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* generic profile provisions apply – see note below

GENERIC PROFILES

The following generic profile note extracted from the Job Evaluation Handbook explains the position in cases where the minimum score falls below the relevant grade boundary: (See para 5.2 Section 9)

The band for jobs covered by this generic profile is band e.g. 4. The minimum total profile score falls below the band 4 grade 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 level of every possible factor range. If this were the case it indicates that the job should instead be matched against a band 3 profile. If this is not successful, the job must be locally evaluated.

National profiles for Information Technology

Profile label: IM&T Operator / Telephony Operator

Job Statement:

1. Inputs and processes information in accordance with procedures
2. Responds to routine enquiries from patients / clients, staff, customers and suppliers and investigates queries as required

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills; provide and receive complex or sensitive information Provides and receives information where the audience may not easily understand because of communication difficulties; communicates IM&T matters which may be seen as complicated by non IM&T staff	3ab
2. Knowledge, Training & Experience	Range of routine work procedures requiring job training Knowledge of IM&T procedures or knowledge of telephone equipment or computer and software tools e.g. ECDL	2
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Ability to assess, resolve and forward enquiries, distribute results.	2
4. Planning & Organisational Skills	Organise own day to day work tasks or activities Plans own work	1
5. Physical Skills	Physical skills obtained through practice / Developed physical skills: advanced keyboard use Standard / advanced keyboard and telephone skills	2-3a
6. Responsibility for Patient/Client Care	Assist patients / clients during Incidental contacts /provide non-clinical advice, information to patients / clients / relatives Contact with patients is incidental/advises patients and clients e.g. switchboard calls	1-2
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows guidelines and may be required to comment.	1
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources / Safe use of equipment other than equipment used personally; safe use of highly complex equipment. Safe use of own equipment / Mobile phones, pagers, computers; training equipment, projectors, switchboards (PABXs), security systems	1-2be
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees. Demonstrates activities, work routines to others in own work area	1
10. Responsibility for Information Resources	Data entry, text processing, storage of data Storage of data using paper or computer based data entry systems e.g. updating directories	2
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Works on audits as required as part of own work	1
12. Freedom to Act	Standard operating procedures, someone available for reference Required to act independently within appropriate guidelines, with advice available when required	2
13. Physical Effort	Frequent sitting or standing in a restricted position Inputting at a keyboard, telephone equipment for most of the day	2a
14. Mental Effort	Frequent concentration; work pattern predictable / Occasional prolonged concentration Concentration required when checking information and when answering queries from staff, customers, public, patients.	2a-3b
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare / Frequent indirect distressing or emotional circumstances Rare exposure to emotional circumstances within the work place / Calls to the switchboard from distressed or emotional public, patients	1-2b
16. Working Conditions	Use VDU equipment more or less continuously Uses keyboard, VDU or telephone equipment for substantial proportion of each day. e.g. wearing of telephone headset, sitting at a computer VDU screen for substantial proportion of day	2e
JE Score/Band	JE Score 164 – 199	Band 2

National profiles for Information Technology

Profile label: IM&T Analyst / Technician entry level

Job Statement:

1. Ensures IM&T information is processed in accordance with policies and procedures
2. Investigates routine enquiries and queries from staff and provides assistance and advice as required
3. May assist in the development of software / web pages / information reports or install / maintain hardware and software or assist in the analysis / interpretation of datasets or provide training

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide & receive complex or sensitive information Communicates IM&T matters which may be seen as complicated by non IM&T staff	3b
2. Knowledge, Training & Experience	Range of work procedures and practices; base level of theoretical knowledge. Knowledge of one or more computer system(s), hardware or software and procedures, European Computer Driving Licence (ECDL) or equivalent knowledge	3
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Ability to assess, resolve and refer enquiries, may resolve staffing issues.	2
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Planning tasks and activities which may require adjustment due to variable workload / interruptions	2
5. Physical Skills	Developed physical skills; advanced keyboard use; highly developed physical skills, accuracy important; manipulation of fine tools, materials Inputting and manipulating data, information into computer databases, system; uses fine tools when working on IM&T systems	3ab
6. Responsibility for Patient/Client Care	Assist patients / clients during incidental contact Contact with patients is incidental	1
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows guidelines and may be required to comment.	1
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally; safe use of expensive equipment / Installation and/or repair and maintenance of physical assets Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and software / Installation, repair and maintenance of IM&T equipment	2be-3e
9. Responsibility for Human Resources	Demonstrates own activities to new or less experienced employees / Provide training in own discipline Demonstrates activities, work routines to others in own work area / provides IM&T training to users	1-2c
10. Responsibility for Information Resources	Regular requirement to develop or create reports, documents, drawings Create reports, develop web sites, maintain computer systems, user IT accounts, computer hardware e.g. desktops, cabling, servers, printers.	3b
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Works on audits as required as part of own work	1
12. Freedom to Act	Standard operating procedures, someone available for reference Required to act independently but supervisor available for reference	2
13. Physical Effort	Frequent sitting or standing in a restricted position; occasional moderate effort for several short periods / Frequent moderate effort for several short periods VDU use; occasional requirement to carry, move equipment without aids e.g. fixing printers, computers / Frequent requirement to carry / move equipment without aids e.g. fixing printers, computers.	2ad-3c
14. Mental Effort	Frequent concentration; work pattern predictable Concentration required when checking information and when answering queries from staff, customers	2a
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare Rare exposure to emotional circumstances within the work place	1

16. Working Conditions	Occasional unpleasant conditions; Use VDU equipment more or less continuously / frequent unpleasant conditions Exposure to dust, dirt, smell or noise; uses VDU most of the day / Several times a shift will have direct exposure to dust, dirt, smell or noise.	2ae- 3a
JE Score/Band	JE Score 223 – 249	Band 3

National profiles for Information Technology

Profile label: IM&T Operator Team Leader/ Telephony Operator Team Leader

- Job Statement:**
1. Responds to IT/ switchboard enquiries and queries from suppliers and staff/customers and provides assistance and advice as required
 2. Leads team of staff (switchboard/service desk)

