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Version history and amendments

| Action | Date | Notes |
|--------|--------------|---|
| | Nov 2023 | Profile suite has been transferred onto new template. No changes to wording, scores or levels. |
| | October 2023 | Drafting error in Procurement Band 4 corrected New branded version published |
| | October 2022 | Profiles for B4 Supervisor & B5 Manager have been amended slightly to demonstrate the differentiation between the roles and reinstated. |
| | July 2020 | All support services profiles are now contained in either the Estates or Maintenance sub family or the newly published Support Services Combined job family. All other sub families |



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| | | have been archived because they are included in the main two family groups. |
| | June 2019 | <p>The following Band 1 profiles have been archived:</p> <p>Estates and Maintenance</p> <ul style="list-style-type: none"> • Estates Support Worker <p>Catering</p> <ul style="list-style-type: none"> • Catering Support Worker <p>Hotel Services</p> <ul style="list-style-type: none"> • Laundry Assistant • Porter • Domestic Support Worker • Linen Room Assistant • Sewing Room Assistant • Domestic Support Worker (Hotel Services) <p>Supplies and Procurement</p> <ul style="list-style-type: none"> • Supply Chain Porter <p>Sterile</p> <ul style="list-style-type: none"> • CSSD/TSSU/HSDU Support Worker Soft Packs • Porter (Theatre) |
| | January 2019 | The Estates and Maintenance components of these profiles have been removed as a revised suite for Estates and Maintenance has been published |
| | December 2018 | This suite of profiles was been removed on a temporary basis to enable consideration to be given to the 'estates and maintenance' elements of these profiles. A band 2 'support worker higher level' profile has been published in the interim. |
| | October 2012 | These profiles have been published alongside the existing source profiles, as set out in the document, and both sets of profiles can be used. |
| | October 2012 | Maintenance supervisor band 4 archived. Please note: Although this profile has been archived any jobs already matched to this profile should remain. Any new jobs should be matched to a new profile |
| | 14 March 2006 | New profile for CSSD supervisor added in Sterile Services (SS-SS) |
| | 12 January 2006 | Profile for head of estates reviewed and replaced with profile for head of estates/assistant head of estates in SS-ME |
| | 1 July 2005 | New profiles for: |



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| | | <ul style="list-style-type: none"> • cook higher level (band 3) • cook team manager (band 4) in SS – catering <p>New profiles for:</p> <ul style="list-style-type: none"> • linen room assistant (band 1) • sewing room assistant (band 1) • driver (band 2) • linen/laundry supervisor (band 3) in SS-hotel services |
| | 23 June 2005 | New profile for director of estates and facilities (band 8d-9) in SS-ME |
| | 16 June 2005 | Reviewed profiles for catering (band 5-6) (ins-catering); reviewed profiles for domestic support worker (in ss-hotel services) |
| | 1 June 2005 | New profiles for supplies and procurement (in SS-SP) |
| | 16 May 2005 | Reviewed profiles for catering (band 1 – 3) replace the previous profiles |
| | 11 May 2005 | New generic profile at band 8a-8b estates manager higher level (operations) |
| | 26 April | Reviewed profiles for domestics (in support services: hotel services) Note: the hotel services manager reviewed profile is band 7, whereas the profile it replaces was band 6; Panels are required immediately to revisit their matches to the old profile in light of this change |
| | 22 April 2005 | Fire safety manager, under HR, replaced by fire safety office, band 5, under states and maintenance |



