21
10. Responsibility for Information Resources	Record personally generated information/ Data entry, text processing, storage of data; occasional requirement to develop or create reports, documents, drawings Updates own records/Collates departmental information from others; creates databases, spreadsheets	1-2ab	4-9
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work/ Regularly undertake R & D activity, clinical trials, equipment testing, adaptation Undertakes surveys, audits in department work, activities/Undertakes complex audits	1-2a	5-12

Profile Label: Support Service Officer

12. Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised/ Broad occupational policies Works within organisational policy/ Works within broad occupational parameters to manage work area	3-4	21-32
13. Physical Effort	Frequent sitting or standing in a restricted position; occasional light effort for several long periods/Occasional moderate effort for several long periods/Frequent moderate effort for several long periods; occasional intense effort for several short periods Undertakes maintenance in restricted positions/ Moves heavy equipment/ Lifts manhole covers, heavy equipment	2ac-3b-4bc	7-18
14. Mental Effort	Frequent concentration; work pattern predictable/ Frequent concentration; work pattern unpredictable Concentration required when preparing documents, checking work, carrying out repairs, inspections/ interruptions to deal with operational emergencies	2a-3a	7-12
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare/Occasional distressing or emotional circumstances Contract with patients with distressing injuries	1a-2a	5-11
16. Working Conditions	Occasional unpleasant conditions/Frequent unpleasant conditions; occasional highly unpleasant conditions Dust, dirt and heat/ Frequent exposure to dust, dirt and heat; occasional exposure sewage and gas fumes	2a-3ab	7-12
JE Score/Band		Band 5	326–394

Below is a list of the existing profiles used for this profile:

Estates and Maintenance: Estates Officer Entry Level

Estates and Maintenance: Estates Maintenance Worker Specialist

Estates and Maintenance: Fire Safety Officer

Supplies and Procurement: Procurement Officer

Estates Officer

Estates and Maintenance: Estates Officer (Operations)

Estates and Maintenance: Estates Officer (Specialist Services)

Estates and Maintenance: Estates Officer (Projects)

NB. The Catering: Catering Manager Higher Level band 6 profile was not included as it has a KTE level 5 and therefore remains a standalone profile. The Supplies and Procurement: Procurement Officer (Higher Level) was not included and therefore remains a standalone profile.

Profile Label: Estates Officer (Operations, Specialist Service or Projects)

Profile Label:

Estates Officer (Operations, Specialist Service or Projects)

Job Statement:

1. Responsible for: engineering maintenance section; provision of specialist service(s); delivery of delegated project(s)
2. Ensures compliance with relevant legislation, regulations, codes of practice, technical guidance
3. Provides training, as appropriate; may provide day to day management/supervision of staff/contractors
4. May maintain database of estates records/drawings

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide & receive complex information; negotiating skills Exchanges technical or specialist information with staff or contractors; negotiates with contractors, suppliers, statutory agencies, utility companies	4a	32
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Professional knowledge acquired through degree or equivalent plus specialist knowledge acquired through training, experience	6	156
3. Analytical & Judgemental Skills	Complex facts, requiring A & Jysis, interpretation, comparison of range of options Judgements across wide range or specialist estates issues taking into account legislation, H&S, conflicting demands	4	42
4. Planning & Organisational Skills	Plan, organise complex activities, requiring formulation, adjustment Plans project(s), co-ordinates contractors, agencies, suppliers and users	3	27
5. Physical Skills	Physical skills obtained through practice/Highly developed physical skills accuracy important; manipulation of fine tools, materials Keyboard, driving skills/use of fine tools and equipment e.g. surveying tools	2-3b	15-27
6. Responsibility for Patient/ Client Care	Assist patients/clients during incidental contacts Occasional contact with patients while undertaking duties	1	4
7. Responsibility for Policy/ Service Development	Implement policies and propose changes to practices, procedures for own area/Propose policy or service changes, impact beyond own area Contributes to review and development of estates policies/Reviews policies and practices, impact on other departments	2-3	12-21
8. Responsibility for Financial & Physical Resources	Authorised signatory; hold delegated budget; installation and/or repair and maintenance of physical assets/Maintenance of physical assets for department/service Authorises payments to contractors, suppliers, signs off direct labour costs; holds delegated budget for specialist area/Responsible for maintenance of facilities, equipment, capital projects	3ade-4c	21-32
9. Responsibility for Human Resources	Day to day supervision; provide training in own discipline/Day to day management; teach/deliver specialist training Supervision of staff; provides training in own area/Manages team; provides specialist training	2ac-3ac	12-21
10. Responsibility for Information Resources	Data entry, text processing, storage of data; occasional requirement to develop or create reports, documents, drawings Stores information; creates databases, spreadsheets, drawings	2ab	9
11. Responsibility for Research & Development	Undertakes surveys or audits as necessary to own work/Regularly undertake R&D activity Undertakes surveys or audits/Regularly undertakes complex audits	1-2a	5-12