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information requiring tact and persuasive skills; provide and receive complex or sensitive information Provides and receives information where the audience may not easily understand because of communication difficulties; communicates IM&T matters which may be seen as complicated by non IM&T staff	3ab
2. Knowledge, Training & Experience	Range of work procedures and practice; base level of theoretical knowledge Knowledge of one or more computer system(s), hardware or software, or telephony systems and procedures, European Computer Driving Licence (ECDL) or equivalent knowledge	3
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Ability to assess, resolve and refer enquiries, may resolve staffing issues.	2
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plan staff rotas.	2
5. Physical Skills	Physical skills obtained through practice Standard keyboard and telephone skills	2
6. Responsibility for Patient/Client Care	Follow policies in own role, may be required to comment / Contact with patients is incidental/advises patients and clients e.g. switchboard calls	1-2
7. Responsibility for Policy/Service Development	Implement policies and propose changes to practices, procedures for own area Implements and proposes changes to working practices and procedures in own area	2
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally; safe use of expensive equipment. Mobile phones, pagers, computers; training equipment, projectors, IM&T infrastructure, switchboards (PABXs), security systems;	2be
9. Responsibility for Human Resources	Day to day co-ordination of staff; provide practical training Allocates work to more junior staff in the section; provides training for staff from own or other disciplines on own subject area.	2ac
10. Responsibility for Information Resources	Data entry, text processing, storage of data; Occasional requirement to develop or create reports, documents, drawings Storage of data using paper or computer based data entry systems e.g. Call logging, incident logging; create reports. eg. Call statistics.	2ab
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Works on audits as required as part of own work	1
12. Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised Required to act independently, leads a team of staff	3
13. Physical Effort	Frequent sitting or standing in a restricted position Switchboard work, service desk work	2a
14. Mental Effort	Frequent concentration, work pattern predictable/unpredictable; Occasional prolonged concentration Concentration required when checking information and when answering queries from staff, customers may be required to deal with unplanned situations e.g. Pagers	2a-3ab
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare / Frequent indirect distressing or emotional circumstances Rare exposure to emotional circumstances within the work place / Calls to the switchboard from distressed or emotional public, patients	1-2b

16. Working Conditions	Use VDU equipment more or less continuously Uses keyboard, VDU or telephone equipment for substantial proportion of each day.	2e
JE Score/Band	JE Score 227 – 243	Band 3

National profiles for Information Technology

Profile label: Information Technician (Statistics/Information Management/Public Health Intelligence)

- Job Statement:**
1. Maintains quality and content of data held within information systems
 2. Supports analytical work of business area
 3. Inputs and processes information in accordance with procedures
 4. Responds to enquiries from customers and data providers

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex information Provides and receives information which may be complicated e.g. discussing data queries with data suppliers or customers	3b
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge Knowledge of data analysis and associated software/computer systems acquired through diploma or equivalent experience/qualification.	4
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis Dealing with queries relating to data or information, assessing whether standard analyses are robust e.g. undertaking a data cleansing role or comparing data from different sources to ensure quality, consistency and accuracy.	3
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plans activities requiring adjustment due to fluctuating workload, prioritising unpredictable and conflicting demands e.g. dealing with data queries arising from information requests, such as urgent parliamentary questions, NHS board level requests	2
5. Physical Skills	Physical skills obtained through practice/Developed physical skills Standard keyboard skills/inputting and manipulating data, information into computer databases	2-3(a)
6. Responsibility for Patient/Client Care	Assists patients/clients during incidental contact Contact with patients is incidental	1
7. Responsibility for Policy/Service Development	Implements policies, proposes changes to practices, procedures for own area Implements departmental policies within own work area, proposes changes to working practices as a result of new guidelines or legislation e.g. ensures Data Protection legislation is adhered to	2
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources / maintain stock control Safe use of own equipment / orders and maintains stationary stocks	1-2c
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees/ day to day supervision Demonstrates activities and work routines to others in own work area/ supervises work of others	1-2a
10. Responsibility for Information Resources	Regular requirement to develop or create reports, documents; responsible for maintaining one or more information systems, significant job responsibility Creates reports, e.g. using spreadsheets to summarise data; maintains information systems used for data collection and analysis e.g. ensuring systems are adapted to reflect changes in data collected	3bc
11. Responsibility for Research & Development	Undertakes surveys or audits, as necessary to own work Works on surveys and audits as part of own work.	1
12. Freedom to Act	Standard operating procedures, someone available for reference/ clearly defined occupational policies, work is managed, rather than supervised. Works within organisational and professional policies and procedures; seeks advice as necessary/ operates on own initiative, taking advice from manager if required	2-3
13. Physical Effort	Frequent sitting or standing in a restricted position Uses computer more or less continuously.	2a
14. Mental Effort	Frequent prolonged concentration Requirement for ongoing concentration to maintain data collection systems, process data or write reports, all of which require attention to detail and accuracy.	4a

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15. Emotional Effort	Exposure to distressing or emotional circumstances is rare Little exposure to distressing circumstances	1a
16. Working Conditions	Use VDU equipment more or less continuously Uses computer most of the day	2e
JE Score/Band	JE Score 262* – 297	Band 4*

*Generic job grade boundary provisions apply – see cover page note

Profile label: IM&T Analyst / Technician

- Job Statement:**
1. Ensures IM&T information is processed in accordance with policies and procedures
 2. Investigates enquiries and queries from staff/customers and provides assistance and advice as required
 3. May develop or adapt software / web pages / information reports or install / maintain a range of hardware and software or assist in the analysis / interpretation of datasets or provide training

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex or sensitive information; provide advice, instruction or training to groups. Provides and receives information on IM&T matters which may be complicated; provides training in own area of expertise.	3bc
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge Knowledge of one or more computer system(s), hardware or software, or telephony systems acquired through diploma or equivalent experience / qualification, advanced European Computer Driving Licence (ECDL) or equivalent knowledge.	4
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis Analyses situations / information to identify and resolve a range of problems e.g. computer system errors, User's computer problems, application problems, network issues, data errors on data repositories, reports.	3
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Planning tasks and activities which may require adjustment due to variable workload / interruptions	2
5. Physical Skills	Developed physical skills; advanced keyboard use; highly developed physical skills, accuracy important; manipulation of fine tools, materials. Inputting and manipulating data, information into computer databases, system; uses fine tools when working on IM&T systems	3ab
6. Responsibility for Patient/Client Care	Incidental contact with patients. Contact with patients is incidental	1
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 Follows departmental guidelines and may be required to comment. / Implements IM&T policies, proposes changes to working practices and procedures to comply with new legislation	1-2
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally; safe use of expensive equipment / Installation and/or repair and maintenance of physical assets Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and software / Installation, repair and maintenance of IM&T equipment	2be-3e
9. Responsibility for Human Resources	Day to day co-ordination of staff; provide practical training Allocates work to more junior staff in the section; Provides training for staff from own or other disciplines on own subject area.	2ac
10. Responsibility for Information Resources	Regular requirement to develop or create reports, documents, drawings; Responsible for maintaining one or more information systems, significant job responsibility / Adapt, design information systems to meet specifications of others Interprets data, creates reports; designs, develops or programs and maintains computer systems; maintains user IT accounts and system rights; maintains computer hardware. e.g. desktops, cabling, servers, printers; development of IM&T training package / Modification or creation of aspects of information systems or hardware. e.g. Changing modules within a reporting system, IT systems.	3bc-4a
11. Responsibility for Research & Development	Occasionally participate in equipment testing / Regularly undertake equipment testing, adaptation Testing of IM&T systems proposed for use within the organisation, including applications & hardware	1-2c
12. Freedom to	Standard operating procedures, someone available for reference	2