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|--------------------------------|--|
| Profile Suite and Label | Support Services - Support Worker |
| Job Statement | <ol style="list-style-type: none"> 1. Provides a range of support, security, cleaning or catering services within a function 2. Contributes to the cleanliness, security and safety of equipment, buildings, stock |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|--------|--|--|----------|----------|
| 1. | Communication & Relationship Skills | <p>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</p> <p>Exchanges routine information with colleagues, external contacts, patients /Communicates with staff, suppliers, patients or public where persuasion is needed; provides training in own discipline</p> | 2-3ac | 12-21 |
| 2. | Knowledge, Training & Experience | <p>Range of routine work procedures requiring on the job training</p> <p>Knowledge of relevant policies, procedures, systems and regulations gained through induction and on the job training over a number of weeks not months or equivalent experience</p> | 2 | 36 |
| 3. | Analytical & Judgemental Skills | <p>Judgements involving facts or situations, some requiring analysis</p> <p>Investigates problems e.g. stock issues, fault finding, patient transport, use of chemicals</p> | 2 | 15 |
| 4. | Planning & Organisational Skills | <p>Organise own day to day work tasks or activities</p> <p>Plans own work</p> | 1 | 6 |
| 5. | Physical Skills | <p>Physical skills obtained through practice</p> <p>Use of tools, equipment, driving or keyboard skills</p> | 2 | 15 |
| 6. | Patient/Client Care | <p>Assist patients, clients during incidental contacts /Provide non-clinical advice, information to patients, clients, relatives; provide ancillary services directly to patients, clients /Provide personal care to patients, clients</p> <p>Incidental contact with patients, clients /Provides cleaning, catering services to patients, clients / provides portering services to patients, clients</p> | 1-2-3a | 4-9-15 |
| 7. | Policy/Service Development | <p>Follow policies in own role, may be required to comment</p> <p>May comment on policies</p> | 1 | 5 |
| 8. | Financial & Physical Resources | <p>Regularly handle cash, valuables; safe use of equipment other than equipment used personally; responsible for maintaining stock control, security of stock; responsible for safe use of expensive or highly complex equipment</p> <p>Handles cash, valuables; assembling, dismantling or ensuring safe use of equipment; orders, maintains security of stock; responsible for safe use of expensive or highly complex equipment e.g. vehicle and contents</p> | 2abce | 12 |
| 9. | Human Resources | <p>Demonstrate own activities to new or less experienced employees</p> <p>Explains, demonstrates own duties to new starters</p> | 1 | 5 |



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|-------------------------|-----------------------------------|---|---------------|-------|
| 10. | Information Resources | Record personally generated information Completes timesheets or similar records | 1 | 4 |
| 11. | Research & Development | Undertake surveys or audits, as necessary to own work Participates in audits and surveys | 1 | 5 |
| 12. | Freedom to Act | Guided by standard operating procedures, someone available for reference Works within clearly defined procedures using own initiative on routine matters, supervision available | 2 | 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 e.g. kitchen equipment | 3bc-4abc | 12-18 |
| 14. | Mental Effort | Frequent concentration, work pattern predictable; occasional concentration, work pattern unpredictable 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/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 of 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 162-205 | | | Band 2 | |



| | |
|--------------------------------|---|
| Profile Suite and Label | Support Services - Catering Assistant |
| Job Statement | 1. Preparation and cooking of food 2. Ensures food and hygiene standards are met |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|---------------|--|---|-----------------|-----------------|
| 1. | Communication & Relationship Skills | Provide and receive routine information to inform colleagues, patients, clients Informs staff of menu changes; communicates dietary information to patients, clients | 2 | 12 |
| 2. | Knowledge, Training & Experience | Range of work procedures and practices; base level of theoretical knowledge Knowledge of work procedures, practices and equipment for a catering service, including food hygiene processes; level 2 vocational qualification or equivalent | 2 | 36 |
| 3. | Analytical & Judgemental Skills | Judgements involving facts or situations, some requiring analysis Judgements on efficient use of equipment | 2 | 15 |
| 4. | Planning & Organisational Skills | Plan and organise straightforward activities, some on going Organises daily work plan – prioritising, cooking methods, cooking times, cooking procedures; reorganises menus at short notice | 2 | 15 |
| 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 preparation of food to deadlines; Uses knife skills in butchery and filleting | 3ab | 27 |
| 6. | Patient/Client Care | Assist patients, clients during incidental contacts Provides food information | 1 | 4 |
| 7. | Policy/Service Development | Follow policies in own role, may be required to comment Comments on catering and hygiene policies | 1 | 5 |
| 8. | Financial & Physical Resources | Personal duty of care in relation to equipment, resources / maintain stock control Careful use of own equipment/ orders food | 1-2c | 5-12 |
| 9. | Human Resources | Demonstrate own activities to new or less qualified employees Guidance to new starters | 1 | 5 |
| 10. | Information Resources | Record personally generated information Processes own time sheets and work records | 1 | 4 |
| 11. | Research & Development | Undertake surveys or audits, as necessary to own work Completes e.g. staff surveys | 1 | 5 |
| 12. | Freedom to Act | Standard operating procedures, someone available for reference Operates within health, hygiene, food preparation and cooking procedures | 2 | 12 |
| 13. | Physical Effort | Frequent moderate effort for several short periods Lifts kitchen equipment and foodstuffs daily | 3c | 12 |