Profile Label: Estates Officer (Operations, Specialist Service or Projects)

12. Freedom to Act	Broad occupational policies Guided by building, H&S regulations, may be lead specialist in own field	4	32
13. Physical Effort	Combination of sitting, standing, walking; light physical effort for short periods/Frequent sitting or standing in a restricted position; frequent light effort for several short periods Walking between sites, sitting at computer/Works in cramped conditions; carries equipment while undertaking duties	1-2ab	3-7
14. Mental Effort	Frequent concentration, work pattern predictable/Frequent concentration, work pattern unpredictable Concentration for paperwork/Deals with operational incidents	2a-3a	7-12
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare/Occasional Contact with patients on wards, deals with complaints, grievances, performance issues	1-2a	5-11
16. Working Conditions	Occasional/Frequent unpleasant conditions; occasional highly unpleasant conditions Occasional/Frequent dust and dirt on sites, maintenance activities/Sewage, waste, pest infestation	2a-3ab	7-12
JE Score/Band		Band 6	389-457

Below is a list of the existing profiles used for this profile:

- Estates and Maintenance: Estates Officer (Operations)
- Estates and Maintenance: Estates Officer (Specialist Services)
- Estates and Maintenance: Estates Officer (Projects)

Generic Profile – KTE 6

Hotel Services: Hotel Services Manager

Estates and Maintenance: Estates Manager (Projects)

Generic Profile – KTE 7

Estates and Maintenance: Estates Manager (Operations)

Estates and Maintenance: Estates Officer Specialist (Specialist Services)

NB. The Supplies and Procurement: Procurement Team Manager was not included in these profiles and therefore remains a standalone profile

Profile Label:

Generic Profile KTE 6

Job Statement:

1. Manage a function or project
2. Manage staff and resources to meet service needs
3. Plan projects, services
4. Ensure compliance with statutory standards and recognised safe practice

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive complex information; persuasive, motivational, negotiating, training skills are required Negotiating for resources, communications associated with work practices, projects, financial matters, staff management.	4a	32
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Professional knowledge acquired through degree or equivalent plus specialist knowledge acquired through training, experience	6	156
3. Analytical & Judgemental Skills	Complex facts, requiring A & Jysis, interpretation, comparison of range of options of issues taking into account legislation, H&S, conflicting demands, project delivery, compliance issues	4	42
4. Planning & Organisational Skills	Plan and organise broad range of complex activities; formulates, adjusts plans or strategies Plans multi stranded capital projects, services, many of which are ongoing and interrelated	4	42
5. Physical Skills	Physical skills obtained through practice/Highly developed physical skills accuracy important; manipulation of fine tools, materials Keyboard, driving skills/Preparation of technical drawings using CAD, drawing measurement tools	2-3b	15-27
6. Responsibility for Patient/ Client Care	Assist patients/clients during incidental contacts Occasional contact with patients/clients while undertaking duties	1	4
7. Responsibility for Policy/ Service Development	Responsible for policy implementation and development for a service/more than one area of activity Develops policies for services, projects and manages implementation	4	32
8. Responsibility for Financial & Physical Resources	Budget holder for department/service; procurement of physical assets or supplies for department/service; maintenance of physical assets for department/service/ Responsible for budget for several services Manage budget for department, service, project; purchases assets and selects suppliers/Holds budget for several services	4ac-5a	32-45
9. Responsibility for Human Resources	Day to day management/Line manager for single function or department/Line manager for several/multiple departments Manages team e.g. project team/ All aspects of staff management for department or service/Several departments or services	3a-4a-5a	21-45
10. Responsibility for Information Resources	Record personally generated information /Data entry, text processing, storage of data; occasional requirement to develop or create reports, documents, drawings/ Regular requirement to develop or create reports, documents, drawings Maintains own records/ Stores information; creates databases, spreadsheets, drawings/Regular requirement for production of manual, digital drawings using CAD equipment	1-2ab-3b	4-16
11. Responsibility for Research & Development	Undertakes surveys or audits as necessary to own work; occasionally participate in R & D, equipment testing/Regularly undertake R&D activity Completes audit e.g. staff survey/Conducts a range of surveys and detailed audits	1-2a	5-12