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Act	Works on own initiative supervisor available for reference.	
13. Physical Effort	Frequent sitting or standing in a restricted position; occasional moderate effort for several short periods / Frequent moderate effort for several short periods VDU use; occasional requirement to carry, move equipment without aids e.g. fixing printers, computers / Frequent requirement to carry / move equipment without aids e.g. fixing printers, computers, presentational equipment	2ad-3c
14. Mental Effort	Frequent concentration; work pattern predictable Concentration required when checking information and when answering queries from staff, customers	2a
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare Rare exposure to emotional circumstances within the work place	1
16. Working Conditions	Occasional unpleasant conditions; Use VDU equipment more or less continuously / Frequent unpleasant conditions Exposure to dust, dirt, smell or noise; uses VDU most of the day / Several times a shift will have direct exposure to dust, dirt, smell or noise.	2ae- 3a
JE Score/Band	JE Score 270* – 311	Band 4*

*Generic job grade boundary provisions apply – see cover page note

National profiles for Information Technology

Profile label: Information Analyst (Statistics/Information Management/Public Health Intelligence)

- Job Statement:**
1. Analyses data, interprets and reports on results
 2. Provides advice and guidance on analyses
 3. Develops and designs health related data sets and information
 4. May supervise, train or manage other staff

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex information, persuasive, motivational, negotiating, training skills required Communicates analytical/statistical matters to non-analytical/statistical professionals, advises, persuades on statistical techniques to be used	4a
2. Knowledge, Training & Experience	Expertise within specialism, underpinned by theory Knowledge of a range of statistical/numerical techniques, procedures acquired through qualification to degree level, or equivalent relevant experience	5
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis Dealing with statistical/analytical queries, assessing whether analyses are robust e.g. investigating data anomalies identified during analyses, instigating corrective action as required.	3
4. Planning & Organisational Skills	Plans and organise straightforward activities, some ongoing Plans tasks and activities that may require adjustment e.g. dealing with statistical responses to urgent parliamentary questions, or NHS Board level enquiries. May plan work for other staff.	2
5. Physical Skills	Physical skills obtained through practice/Developed Physical skills: advanced keyboard use Standard keyboard skills/ inputting and manipulating data, information into computer databases	2-3a
6. Responsibility for Patient/Client Care	Assist patients/clients during incidental contacts Contact with patients is incidental.	1
7. Responsibility for Policy/Service Development	Implement policies and propose changes to practices, procedures for own area. Implements departmental policies within own work area, proposes changes to working practices as a result of new guidelines or legislation	2
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources / authorised signatory, small payments Safe use of own equipment / authorises time sheets for staff	1-2d
9. Responsibility for Human Resources	Demonstrates own activities to new or less experienced employees / day to day co-ordination of staff; allocate, place and supervise staff and students; provide training in own discipline/ day to day management Demonstrates activities and work routines to others in own work area / coordinates work of information technicians; supervises trainees/students; trains other staff/ manages other staff including appraisals and recruitment (as panel member).	1, 2abc, 3a
10. Responsibility for Information Resources	Adapt, design information systems to meet the specifications of others; responsible for the operation of one or more information systems for department/service, major job responsibility. Introduces, adapts and improves information systems within own area e.g. developing and implementing systems to input, store and disseminate information used in statistical/data analysis; responsible for one or more information systems for collection of statistical/epidemiological information. eg waiting times; MRSA	4ab
11. Responsibility for Research & Development	Regularly undertake R&D activity Regularly undertakes surveys, audits or research to support service development, e.g. audits of surgical practice; audits of data quality	2a
12. Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised. Works within organisational and professional policies and procedures; operates on own initiative, taking advice from manager if required.	3
13. Physical Effort	Frequent sitting or standing in a restricted position	2a

	Uses computer more or less continuously	
14. Mental Effort	Frequent prolonged concentration Requirement for ongoing concentration to undertake complex statistical analyses requiring accuracy and attention to detail.	4a
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare; Little exposure to distressing circumstances.	1a
16. Working Conditions	Use VDU equipment more or less continuously Uses computer most of the day	2e
JE Score/Band	JE Score 329 – 364	Band 5

Profile label: IM&T Analyst / Technician, Higher Level

Job Statement:

1. Ensures a range of IM&T information is processed in accordance with policies and procedures
2. Investigates a range of IM&T issues
3. May advise staff/customers on systems / policy
4. May develop or adapt a range of software / web pages / information reports or install / maintain a range of hardware and software or analyse / interpret a range of information / data or deliver IM&T training

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex or sensitive information; provide advice, instruction or training to groups Provides and receives information on IM&T matters which may be complicated; provides training in own area of expertise.	3bc
2. Knowledge, Training & Experience	Expertise within specialism, underpinned by theory Knowledge of a range of IM&T areas acquired through qualification to degree or equivalent level or relevant experience.	5
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis Analyses situations / information to identify and resolve a range of problems e.g. computer system errors, user, computer or programme problems, network issues, data errors on data repositories, identify and analyse sources of variations, errors in information reports.	3
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Planning tasks and activities which may require adjustment due to variable workload / interruptions	2
5. Physical Skills	Developed physical skills; advanced keyboard use; highly developed physical skills, accuracy important; manipulation of fine tools, materials. Inputting and manipulating data, information into computer databases, system; uses fine tools when working on IM&T systems	3ab
6. Responsibility for Patient/Client Care	Assist patients / clients during incidental contact Contact with patients is incidental	1
7. Responsibility for Policy/Service Development	Propose policy or service changes, impact beyond own area Makes proposals on IM&T systems, reports and training policies. E.g. The use of different equipment/software/web technology, reporting methods, training practices which have an impact on own and other areas.	3
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally; safe use of expensive equipment / Installation and/or repair and maintenance of physical assets Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and software / Installation, repair and maintenance of IM&T equipment	2be-3e
9. Responsibility for Human Resources	Day to day co-ordination of staff; provide practical training Allocates work to more junior staff in the section; Provides training for staff from own or other disciplines on own subject area.	2ac
10. Responsibility for Information Resources	Regular requirement to develop or create reports, documents, drawings; Responsible for maintaining one or more information systems, significant job responsibility / Adapt, design information systems to meet specifications of others Interprets data, creates reports; designs, develops or programs and maintains computer systems; maintains user IT accounts and system rights; maintains computer hardware. e.g. desktops, cabling, servers, printers; development of IM&T training package / Modification or creation of aspects of information systems or hardware. E.g. Changing modules within a reporting system, IT systems.	3bc-4a
11. Responsibility for Research & Development	Regularly undertake equipment testing, adaptation Testing of IM&T systems proposed for use within the organisation, including applications and hardware	2c
12. Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised Required to act independently within appropriate guidelines, deciding when it is necessary to refer to their manager.	3