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| 14. | Mental Effort | Frequent concentration; work pattern predictable Concentration required when cooking and using machinery | 2a | 7 |
| 15. | Emotional Effort | Exposure to distressing or emotional circumstances is rare Rarely exposed to distressing circumstances | 1 | 5 |
| 16. | Working Conditions | Frequent unpleasant conditions Hot, humid, noisy kitchen | 3a | 12 |
| JE Score 181-188 | | | Band 2 | |



| | |
|--------------------------------|--|
| Profile Suite and Label | Support Services - Support Service Supervisor |
| Job Statement | <ol style="list-style-type: none"> 1. Coordinates the provision of a range of support or procurement services within a function and may maintain equipment 2. Contributes to the cleanliness and/or safety of equipment, stock 3. May lead or supervise a team of staff |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|--------|--|--|-----------|----------|
| 1. | Communication & Relationship Skills | <p>Provide and receive routine information requiring tact or persuasive skills, barriers to understanding; provide advice, instruction or training to groups</p> <p>Communicating with staff, suppliers, patients or public where persuasion is needed; provides training to groups</p> | 3ac | 21 |
| 2. | Knowledge, Training & Experience | <p>Range of work procedures and practices, some of which are non routine; base level of theoretical knowledge</p> <p>Knowledge of procedures to NVQ 3 or equivalent, relevant certification or equivalent experience, skills and knowledge</p> | 3 | 60 |
| 3. | Analytical & Judgemental Skills | <p>Judgements involving facts or situations, some requiring analysis</p> <p>Investigates problems e.g. stock issues, fault finding, staff cover</p> | 2 | 15 |
| 4. | Planning & Organisational Skills | <p>Plan and organise straightforward activities, some ongoing</p> <p>Organises and adjusts staff rotas, plans work schedules</p> | 2 | 15 |
| 5. | Physical Skills | <p>Physical skills obtained through practice/ Developed physical skills, manipulation of objects or people with narrow margins for error; highly developed physical skills, where accuracy important; manipulation of fine tools, materials</p> <p>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, pattern cutting</p> | 2-3ab | 15-27 |
| 6. | Patient/Client Care | <p>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</p> <p>Incidental contact with patients, clients /Provides cleaning, catering services to patients, clients /Transporting patients, clients, provides portering services to patients, clients; cleaning, sterilising specialist equipment e.g. sterile supplies</p> | 1-2-3ab | 4-9-15 |
| 7. | Policy/Service Development | <p>Implement policies and propose changes to practices, procedures for own area</p> <p>Implements departmental policies and proposes changes to working practices</p> | 2 | 12 |
| 8. | Financial & Physical Resources | <p>Safe use of equipment other than equipment used personally; maintain stock control or security of stock; authorised signatory, small payments / Authorised signatory; responsible for purchase of some assets or supplies; monitor or contributes to the drawing up of department or service budgets or financial initiatives</p> <p>Assembling, dismantling or ensuring safe use of equipment; orders, maintains security of stock; signs timesheets /Authorised signatory; purchases stock; monitor or contributes to budgets.</p> | 2bcd-3abc | 12-21 |



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| 9. | Human Resources | Responsible for day to day supervision or co-ordination of staff; regularly responsible for providing training in own discipline, or practical training, or undertake basic workplace assessments Supports induction of new starters/Supervises staff; trains apprentices, support workers, trainees in own work area. Undertakes workplace assessments on e.g. cooking skills | 2ac | 12 |
| 10. | Information Resources | Record personally generated information Completes timesheets or similar records | 1 | 4 |
| 11. | Research & Development | Undertake surveys or audits, as necessary to own work Participates in audits and surveys | 1 | 5 |
| 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 Frequent concentration e.g. for use of equipment; Occasional concentration, interruptions to deal with emergencies | 2ab | 7 |
| 15. | Emotional Effort | Occasional distressing or emotional circumstances Contact with terminally ill patients, clients, dealing with staff issues | 2a | 11 |
| 16. | Working Conditions | Occasional unpleasant conditions; use VDU equipment more or less continuously/Frequent unpleasant conditions; occasional highly unpleasant conditions Occasional exposure to unpleasant odours; inputs at keyboard for significant part of shift/Frequent exposure to dust and temperature variations/soiled equipment or linen; occasional exposure to body fluids | 2ae-3a | 7-12 |
| JE Score 219-270 | | | Band 3 | |