Profile label: Generic Profile KTE 6

12. Freedom to Act	Broad occupational policies Guided by legislation, regulations, policies and protocols, may be lead specialist in own field	4	32
13. Physical Effort	Combination of sitting, standing, walking; light physical effort for short periods/ Frequent light effort for several short periods Walking between sites, sitting at computer/Carries equipment while undertaking duties	1-2b	3-7
14. Mental Effort	Frequent concentration, work pattern unpredictable Deals with operational emergencies	3a	12
15. Emotional Effort	Occasional distressing or emotional circumstances Deals with complaints, grievances, performance issues	2a	11
16. Working Conditions	Exposure to unpleasant conditions is rare/ Occasional/Frequent unpleasant conditions Office Conditions/Occasional/Frequent dust, dirt on sites, maintenance activities	1-2a-3a	3-12
JE Score/Band		Band 7	448-527

Below is a list of the existing profiles used for this profile:

Hotel Services: Hotel Services Manager

Estates and Maintenance: Estates Manager (Projects)

Profile Label: Generic Profile KTE 7

- Job Statement:**
1. Responsible for provision of operations or specialist services
 2. Ensures compliance with relevant legislation, regulations, codes of practice, technical guidance
 3. Develops policies in specialist field(s) and ensures their implementation.
 4. May be Authorised Person/Responsible Officer for specific maintenance responsibilities e.g. medical gases, high or low voltage electrical systems

Factor	Relevant Job Information	JE level	JE Score
1.Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding; provide and receive complex information; persuasive, motivational, negotiating, training skills are required Communication complex specialist or technical information, projects, financial matters, staff management	4a	32
2.Knowledge, Training & Experience	Highly developed specialist knowledge, underpinned by theory and experience Professional knowledge acquired through degree or equivalent plus specialist knowledge acquired through training, experience to masters level or equivalent.	7	196
3.Analytical & Judgemental Skills	Complex facts, requiring A & Jysis, interpretation, comparison of range of options Judgements across specialist or technical issues taking into account legislation, health and safety, conflicting demands – systems failure, complex fault finding, condition of plant or equipment	4	42
4.Planning & Organisational Skills	Plan and organise broad range of complex activities; formulates, adjusts plans or strategies Long term maintenance planning, short term project planning, emergency, contingency planning for critical services.	4	42
5.Physical Skills	Highly developed physical skills accuracy important; manipulation of fine tools, materials Use of fine tools and equipment.	3b	27
6.Responsibility for Patient/ Client Care	Assist patients/clients during incidental contacts Occasional contact with patients/clients while undertaking duties	1	4
7.Responsibility for Policy/ Service Development	Propose policy or service changes, impact beyond own area/Responsible for policy implementation and development for a service/more than one area of activity Reviews and develops policies and practices for area, impact on other departments/impact on more than one area of activity	3-4	21-32
8. Responsibility for Financial & Physical Resources	Authorised signatory; hold delegated budget; installation and/or repair and maintenance of physical assets/Budget holder for department/service; maintenance of physical assets for department/service Authorises payments to contracts, suppliers; holds delegated budget for work area; maintains and repairs trust properties and equipment/budget holder for work area; responsible for maintenance of all physical assets, facilities, equipment for department or service.	3ade-4ac	21-32
9. Responsibility for Human Resources	Day to day management; teach /deliver specialist training/Line manager for single function or department Manages team; provides training in specialist area/ All aspects of staff management for department or service	3ac-4a	21-32
10.Responsibility for Information Resources	Data entry, text processing, storage of data/Regular requirement to develop or create reports, documents, drawings; responsible for maintaining one or more information systems, significant job responsibility Uses CAD/CAM system for building plans; responsible for maintaining specialist information system	2b-3bc	9-16
11.Responsibility for Research & Development	Undertakes surveys or audits as necessary to own work; occasionally participate in R & D, equipment testing/Regularly undertake R&D activity Completes audit e.g. staff survey/Conducts a range of surveys and detailed audits	1-2a	5-12

12.Freedom to Act	Broad occupational policies Guided by legislation, regulations, policies and protocols, may be lead specialist in own field	4	32
13.Physical Effort	Combination of sitting, standing, walking; light physical effort for short periods Walking between sites, sitting at computer	1	3
14.Mental Effort	Frequent concentration, work pattern unpredictable Deals with operational emergencies	3a	12
15.Emotional Effort	Exposure to distressing or emotional circumstances is rare/ Occasional distressing or emotional circumstances Minimal interaction with patients/Deals with complaints ,staff issues	1a-2a	5-11
16.Working Conditions	Occasional/Frequent unpleasant conditions; occasional highly unpleasant conditions Occasional/Frequent dust, dirt on sites, maintenance activities; sewage, waste, pest infestation.	2a-3ab	7-12
JE Score/Band		Band 7	479-537