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13. Physical Effort	Frequent sitting or standing in restricted position; occasional moderate effort for several short periods / Frequent moderate effort for several short periods VDU use: occasional requirement to carry, move equipment without aids e.g. fixing printers, computers / Frequent requirement to carry / move equipment without aids e.g. fixing printers, computers, presentational equipment	2ad-3c
14. Mental Effort	Frequent concentration; work pattern predictable; occasional / frequent concentration; work pattern unpredictable; occasional prolonged concentration Concentration required when checking information and when answering queries from staff, customers; there may be interruptions to deal with for example computer failures / Requirement to concentrate for long periods when analysing data, developing systems, finding 'bugs' in computer systems.	2ab-3ab
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare. Rare exposure to emotional circumstances within the work place	1
16. Working Conditions	Occasional unpleasant conditions; Use VDU equipment more or less continuously / Frequent unpleasant conditions Exposure to dust, dirt, smell or noise; uses VDU most of the day / Several times a shift will have direct exposure to dust, dirt, smell or noise.	2ae- 3a
JE Score/Band	JE Score 334 – 366	Band 5

Profile label: Information Analyst Specialist (Statistics/Information Management/Public Health Intelligence)

- Job Statement:**
1. Analyses data, interprets and reports on results
 2. Provides advice and guidance on specialist analyses
 3. Leads on discrete projects, development and design of health related data sets and information, undertakes research
 4. Undertakes project management and/or management of staff guidance

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex information; persuasive, motivational, negotiating, training skills are required; provide and receive highly complex information / present complex information to large groups Communicates statistical/analytical/epidemiological matters to non-statistical/analytical/epidemiological professionals; trains staff; communicates highly complex statistical/epidemiological matters with other statistical/epidemiological professionals e.g. development of methodology / develops and delivers formal, complex statistical/epidemiological presentations to large groups.	4ab-5b
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Specialist knowledge and experience of statistical/ analytical/epidemiological techniques and procedures, acquired through degree level or equivalent plus additional specialist knowledge acquired through post graduate diploma level or equivalent relevant experience	6
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Analyses, investigates and resolves complex statistical/ analytical/epidemiological queries and issues/problems, where there is a range of solutions	4
4. Planning & Organisational Skills	Plan and organise complex activities or programmes, requiring formulation, adjustment Initiates and plans statistical/ analytical work programmes and makes adjustments to meet customer requirements	3
5. Physical Skills	Physical skills obtained through practice/Developed Physical skills: advanced keyboard use Standard keyboard skills/ inputting and manipulating data, information into computer databases	2-3a
6. Responsibility for Patient/Client Care	Assists patients/clients during incidental contact Contact with patients is incidental.	1
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 Implements departmental policies within own work area, proposes changes to working practices as a result of new guidelines or legislation, / proposes changes to and redesigns statistical, information and local managerial policies, concepts and procedures which have an impact on other areas, e.g. statistical lead on cross-professional working groups advising on new data collection for implementation at national level; lead analyst for NHS board level performance reports	2-3
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/ authorised signatory, small payments Responsible for office equipment used /authorises time sheets for staff, travel expenses	1-2d
9. Responsibility for Human Resources	Day to day co-ordination of staff; allocate, place and supervise staff or students; provide training in own discipline/ day to day management; teaching/delivery of specialist training Co-ordinates work of junior staff; professionally supervises students; trains other staff / manages staff including appraisals and recruitment (as panel member); delivery of specialist training programmes	2abc-3ac
10. Responsibility for Information Resources	Adapt, design information systems to meet the specifications of others; responsible for the operation of one or more information systems for department/service, major job responsibility Responsible for introducing, adapting and improving systems to input, store and disseminate information used in statistical analysis; responsible for one or more information systems for collection of performance/statistical/epidemiological information	4ab

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11. Responsibility for Research & Development	Regularly undertakes R&D activity /R&D activities as major job requirement. Undertakes surveys, audits or research to support service development, eg audits of surgical practice; audit of data quality; develops methodologies for the analysis and/or interpretation of data	2a-3
12. Freedom to Act	Broad occupational policies Works to achieve agreed objectives and is given freedom to do this working within broad professional or organisational policies. May be section manager or lead specialist.	4
13. Physical Effort	Combination of sitting, standing and walking Desk based with requirement to attend meetings throughout the working week	1
14. Mental Effort	Frequent requirement for concentration, work pattern is unpredictable; occasional prolonged concentration Concentration required when analysing statistical information, writing reports, interruptions from customers; requirement to concentrate for long periods on complex data analysis	3a,b
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare Little exposure to distressing circumstances,	1a
16. Working Conditions	Exposure to unpleasant conditions is rare Office conditions.	1
JE Score/Band	JE Score 396 – 455	Band 6

Profile label: IM&T Analyst Specialist/Technical Engineer / Team Leader

- Job Statement:**
1. Ensures specialist or complex IM&T information is processed in accordance with policies and procedures
 2. Investigates specialist or complex IM&T issues
 3. May provide specialist advice to staff/customers on systems / policy or develop or adapt complex software / web pages / information reports or install or maintain complex hardware and software or analyse / interpret complex information / data or deliver specialist IM&T training
 4. May manage elements of an IM&T project or a team or develop aspects of a training programme