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|--------------------------------|---|
| Profile Suite and Label | Support Services - Security Officer |
| Job Statement | 1. To protect people and property 2. To detect and prevent crime |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|---------------|--|--|-----------------|-----------------|
| 1. | Communication & Relationship Skills | Provide and receive routine information requiring tact or persuasive skills, barriers to understanding Communicating with victims of assault; calming violent or distressed people | 3a | 21 |
| 2. | Knowledge, Training & Experience | Range of work procedures requiring job training Knowledge of work procedures and practices for the provision of a security service, including the use of CCTV, including liaison with external organisations, control and restraint and breakaway procedures; basic knowledge of the law | 2 | 36 |
| 3. | Analytical & Judgemental Skills | Judgements involving facts or situations, some of which require analysis Analysing information during crime investigations; questioning witnesses | 2 | 15 |
| 4. | Planning & Organisational Skills | Plan and organise straightforward activities some ongoing Plans crime prevention measures | 2 | 15 |
| 5. | Physical Skills | Physical skills requiring speed and accuracy Skills for physical restraint | 3a | 27 |
| 6. | Patient/Client Care | Assist patients, clients during incidental contacts Provides advice where necessary | 1 | 4 |
| 7. | Policy/Service Development | Follows policies in own role, may be required to comment Comments on changes to policies in own sphere of work | 1 | 5 |
| 8. | Financial & Physical Resources | Maintain security of stock Ensures security of cash movements; custody of lost property | 2c | 12 |
| 9. | Human Resources | Demonstrate activities to new or less experienced employees Explains own job to new or less experienced staff | 1 | 5 |
| 10. | Information Resources | Responsible for storage of data/Responsible for taking and transcribing minutes Security of CCTV information/Transcribing minutes for court proceedings | 2a-3a | 9-16 |
| 11. | Research & Development | Undertake surveys or audits as necessary to own work Participates in audits or surveys in own sphere of work | 1 | 5 |
| 12. | Freedom to Act | Guided by defined occupational policies, work is managed rather than supervised Works independently, support available if required | 3 | 21 |
| 13. | Physical Effort | Occasional/frequent moderate effort Occasional/Frequent requirement for controlled restraint for several short periods | 2d-3c | 7-12 |



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| 14. | Mental Effort | Occasional/frequent requirement for concentration, work pattern unpredictable Concentration required when writing reports of serious incidents, interrupted by emergency security incidents | 2b- 3a | 7 – 12 |
| 15. | Emotional Effort | Occasional distressing or emotional circumstances Exposure to violent or traumatic situations | 2 - 3a | 11 – 18 |
| 16. | Working Conditions | Occasional/frequent exposure to hazards Exposure to aggression on a varying basis depending on the environment in which job holder works | 4a-5 | 18-25 |
| JE Score 218-249 | | | Band 3 | |



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|--------------------------------|--|
| Profile Suite and Label | Support Services - Cook |
| Job Statement | <ol style="list-style-type: none"> 1. Prepares and cooks food, including special, ethnic diets 2. Ensures food and hygiene standards are met 3. Assists in planning and costing of menus, orders supplies 4. Provides technical advice, guidance, training to catering staff |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|---------------|--|--|-----------------|-----------------|
| 1. | Communication & Relationship Skills | <p>Provide and receive routine information, to inform colleagues, patients, clients/ provide advice, instruction or training to groups where the subject matter is straightforward</p> <p>Informs staff of menu changes; communicate dietary information to patients, clients/ provides training to catering staff</p> | 2-3c | 12-21 |
| 2. | Knowledge, Training & Experience | <p>Range of work procedures and practices, majority non-routine, intermediate level of theoretical knowledge</p> <p>Knowledge of full range of work procedures, practices and equipment for a catering service, including advanced food hygiene processes; vocational level 3 qualification or equivalent plus knowledge for special diets acquired through training and experience to diploma equivalent level</p> | 4 | 88 |
| 3. | Analytical & Judgemental Skills | <p>Judgements involving facts or situations, some requiring analysis</p> <p>Judgements on efficient use of equipment</p> | 2 | 15 |
| 4. | Planning & Organisational Skills | <p>Plan and organise straightforward activities, some on going</p> <p>Organises daily work plan – prioritising, cooking methods, cooking times, cooking procedures; reorganises menus at short notice</p> | 2 | 15 |
| 5. | Physical Skills | <p>Developed physical skills, manipulation of objects, people, narrow margins for error; highly developed physical skills, accuracy important, manipulation of fine tools, materials</p> <p>Skills required for preparation of food to deadlines; uses knife skills in butchery and filleting</p> | 3ab | 27 |
| 6. | Patient/Client Care | <p>Provide general non-clinical advice, information to patients</p> <p>Deals with customer, patient queries.</p> | 2 | 9 |
| 7. | Policy/Service Development | <p>Implement policies and propose changes to policies for own area.</p> <p>Applies operational policy and proposes innovation or service improvement.</p> | 2 | 12 |
| 8. | Financial & Physical Resources | <p>Safe use of equipment other than equipment used personally; maintain stock control</p> <p>Ensures safe use of equipment by other catering staff; orders food</p> | 2bc | 12 |
| 9. | Human Resources | <p>Demonstrate own duties to less experienced staff / day to day supervision</p> <p>Provides advice to new starters/ provides technical advice and guidance to other catering staff</p> | 1–2a | 5-12 |
| 10. | Information Resources | <p>Record personally generated information</p> <p>Processes own time sheets and work records</p> | 1 | 4 |
| 11. | Research & Development | <p>Undertake surveys or audits, as necessary to own work</p> <p>Completes e.g. staff surveys</p> | 1 | 5 |



