

Advice about support and external panels

There are times when, despite everyone's best efforts, a job evaluation (JE) process cannot be concluded due to the partners not being able to reach consensus.

Chapter 15 of the [NHS Job Evaluation Handbook](#) sets out how you can get help from the Job Evaluation Group (JEG).

JEG offers two levels of support to local organisations with job evaluation problems or disputes:

- Advice
- Independent external panels.

Expert advice from JEG

Please note, this advice is primarily for England. For advice applicable to Wales, Scotland and Northern Ireland, you should consult the devolved administration job evaluation leads.

When should I contact JEG?

- Local job evaluation leads, either management or staff side, can ask JEG for advice where they have not been able to resolve the issue by reading the relevant sections of the handbook or visiting the [NHS Employers website](#).

How should I get in touch?

- Requests for advice should be sent to the [NHS Employers Employment Relations team](#). We will get back to you as soon as we can but may require further information before being able to consider the matter fully.
- Advice received in this way is not binding and is available only once on a particular issue, except in exceptional circumstances.

Independent external panels

Where the parties at local level have been unable to conclude the matching, evaluation or consistency checking process for any post or group of posts, the JEG secretariat may agree to convene a panel of job evaluation practitioners to consider the matter in hand. Ideally the organisation will have approached JEG for advice before requesting an external panel.

External panels can be set up by the JEG chairs where, locally, either:

- A matching, evaluation or review panel has been unable to reach a consensus, despite best attempts to resolve the situation.
- A consistency checking panel has been unable to reach agreement with the original panel, despite best attempts to resolve the situation, or
- Exceptional circumstances have led to a serious breakdown in process.

Requests need to be made by both parties to the issue (staff side and management in agreement) by emailing the [NHS Employers Employment Relations team](#) with detail of the situation.

On receipt, the JEG chairs may ask for further information and/or an informal discussion with the parties to decide the best course of action. If an external panel is set up, the organisation will be expected to support administration and pay panellists fees and expenses.

External panellists are drawn from a pool of trained and experienced JE practitioners. The panel may include JEG members but will not include panellists from the organisations within the same area or anyone connected with the same job group, directorate or organisational department type, including the trade union that represents them.

Please note that this process is subject to JEG's available resources and may take some time to complete. The JEG chairs will indicate an appropriate timescale at the start of the process, but this may be further amended if problems arise.