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; Provide and receive highly complex information Communicates complicated, difficult to explain IM&T issues to non IM&T staff/suppliers.; communicates very detailed IM&T information within peer groups	4ab
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Specialist knowledge and expertise acquired through degree level or equivalent qualification/experience plus additional specialist knowledge.	6
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options. Analyses, investigates and resolves complex IM&T queries, where there are a number of options; analyses user requirements which may require configuration of software and hardware	4
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing; Plan and organise complex activities or programmes, requiring formulation, adjustment Tasks and activities which may require adjustment due to variable workload; Initiates plans and modifies IM&T work programmes e.g. for training packages, new reporting processes, new computer systems.	2-3
5. Physical Skills	Developed physical skills; advanced keyboard use; highly developed physical skills, accuracy important; manipulation of fine tools, materials. Inputting and manipulating data, information into computer databases, system; uses fine tools when working on IM&T systems	3ab
6. Responsibility for Patient/Client Care	Assist patients /clients during incidental contacts Contact with patients is incidental	1
7. Responsibility for Policy/Service Development	Propose policy or service changes, impact beyond own area. Implements IM&T policies for own area, proposes changes to IM&T user working practices and procedures e.g. when planning for new projects, changes in legislation, new reporting processes, new training programmes impacting across the organisation(s).	3
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally; safe use of expensive equipment / Installation and/or repair and maintenance of physical assets Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and software / Installation, repair and maintenance of IM&T equipment	2be-3e
9. Responsibility for Human Resources	Day to day co-ordination of staff / Day to day management; teach / deliver core training, range of subjects; teach / deliver specialist training Allocates work to more junior staff in the section. / Undertakes day to day management of section e.g. recruitment, appraisal, performance, training; delivers training on a range of IM&T subjects / delivers training in own specialism to other staff and organisations	2a-3ac
10. Responsibility for Information Resources	Regular requirement to develop or create reports, documents, drawings; Responsible for maintaining one or more information systems, significant job responsibility / Adapt, design information systems to meet specifications of others Interprets data, creates reports; designs, develops or programs and maintains computer systems; maintains user IT accounts and system rights; maintains computer hardware. e.g. desktops, cabling, servers, printers; development of IM&T training package / Modification or creation of aspects of information systems or hardware. E.g Changing modules within a reporting system, IT systems.	3bc-4a
11. Responsibility	Regularly undertake equipment testing, adaptation.	2c

for Research & Development	Test or adapts IM&T systems including applications and hardware	
12. Freedom to Act	Broad occupational policies Works to achieve agreed objectives and has freedom to do this in own way, working within broad professional policies; advises without reference to manager. Acts as a lead specialist in own area.	4
13. Physical Effort	Combination of sitting, standing and walking/occasional moderate effort for several short periods Light physical effort/occasional requirement to carry, move equipment without aids e.g. fixing printers, computers / Frequent requirement to carry / move equipment without aids.	1-2d
14. Mental Effort	Frequent concentration; work pattern predictable; occasional / frequent concentration; work pattern unpredictable; occasional prolonged concentration Concentration required when checking information and when answering queries from staff, customers; there may be interruptions to deal with for example computer failures / Requirement to concentrate for long periods when analysing data, developing systems, findings 'bugs' in computer systems	2ab-3b
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare. Rare exposure to emotional circumstances within the work place	1
16. Working Conditions	Occasional unpleasant conditions; Use VDU equipment more or less continuously / frequent unpleasant conditions Exposure to dust, dirt, smell or noise; uses VDU most of the day / several times a shift will have direct exposure to dust, dirt, smell or noise.	2ae- 3a
JE Score/Band	JE Score 403 – 455	Band 6

National profiles for Information Technology

Profile label: Information Analyst, Advanced/ Team Manager (Statistics/Information Management/Public Health Intelligence)

Job Statement:

1. Leads the production, development and promotion of a range of statistical/information services and presents results
2. Provides specialist advice and guidance on statistical/epidemiological/information matters including the development and analysis of health related data sets and information
3. Manages staff within team or project

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex information; persuasive, motivational, negotiating, training skills required; provide and receive highly complex information; agreement or co-operation required; present complex information to large groups Communicates statistical/analytical/epidemiological matters to non-statistical/analytical/epidemiological professionals; trains staff; communicates highly complex statistical/epidemiological matters with other statistical/epidemiological professionals./Communicates conclusions drawn from, and implications of results from, statistical/performance/public health analyses to a wide range of internal and external staff, guiding them on a certain course of action; conveys statistical/epidemiological /public health concepts clearly; develops and delivers formal, complex statistical/epidemiological presentations to large groups	4ab-5ab
2. Knowledge, Training & Experience	Highly developed specialist knowledge, underpinned by theory and experience. In depth specialist knowledge of statistics/epidemiology/information analysis and the use of information across the NHS acquired through degree or equivalent plus additional specialist knowledge acquired through training and relevant experience to Master's degree level or equivalent.	7
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options / highly complex facts or situations requiring analysis, interpretation, comparison of a range of options. Analyses, investigates and resolves complex statistical/analytical/epidemiological queries and issues/problems, where there is a range of solutions/ analyses, interprets and resolves highly complex statistical/epidemiological /information problems where there is no precedent or where leading opinions may conflict.	4-5
4. Planning & Organisational Skills	Plan and organise complex activities requiring formulation, adjustment/ broad range of complex activities; formulates, adjusts plans or strategies. Project management/ prepares plans/strategies for statistical/epidemiological /information aspects of business area; contributes to planning and formulation of strategies for service	3-4
5. Physical Skills	Physical skills obtained through practice Standard keyboard skills.	2
6. Responsibility for Patient/Client Care	Assists patients/clients during incidental contact Contact with patients is incidental.	1
7. Responsibility for Policy/Service Development	Propose policy or service changes, impact beyond own area Proposes changes to and redesigns statistical/epidemiological, information and local managerial policies and procedures which have an impact on other areas, e.g. analytical/statistical lead on cross-professional working groups advising on new data collection, lead epidemiologist advising on population needs assessment for service development	3
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/ authorised signatory, small payments Responsible for office equipment used /Authorises time sheets for staff, travel expenses	1-2d
9. Responsibility for Human Resources	Day to day management; teaching/delivery of specialist training /line manager for single function or department Responsible for day to day management, including recruitment, appraisal, discipline, training; delivery of specialist training programmes, e.g. on public health concepts to professionals from other disciplines/ Responsible for management of a single function or department, including recruitment, appraisal, discipline, training, career development	3ac-4a

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10. Responsibility for Information Resources	Adapt, design information systems to meet the specifications of others; responsible for the operation of one or more information systems for department/service, major job responsibility Responsible for introducing, adapting and improving a system to input, store and disseminate information (e.g. via web) used in statistical/epidemiological analysis; responsible for running of one or more information systems for collection of health related data sets	4ab
11. Responsibility for Research & Development	Regularly undertakes R&D activity/ R&D activities as major job requirement Regularly undertakes surveys, audits or research to support service development, eg audits of surgical practice, audit of data quality; develops methodologies for the analysis and/or interpretation of data	2a-3
12. Freedom to Act	Broad occupational policies Works to achieve agreed objectives and is given freedom to do this in own way working within broad professional or organisational policies. Team manager or lead specialist.	4
13. Physical Effort	A combination of sitting, standing and walking with little requirement for physical effort. Desk based, likely to attend meetings throughout the working week.	1
14. Mental Effort	Frequent requirement for concentration, work pattern is unpredictable; occasional prolonged concentration Concentration required when analysing statistical information, writing reports interruptions to answer customer queries; requirement to concentrate for long periods on complex data analysis	3a,b
15. Emotional Effort	Occasional exposure to distressing or emotional circumstances Deals with staff performance and disciplinary issues.	2a
16. Working Conditions	Exposure to unpleasant conditions is rare Office conditions.	1
JE Score/Band	JE Score 460* - 533	Band 7*