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| 12. | Freedom to Act | Standard operating procedures, someone available for reference Operates within health, hygiene, food preparation and cooking procedures | 2 | 12 |
| 13. | Physical Effort | Frequent moderate effort for several short periods Lifts kitchen equipment and foodstuffs | 3c | 12 |
| 14. | Mental Effort | Frequent concentration, work pattern predictable Concentration required when cooking and using machinery | 2a | 7 |
| 15. | Emotional Effort | Exposure to distressing or emotional circumstances is rare Rarely exposed to distressing circumstances | 1 | 5 |
| 16. | Working Conditions | Frequent unpleasant conditions Hot, humid, noisy kitchen | 3a | 12 |
| Score 252-268 | | | Band 3 | |



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|--------------------------------|--|
| Profile Suite and Label | Support Services - Support Service Supervisor Higher Level |
| Job Statement | <ol style="list-style-type: none"> 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 | | Level descriptor and example job information | JE Level | JE Score |
|---------------|--|--|-----------------|-----------------|
| 1. | Communication & Relationship Skills | <p>Providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts/ Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding; providing and receiving complex or sensitive information,</p> <p>Communicates technical information to departmental colleagues/Communicates with staff, suppliers, patients or public where persuasion is needed; explains technical issues to others</p> | 2-3ab | 12-21 |
| 2. | Knowledge, Training & Experience | <p>Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge</p> <p>Professional knowledge acquired through vocational qualification level 3, City and Guilds or equivalent plus additional knowledge acquired through training and experience to diploma or equivalent level</p> | 4 | 88 |
| 3. | Analytical & Judgemental Skills | <p>Judgements involving a range of facts or situations, which require analysis or comparison of a range of options.</p> <p>Investigates problems/issues and finds solutions e.g. Day to day operational decisions, delegation of work</p> | 3 | 27 |
| 4. | Planning & Organisational Skills | <p>Plan and organise straightforward activities, some on-going/Plan and organise complex activities or programmes, requiring formulation, adjustment</p> <p>Organises and adjusts rotas, plans work schedules/Plans work schedules including coordinating contractors, suppliers</p> | 2-3 | 15-27 |
| 5. | Physical Skills | <p>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</p> <p>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</p> | 2-3ab | 15-27 |
| 6. | Patient/Client Care | <p>Assist patients /clients during incidental contacts/ Provide non-clinical advice, information to patients/clients/ relatives; provide ancillary services to patients/clients</p> <p>Incidental contact with patients, visitors/Deals with patient/client queries, complaints, equipment/service issues</p> | 1-2 | 4-9 |
| 7. | Policy/Service Development | <p>implement policies and propose changes to practices, procedures for own area</p> <p>Proposes changes to practices, implements departmental policies</p> | 2 | 12 |



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|-------------------------|---|---|---------------|-----------|
| 8. | 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. | 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 in own area of work | 2ac | 12 |
| 10. | Information Resources | Record personally generated information Completes timesheets or similar records | 1 | 4 |
| 11. | 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 |
| 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 requirement for sitting or standing in a restricted position for a substantial proportion of the working time; occasional requirement to exert moderate physical effort for several short periods during a shift/ occasional requirement to exert moderate physical effort for several long periods during a shift; frequent requirement to exert moderate physical effort for several short periods during a shift/ frequent requirement to exert moderate physical effort for several long periods during a shift; occasional requirement to exert intense physical effort for several short periods during a shift. 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 - 18 |
| 14. | Mental Effort | Frequent concentration; work pattern predictable Concentration required for fault finding, using machinery, entering data | 2a | 7 |
| 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 253-322 | | | Band 4 | |