Below is a list of the existing profiles used for this profile:

Estates and Maintenance: Estates Manager (Operations)

Estates and Maintenance: Estates Officer Specialist (Specialist Services)

Estates Manager, Higher Level

Estates and Maintenance: Estates Manager Higher Level (Projects)

Estates and Maintenance: Estates Manager Higher Level (Operations)

NB. Estates and Maintenance Profiles – Head of Estates/Assistant Head of Estates has not been included as it has a KTE level 8 and therefore remains a standalone profile. Director of Estates and Facilities profile has not been included and also remains a standalone profile. The Supplies and Procurement – Head of Procurement and Supply has not been included and therefore remains a standalone profile.

Profile Label: Estates Manager, Higher Level

Profile Label: Estates Manager, Higher Level

- Job Statement:**
1. Responsible for the operational/project management of building and engineering services, including managing staff
 2. Develops policies and strategies for the estates service
 3. Provides expert specialist and professional advice to other estates staff, directors, senior management; may advise external agencies
 4. May commission and manage major capital projects

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive complex information; persuasive, motivational, negotiating, training skills are required/Provide and receive highly complex, sensitive or contentious information; agreement or co-operation required Communicates maintenance or technical information/Communicates multi-stranded project, design, financial, contractual information to Board, senior managers, contractors, co-operation required	4a-5a	32-45
2. Knowledge, Training & Experience	Highly developed specialist knowledge, underpinned by theory and experience Professional knowledge degree level or equivalent, post graduate knowledge through training, experience to master's level or equivalent	7	196
3. Analytical & Judgemental Skills	Highly complex facts or situations requiring A & Jysis, interpretation, comparison of range of options Judgements across wide range of estates issues taking into account legislation, H&S, conflicting demands, expert advice	5	60
4. Planning & Organisational Skills	Formulate long term, strategic plans, involving uncertainty, may impact across the whole organisation Develops long term plans, strategies for organisation, many of which are on-going and inter-related	5	60
5. Physical Skills	Highly developed physical skills, accuracy important; manipulation of fine tools, materials Use of fine tools and equipment	3b	27
6. Responsibility for Patient/ Client Care	Assist patients /clients during incidental contacts Incidental contact with patients	1	4
7. Responsibility for Policy/ Service Development	Responsible for policy implementation and development for a service/For directorate or equivalent Reviews, develops and implements policies for an Estates Service/ Responsible for development of Estates policies for organisation	4-5	32-45
8. Responsibility for Financial & Physical Resources	Budget holder for department/service; procurement of physical assets or supplies for department/service Manages an estates budget; purchases physical assets and selects suppliers	4ac	32
9. Responsibility for Human Resources	Line manager for single function or department Line manages staff, including recruitment, performance, discipline	4a	32
10. Responsibility for Information Resources	Occasional/Regular requirement to develop or create reports, documents, drawings Uses computer software for production of reports, drawings, using CAD equipment for Estates Service	2b-3b	9-16
11. Responsibility for Research & Development	Regularly undertake R & D activity; Regularly undertake equipment testing, adaptation Conducts a range of estates surveys and complex audits; trials of new equipment	2ac	12

Profile Label: Estates Manager, Higher Level

12. Freedom to Act	Broad occupational policies Guided by building, H&S regulations; lead specialist for area of responsibility	4	32
13. Physical Effort	Combination of sitting, standing, walking/ Frequent light effort for several short periods Light physical effort/ working at heights, carrying surveying equipment	1-2b	3-7
14. Mental Effort	Frequent concentration; work pattern unpredictable Concentration required when making drawings, capital plans, reports; requirement to deal with project or operational emergencies	3a	12
15. Emotional Effort	Occasional distressing or emotional circumstances Deals with staff, contractor grievance, disciplinary issues	2a	11
16. Working Conditions	Occasional/ frequent unpleasant conditions Dust and dirt on site	2a-3a	7-12
JE Score/Band		Band 8a-b	561-603

Below is a list of the existing profiles used for this profile:

Estates and Maintenance: Estates Manager Higher Level (Projects)

Estates and Maintenance: Estates Manager Higher Level (Operations)