* Generic job grade boundary provisions apply – see cover page note

National profiles for Information Technology

Profile label: IM&T Section Manager

- Job Statement:**
1. Responsible for the overall management and performance of an IM&T section or team
 2. Investigates complex enquiries providing assistance and advice as required
 3. Provides IM&T service advice to inform strategic business planning
 4. May be required to manage projects

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; Communicates complex IM&T and corporate issues to non-IM&T managers; negotiates with external organisations over service issues. E.g suppliers, PCT.	4a
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Knowledge and expertise across one or more specialised areas, acquired through degree level or equivalent qualification/experience plus additional managerial knowledge.	6
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options. Analyses complex problems relating service issues; makes judgements regarding allocation of resource for IM&T work	4
4. Planning & Organisational Skills	Plan and organise broad range of complex activities; formulates, adjusts plans or strategies Plans projects which impact across the department & organisation, delivery of IM&T services for own area; contributes to medium term IM&T strategy.	4
5. Physical Skills	Physical skills obtained through practice / developed physical skills; advanced keyboard use. Requires standard keyboard skills/manipulating complex data at speed.	2-3a
6. Responsibility for Patient/Client Care	Assist patients /clients during incidental contacts Incidental contact within the care environment	1
7. Responsibility for Policy/Service Development	Propose policy or service changes, impact beyond own area Implements IM&T policies and procedures in own area; proposes changes to and redesigns local IM&T policies and procedures, which have an impact in other areas.	3
8. Responsibility for Financial & Physical Resources	Budget holder for department / service Budget holder for section, including IT procurement, equivalent to department or service	4a
9. Responsibility for Human Resources	Line manager for single function or department Line manager for IT staff	4a
10. Responsibility for Information Resources	Responsible for the operation of one or more information systems, major job responsibility Manages the operation of information system(s)	4b
11. Responsibility for Research & Development	Occasionally participate in equipment testing / Regularly undertake equipment testing, adaptation. Testing of IM&T systems proposed for use within the organisation, including applications and hardware.	1-2c
12. Freedom to Act	Broad occupational policies Works to achieve agreed objectives and is given freedom to do this in own way working within broad professional policies; acts without reference to manager; lead specialist or departmental manager	4
13. Physical Effort	Combination of sitting, standing and walking Light physical effort	1
14. Mental Effort	Frequent concentration; work pattern unpredictable Concentration required when analysing IM&T issues, interruptions to answer queries from staff, customers	3a

15. Emotional Effort	Occasional distressing or emotional circumstances Deals with staff performance and disciplinary issues	2
16. Working Conditions	Exposure to unpleasant conditions is rare Office conditions	1
JE Score/Band	JE Score 466 - 485	Band 7

Profile label: IM&T Analyst Advanced/Technical Engineer Specialist

- Job Statement:**
1. Provides specialist advice across a range of IM&T areas e.g. Wireless networks, LAN / WAN, systems, applications, information interpretation, data analysis, information reporting, information governance
 2. Investigates a range of specialist or complex IM&T issues
 3. Responsible for strategic planning within specialised areas
 4. May analyse complex data and produce information reports or develop and deliver specialised training or design, develop, adapt complex software / web pages / information reports
 5. May manage an IM&T project or develop training programmes

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information; agreement or co-operation required; present complex, sensitive or contentious information to large groups. Communicates a range of IM&T issues which can be complex and multi-stranded. Negotiates priorities on e.g. IT training, system design and development, reporting processes with non IM&T managers; Trains or presents on complex IM&T issues.	5ab
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Specialist knowledge and expertise across one or more specialised areas, acquired through degree level or equivalent qualification/experience plus additional specialist knowledge.	6
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options. Analyses, investigates and resolves complex IM&T queries and issues/problems e.g. System errors, breaches of security or confidentiality, user requirements which may require configuration of software and hardware, unusual data trends, training requirements based on needs analysis.	4
4. Planning & Organisational Skills	Plan and organise broad range of complex activities; formulates, adjusts plans or strategies Plans specialist projects which impact across clinical and non clinical areas. E.g. Planning training delivery for a team of trainers or for a new system.	4
5. Physical Skills	Developed physical skills; advanced keyboard use; highly developed physical skills, accuracy important; manipulation of fine tools, materials. Inputting and manipulating data, information into computer databases, system; uses fine tools when working on IM&T systems	3ab
6. Responsibility for Patient/Client Care	Assist patients /clients during incidental contacts Incidental contact within the care environment	1
7. Responsibility for Policy/Service Development	Propose policy or service changes, impact beyond own area. Implements IM&T policies for own area, proposes changes to e.g. new projects, legislative changes, new reporting processes, new training programmes which have an impact on both clinical and non clinical areas.	3
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally; safe use of expensive equipment /Responsible for the purchase of some physical assets or supplies; holds delegated budget for a department, service; Installation and/or repair and maintenance of physical assets Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and software /Purchases software/hardware/services; holds budget for projects; Installation, repair and maintenance of IM&T equipment	2be-3bde
9. Responsibility for Human Resources	Day to day coordination of staff; provide training in own discipline/teach/deliver specialist training Allocates work; trains other IM&T staff/delivers training in own specialism to other staff and organisations	2ac-3c
10. Responsibility for Information Resources	Design and develop major information systems to meet specification of others Responsible for the planning, development, review, update, upgrade and introduction of major new IM&T systems to meet user requirements. e.g. Redevelopment of aspects of patient care system, business systems, infrastructure, information systems.	5a
11. Responsibility for Research & Development	Regularly undertake equipment testing, adaptation. Test or adapts IM&T systems including applications and hardware	2c

12. Freedom to Act	Broad occupational policies. Works to achieve agreed objectives and has freedom to do this in own way, working within broad professional policies; advises without reference to manager. Acts as a lead specialist in own area.	4
13. Physical Effort	Combination of sitting, standing and walking; occasional moderate effort for several short periods Light physical effort/occasional requirement to carry, move equipment without aids e.g. fixing printers, computers / Frequent requirement to carry / move equipment without aids.	1-2d
14. Mental Effort	Frequent concentration, work pattern unpredictable; occasional prolonged concentration Concentration required when checking information and when answering queries from staff, customers; there may be interruptions to deal with for example computer failures / Requirement to concentrate for long periods when analysing data, developing systems, findings 'bugs' in computer systems.	3ab
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare Rare exposure to emotional circumstances within the work place	1
16. Working Conditions	Occasional unpleasant conditions / Frequent unpleasant conditions Direct exposure to dust, dirt, smell or noise when maintaining / installing equipment.	2a- 3a
JE Score/Band	JE Score 466 – 493	Band 7