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|--------------------------------|---|
| Profile Suite and Label | Support Services - Cook Team Manager |
| Job Statement | <ol style="list-style-type: none"> 1. Responsible for day to day operation of catering service, including special and ethnic diets 2. Ensures food and hygiene standards are met 3. Plans and costs menus, orders supplies 4. Day to day management, training of catering staff 5. Deals with patient complaints |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|--------|--|--|----------|----------|
| 1. | Communication & Relationship Skills | Provide and receive routine information, requiring tact or persuasive skills Informs staff of menu changes, motivates staff, deals with patient complaints | 3a | 21 |
| 2. | Knowledge, Training & Experience | Range of work procedures and practices, majority non-routine, intermediate level of theoretical knowledge Knowledge of full range of work procedures, practices and equipment for a catering service, including advanced food hygiene processes; vocational level 3 qualification or equivalent plus knowledge acquired through training and experience to diploma equivalent level on eg special diets, health and safety, management | 4 | 88 |
| 3. | Analytical & Judgemental Skills | Range of facts or situations, requiring analysis, comparison of range of options Day to day operational decisions, delegation of work | 3 | 27 |
| 4. | Planning & Organisational Skills | Plan and organise complex activities, requiring formulation, adjustment Plans work of kitchen, adjusts work schedules as necessary | 3 | 27 |
| 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 preparation of food to deadlines; use knife skills in butchery and filleting | 3ab | 27 |
| 6. | Patient/Client Care | Provide general non-clinical advice, information to patients Deals with customer, patient queries, complaints | 2 | 9 |
| 7. | Policy/Service Development | Implement policies and propose changes to policies for own area Ensures hygiene, H&S policies followed, proposes changes | 2 | 12 |
| 8. | Financial & Physical Resources | Safe use of equipment other than equipment used personally; maintain stock control Ensures safe use of equipment by other catering staff; orders food | 2bc | 12 |
| 9. | Human Resources | Day to day management Day to day management of catering staff | 3a | 21 |
| 10. | Information Resources | Records personally generated information Process own time sheets and work records | 1 | 4 |
| 11. | Research & Development | Undertake surveys or audits, as necessary to own work Completes e.g. staff surveys | 1 | 5 |



| | | | | |
|-------------------------|---------------------------|--|---------------|------|
| 12. | Freedom to Act | Clearly defined occupational policies, work is managed rather than supervised Operates within health, hygiene, food preparation and cooking procedures; responsible for managing kitchen | 3 | 21 |
| 13. | Physical Effort | Occasional/ frequent moderate effort for several short periods Lift kitchen equipment and foodstuffs | 2d-3c | 7-12 |
| 14. | Mental Effort | Frequent concentration, work pattern predictable Concentration required when cooking and using machinery | 2a | 7 |
| 15. | Emotional Effort | Exposure to distressing or emotional circumstances is rare/occasional Rarely exposed to distressing circumstances/ staffing issues, patient complaints | 1-2 | 5-11 |
| 16. | Working Conditions | Frequent unpleasant conditions Hot, humid, noisy kitchen | 3a | 12 |
| JE Score 305-316 | | | Band 4 | |



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|--------------------------------|---|
| Profile Suite and Label | Support Services - Procurement, Administrative Officer |
| Job Statement | <ol style="list-style-type: none"> 1. Processes orders, organises high value quotes and low value contracts 2. Co-ordinates the work of a team of staff 3. Recommends sources of supply/savings opportunities to customers 4. Investigates and solves supply related problems e.g. deliveries, invoices |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|---------------|--|--|-----------------|-----------------|
| 1. | Communication & Relationship Skills | <p>Provide and receive routine information requiring tact or persuasive skills Liaises with suppliers to encourage them to meet organisational purchasing needs and persuades customers to use contract arrangements</p> | 3a | 21 |
| 2. | Knowledge, Training & Experience | <p>Range of work procedures and practices, majority non-routine, intermediate level theoretical knowledge Knowledge of professional purchasing principles acquired through vocational level 3 qualification or Chartered Institute of Purchasing and Supply (CIPS) Foundation, plus knowledge of contract law acquired through short courses and experience or equivalent</p> | 4 | 88 |
| 3. | Analytical & Judgemental Skills | <p>Range of facts or situations requiring analysis Assesses customer requirements, determines the appropriate supplier, analyses financial and purchasing data for quotes and options for purchases and contract awards</p> | 3 | 27 |
| 4. | Planning & Organisational Skills | <p>Plan and organise straightforward activities, some ongoing Plans workload to meet urgency and order/contract lead times</p> | 2 | 15 |
| 5. | Physical Skills | <p>Physical skills obtained through practice Standard keyboard skills for data input</p> | 2 | 15 |
| 6. | Patient/Client Care | <p>Assist patients, clients during incidental contacts Assists patients, visitors as necessary</p> | 1 | 4 |
| 7. | Policy/Service Development | <p>Implement policies and propose changes to practices, procedures for own area Introduces new policies into work area as directed, feeds back on areas of difficulty and suggests improvements</p> | 2 | 12 |
| 8. | Financial & Physical Resources | <p>Purchase of some supplies Responsible for the purchase of some goods, services</p> | 3b | 21 |
| 9. | Human Resources | <p>Day-to-day supervision Co-ordinates work for a team of purchasing staff</p> | 2a | 12 |
| 10. | Information Resources | <p>Responsible for data entry, text processing, storage of data Enters data onto purchase ledger, stock ordering system.</p> | 2a | 9 |
| 11. | Research & Development | <p>Undertake surveys or audits, as necessary to own work Participates in audits and surveys of own and section's work activities</p> | 1 | 5 |



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|-------------------------|--------------------|---|---------------|------|
| 12. | Freedom to Act | Clearly defined occupational policies, work is managed, rather than supervised Works independently for most of time, only referring to supervisor when necessary | 3 | 21 |
| 13. | Physical Effort | Frequent sitting or standing in a restricted position. Works at keyboard for majority of the day . | 2a | 7 |
| 14. | Mental Effort | frequent concentration, work pattern predictable Concentration required to check requisitions, calculate costs, enter data on to purchase order system, check order details | 2a | 7 |
| 15. | Emotional Effort | Exposure to distressing or emotional circumstances is rare Little exposure | 1a-2 | 5-11 |
| 16. | Working Conditions | Use of VDU more or less continuously Inputs at keyboard for a significant part of day | 2e | 7 |
| JE Score 276-282 | | | Band 4 | |



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|--------------------------------|--|
| Profile Suite and Label | Support Services - Support Services Team Manager |
| Job Statement | 1. Provides technical/specialist advice for department/function 2. Manages staff and contractors 3. Plans and coordinates services |

| Factor | | Level descriptor and example 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. May need to overcome cultural/language differences, special needs or age related barriers | 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 | Judgements involving a range of facts or situations, which require analysis or comparison of a range of options. Investigates problems/issues and finds solutions e.g. Day to day operational decisions, delegation of work | 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. | 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. | 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. | 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 |



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|-------------------------|-----------------------------------|---|---------------|-------|
| 9. | Human Resources | Line manager for single function or department Line manager of departmental staff | 4a | 32 |
| 10. | Information Resources | Data entry, text processing, storage of data Records information provided by others for e.g. departmental activity reports, operational or business reporting, performance indicator data | 2a | 9 |
| 11. | Research & Development | Undertake surveys or audits, as necessary to own work Completes surveys, audits related to service | 1 | 5 |
| 12. | Freedom to Act | Clearly defined occupational policies, work is managed, rather than supervised/ Broad occupational policies Determines own work within established parameters, refers to manager when necessary / Works within broad occupational parameters to manage work area | 3-4 | 21-32 |
| 13. | Physical Effort | Frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time; Frequent light effort for several short periods; occasional moderate effort for several short periods Restricted movement due to continuous operation of equipment e.g. keyboard; Climbing ladders; lifting equipment, food items | 2abd | 7 |
| 14. | Mental Effort | Frequent concentration where the work pattern is unpredictable Concentration required, workload unpredictable with interruptions to deal with staffing or service issues | 3a | 12 |
| 15. | Emotional Effort | Occasional distressing or emotional circumstances Rarely exposed to distressing circumstances/Staffing issues | 2a | 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 330-383 | | | Band 5 | |