National profiles for Information Technology

Profile label: Information Analyst Principal (Statistics/Information Management/Public Health Intelligence)

- Job Statement:**
1. Responsible for the production, development and promotion of a range of statistical/information services for discrete service(s)
 2. Responsible for the formulation of long term plans and strategic direction within business area(s)
 3. Provides expert advice and guidance on statistical/epidemiological/information matters including the development of health related data sets and information
 4. Manages projects and/or staff

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provides and receives highly complex, sensitive or contentious information, agreement or cooperation is required; presents complex, sensitive, or contentious information to a large group of staff. Communicates analytical/statistical/epidemiological results and issues to a wide range of internal and external staff, guiding them on a certain course of action; conveys statistical concepts clearly; develops and delivers formal, complex statistical presentations to large groups.	5ab
2. Knowledge, Training & Experience	Highly developed specialist knowledge, underpinned by theory and experience. In depth specialist knowledge of statistics/epidemiological /information analysis and the use of information across the NHS acquired through degree or equivalent plus additional knowledge of staff or project management acquired through training and relevant experience to Master's degree level or equivalent.	7
3. Analytical & Judgemental Skills	Judgements involving highly complex facts or situations, requiring the analysis, interpretation and comparison of a range of options. Experts in their field. Analyses, interprets and resolves highly complex statistical/epidemiological /information problems where there is no precedent and where other leading opinions may conflict.	5
4. Planning & Organisational Skills	Plan and organise broad range of complex activities; formulates, adjusts plans or strategies/Formulate long- term, strategic plans, involving uncertainty, may impact across the whole organisation Plans project, prepares plans, strategies for statistical/epidemiological/information aspects of business area; contributes to planning and formulation of strategies for service/ responsible for creating and amending long term plans and strategies which cross the whole organisation	4-5
5. Physical Skills	Physical skills obtained through practice Standard keyboard skills	2
6. Responsibility for Patient/Client Care	Assists patients/clients during incidental contact Contact with patients is incidental	1
7. Responsibility for Policy/Service Development	Propose policy or service changes, impact beyond own area/responsible for policy implementation and development for a service Proposes changes to and redesigns statistical, information and local managerial policies and procedures which have an impact on other areas, e.g. analytical/statistical lead on cross-professional working groups advising on new data collection, epidemiological lead advising on population needs assessment for service developments/develops changes to policy, leads service redesign across the organisation for, e.g. new ways of measuring waiting	3-4
8. Responsibility for Financial & Physical Resources	Authorised signatory for cash/financial payments; monitors or contributes to the drawing up of department/service budgets or financial initiatives; holds a delegated budget from a budget for a department/service / Budget holder for a department/service; responsible for budget setting for a department/service. Authorised signatory for cash payments; monitors budget for own section or project; contributes to formulation of section or project budgets; commissions information projects/ Departmental budget holder, responsible for setting and monitoring department budget.	3acd-4ab
9. Responsibility for Human Resources	Day to day management; Teach/deliver specialist training /Line manager for single function or department Responsible for day to day management, including recruitment, appraisal, discipline, training; delivery of specialist training programmes, e.g. on public health concepts to professionals from other disciplines / Responsible for line management of a single function or department, including recruitment, performance, training, career development	3ac-4a
10. Responsibility for Information Resources	Adapt, design information systems to meet the specifications of others; Responsible for the operation of one or more information systems at department/service level where this is the major job responsibility /Design and develop major information systems to meet	4ab-5a

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	<p>specifications of others Responsible for introducing, adapting and improving a system to input, store and disseminate information (e.g. via web) used in statistical/epidemiological analysis; Responsible for running of one or more information systems for business area / Responsible for designing, developing and selecting information system specifications and databases e.g. for hospital episode statistics, geographical information</p>	
11. Responsibility for Research & Development	<p>Regularly undertakes surveys and audits; Regularly undertakes clinical trials / Carries out research or development work as part of one or more formal research programmes. Regularly undertakes surveys, audits or research to support service development, eg audits of surgical practice, audits of data quality / Develops new methodologies for the analysis and/or interpretation of data.</p>	2ab-3
12. Freedom to Act	<p>General policies, needs to establish interpretation. Ongoing requirement to act with minimum guidelines, setting standards for others, establishing how professional and administrative policies should be interpreted and implemented.</p>	5
13. Physical Effort	<p>A combination of sitting, standing and walking with little requirement for physical effort. May use a computer for large part of the working day; likely to attend meetings throughout the working week.</p>	1
14. Mental Effort	<p>Frequent requirement for concentration, work pattern is unpredictable; occasional prolonged concentration Concentration required when analysing statistical information, writing reports, interruptions to answer customer queries; requirement to concentrate for long periods on complex data analysis</p>	3a,b
15. Emotional Effort	<p>Occasional exposure to distressing or emotional circumstances Deals with staff performance and disciplinary issues, project performance issues</p>	2a
16. Working Conditions	<p>Exposure to unpleasant conditions is rare Office conditions.</p>	1
JE Score/Band	JE Score 535* - 605	Band 8a*8b

*Generic job grade boundary provisions apply – see cover page note

Profile label: IM&T Consultant

- Job Statement:**
1. Provides expert advice across a range of IM&T areas e.g Wireless networks, LAN / WAN, systems, applications, information interpretation, data analysis, information reporting, information governance
 2. Investigates a range of highly complex IM&T issues
 3. Responsible for strategic planning across a range of specialised areas
 4. May analyse highly complex data and present reports or develop and deliver specialised training or design, develop, adapt highly complex software / web pages / information reports
 5. May manage IM&T projects / programmes or develop complex training programmes

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information; agreement or co-operation required; present complex, sensitive or contentious information to large groups. Negotiates priorities on IT and clinical developments with non IM&T managers; Communicates / trains / presents a range of IM&T issues which can be complex and multistranded	5ab
2. Knowledge, Training & Experience	Highly developed specialist knowledge, underpinned by theory and experience In-depth knowledge of IM&T systems and procedures acquired through a combination of specialist training and relevant study to Master's degree or equivalent level	7
3. Analytical & Judgemental Skills	Highly complex facts or situations requiring analysis, interpretation, comparison of a range of options Makes judgements on multi-stranded or complex IM&T problems which may have no precedent or where there are conflicting opinions. Expert in the field.	5
4. Planning & Organisational Skills	Plan and organise broad range of complex activities; formulates, adjusts plans or strategies / Formulate long-term, strategic plans, involving uncertainty, may impact across the whole organisation. Plans projects which impact across clinical and non clinical areas; e.g. Delivery of new systems, new technical infrastructure or information systems. / Formulates strategies for the IM&T service.	4-5
5. Physical Skills	Developed physical skills; advanced keyboard use; highly developed physical skills, accuracy important; manipulation of fine tools, materials. Inputting and manipulating data, information into computer databases, system; uses fine tools when working on IM&T systems	3ab
6. Responsibility for Patient/Client Care	Assist patients /clients during incidental contacts Incidental contact within the care environment	1
7. Responsibility for Policy/Service Development	Propose policy or service changes, impact beyond own area / Responsible for policy implementation and development for a service Implements IM&T policies for own area, proposes changes to e.g. new projects, legislative changes, new reporting processes, new training programmes which have an impact on both clinical and non clinical areas / Develops changes to IM&T policy e.g. Security policy which affects the whole organisation.	3-4
8. Responsibility for Financial & Physical Resources	Authorised signatory; responsible for the purchase of some physical assets and supplies; installation and/or repair and maintenance of physical assets Signs off, e.g. overtime expenses; authorises purchase of IM&T equipment; responsible for the installation or repair and maintenance of IM&T equipment	3abe
9. Responsibility for Human Resources	Day to day coordination/Management of staff; teach/deliver specialist training Allocates work to/manages staff; delivers training on a range of specialist IM&T subjects	2a- 3ac
10. Responsibility for Information Resources	Design and develop major information systems to meet specification of others/ Responsible for the management and development of information systems across an organisation. Responsible for the planning, development, review, update, upgrade and introduction of major new IM&T systems to meet user requirements e.g. Redevelopment of aspects of patient care system, business systems, infrastructure, information systems. / across the organisation(s).	5a-6
11. Responsibility for Research & Development	Regularly undertake equipment testing, adaptation. Test or adapts IM&T systems including applications and hardware	2c
12. Freedom to Act	General policies, need to establish interpretation Interprets technical / professional / administrative IM&T policies, advising the organisation how these should be interpreted. Ongoing requirement to act with minimum guidelines setting	5

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	standards for others.	
13. Physical Effort	Combination of sitting, standing and walking/Occasional moderate effort for several short periods Light physical effort/occasional requirement to carry, move equipment without aids e.g. fixing printers, computers / Frequent requirement to carry / move equipment without aids.	1-2d
14. Mental Effort	Frequent requirement for concentration, work pattern unpredictable; occasional prolonged concentration/occasional intense concentration Concentration for report writing; interruptions to deal with, for example, system breakdowns; extended concentration required for complex problem solving/ Concentration required for diagnosing complex problems in dynamically changing IM&T situations	3ab-4b
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare/occasional Little exposure to distressing circumstances/dealing with staffing issues	1-2a
16. Working Conditions	Occasional unpleasant conditions / Frequent unpleasant conditions Exposure to dust, dirt, smell or noise when maintaining / installing equipment.	2a- 3a
JE Score/Band	JE Score 546 – 617	Band 8a-b

National profiles for Information Technology

Profile label: IM&T Service Manager

Job Statement:

1. Responsible for the management and performance of an IM&T service or major project
2. May lead on corporate reporting
3. Develop IM&T policy
4. Undertakes/leads on strategic planning for IM&T service

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information; agreement or co-operation required; present complex, sensitive or contentious information to large groups. Communicates IM&T service issues to a wide range of internal and external staff, guiding them to a certain course of action; conveys IM&T concepts clearly; develops and delivers formal, complex IM&T presentations to large groups.	5ab
2. Knowledge, Training & Experience	Highly developed specialist knowledge, underpinned by theory and experience In depth specialist knowledge of IM&T procedures acquired through degree or equivalent level plus knowledge, experience & expertise in IM&T management & staff management to Master's level or equivalent .	7
3. Analytical & Judgemental Skills	Highly complex facts or situations requiring analysis, interpretation, comparison of a range of options Experts in their field. Analyses, interprets and resolves highly complex IM&T problems where there is no precedent and where other leading opinions may conflict.	5
4. Planning & Organisational Skills	Plan and organise broad range of complex activities; formulates, adjusts plans or strategies / Formulate long-term, strategic plans, involving uncertainty, may impact across the whole organisation. Prepares plans for IM&T aspects of service provision; contributes to medium term IM&T strategy/Develops and takes the lead in advising on long-term strategic IM&T/business planning for the whole organisation.	4-5
5. Physical Skills	Physical skills obtained through practice / developed physical skills; advanced keyboard use. Requires standard keyboard skills/manipulating complex data at speed.	2-3a
6. Responsibility for Patient/Client Care	Assist patients /clients during incidental contacts e.g. Incidental contact within the care environment	1
7. Responsibility for Policy/Service Development	Responsible for policy implementation and development for more than one area of activity / Responsible for policy implementation and development for directorate or equivalent Responsible for developing policy and procedures in a particular area of M&T services, which will impact across the whole organisation / develops IM&T policies and practices for and across organisations, implements national policies and practices.	4-5
8. Responsibility for Financial & Physical Resources	Budget holder for department / service; budget setting for department / service / Responsible for budget for several services; responsible for budget setting for several services. Develops and monitors budgets for a department; service or programme /develops and manages more than one IM&T budget; develops and monitors budgets on major IM&T projects	4ab-5ab
9. Responsibility for Human Resources	Day to day management/Line manager for single function or department / Line manager for several/multiple departments Day to day/line management for a service or department/several departments.	3a-5a
10. Responsibility for Information Resources	Responsible for the operation of one or more information systems for several services, major job responsibility/Manage, develop information, systems across the organisation, major job responsibility Manages/ develops an information system(s) or equivalent, e.g Patient Administration System, email	5b-6
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work / Regularly undertake R & D activity Undertakes surveys or audits for own work/designs and conducts complex audits designed to improve IM&T services. Testing of IM&T systems proposed for use within the organisation, including applications & hardware.	1-2a
12. Freedom to Act	Broad occupational policies / General policies, need to establish interpretation Works to achieve agreed objectives and is given freedom to do this in own way working within broad professional policies; acts without reference to manager; acts as a lead specialist in that area	4-5

	/ Works autonomously, guided by national policy and regulations but has to interpret these.	
13. Physical Effort	Combination of sitting, standing, walking Light physical effort	1
14. Mental Effort	Frequent concentration; work pattern unpredictable Concentration required when analysing IM&T issues, interruptions to answer queries from staff, customers	3a
15. Emotional Effort	Occasional distressing or emotional circumstances Deals with staff performance and disciplinary issues.	2a
16. Working Conditions	Exposure to unpleasant conditions is rare Office conditions	1
JE Score/Band	JE Score 547 – 659	Band 8a-c