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|--------------------------------|--|
| Profile Suite and Label | Support Services - Catering Manager |
| Job Statement | <ol style="list-style-type: none"> 1. Manages food production and delivery process 2. Ensures the quality of meals 3. Plans and co-ordinates meal services 4. Manages catering staff |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|---------------|--|--|-----------------|-----------------|
| 1. | Communication & Relationship Skills | <p>Provide and receive complex information, persuasive, motivational, negotiating and training skills are required, agreement and co-operation required</p> <p>Communicates with staff on management and training issues; deals with patients and ward staff regarding complaints, dietary and service requirements.</p> | 4a | 32 |
| 2. | Knowledge, Training & Experience | <p>Understanding of a range of work procedures and practices, majority non-routine, intermediate level of theoretical knowledge</p> <p>Knowledge of full range of work procedures, practices and equipment for a catering service, including advanced food hygiene processes; vocational level 3 qualification or equivalent plus knowledge acquired through training and experience to diploma equivalent level on eg special diets, health and safety, management</p> | 4 | 88 |
| 3. | Analytical & Judgemental Skills | <p>Range of facts or situations, requiring analysis, comparison of a range of options</p> <p>Decisions on work allocation and re-allocation, rosters, menu changes and supply issues</p> | 3 | 27 |
| 4. | Planning & Organisational Skills | <p>Plan and organise number of complex activities, requiring formulation, adjustment</p> <p>Plans staff allocation, food production and delivery</p> | 3 | 27 |
| 5. | Physical Skills | <p>Physical skills obtained through practice</p> <p>Manoeuvres food trolleys, food presentation, keyboard skills, use of kitchen equipment</p> | 2 | 15 |
| 6. | Patient/Client Care | <p>Provide non-clinical advice to patients.</p> <p>Deals with patient complaints re food service.</p> | 2 | 9 |
| 7. | Policy/Service Development | <p>Implement policies and propose policy or service change, impact beyond own area</p> <p>Implements and proposes policy development for catering services, eg menu development, market trends and techniques, impact on other areas</p> | 3 | 21 |
| 8. | Financial & Physical Resources | <p>Authorised signatory; contributes to service budget; delegated budget</p> <p>Signs for orders and or over time sheets; monitors expenditure against budget; holds delegated catering budget</p> | 3acd | 21 |
| 9. | Human Resources | <p>line manager for department or service </p> <p>Line management of catering service staff</p> | 4a | 32 |
| 10. | Information Resources | <p>Record personally generated information</p> <p>Maintains catering records</p> | 1 | 4 |



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|------------------|-----------------------------------|---|---------------|----|
| 11. | Research & Development | Undertakes surveys or audits as necessary to own work Undertakes catering surveys, audits | 1 | 5 |
| 12. | Freedom to Act | Clearly defined occupational policies Works within organisational catering management policies | 3 | 21 |
| 13. | Physical Effort | Occasional moderate physical effort for several short periods Lifting equipment, food items, delivering food trolleys | 2d | 7 |
| 14. | Mental Effort | Frequent concentration, work pattern unpredictable interruptions to deal with staffing or service issues | 3a | 12 |
| 15. | Emotional Effort | Exposure to distressing or emotional circumstances is occasional Dealing with staffing issues | 2a | 11 |
| 16. | Working Conditions | frequent unpleasant working conditions Kitchen temperatures, noise, humidity | 3a | 12 |
| Score 344 | | | Band 5 | |



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|--------------------------------|--|
| Profile Suite and Label | Support Services - Procurement Officer |
| Job Statement | <ol style="list-style-type: none"> 1. Develops, coordinates and delivers a cost effective purchasing/contracts work plan to achieve financial targets 2. Advises users, budget holders on procurement policies and procedures 3. Undertakes purchasing activity and organises medium/high value contracts 4. Manages staff |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|--------|--|--|----------|----------|
| 1. | Communication & Relationship Skills | <p>Provide and receive routine information which requires tact or persuasive skills; Provide and receive complex information/ Provide and receive complex, sensitive information, persuasive, motivational, negotiating, training skills are required</p> <p>Liaises with suppliers to encourage them to meet organisational purchasing needs; explains detailed purchasing/contractual issues, including relevant regulations with both NHS staff and suppliers/ Negotiates contractual issues</p> | 3ab-4a | 21-32 |
| 2. | Knowledge, Training & Experience | <p>Expertise within specialism underpinned by theory and practical experience</p> <p>Knowledge of professional purchasing principles acquired through degree or Chartered Institute of Purchasing and Supply (CIPS), or equivalent training and experience.</p> | 5 | 120 |
| 3. | Analytical & Judgemental Skills | <p>Range of facts or situations requiring analysis; comparison of a range of options</p> <p>Assesses customer requirements, determines the appropriate supplier, analyses financial and purchasing data from quotes, and options for purchases and contract awards.</p> | 3 | 27 |
| 4. | Planning & Organisational Skills | <p>Plan and organise complex activities or programmes, requiring formulation, adjustment</p> <p>Plans and coordinates purchasing and contract work plans including operational timing requirements of capital schemes.</p> | 3 | 27 |
| 5. | Physical Skills | <p>Physical skills obtained through practice</p> <p>Standard keyboard skills. May require standard driving skills</p> | 2 | 15 |
| 6. | Patient/Client Care | <p>Assist patients, clients during incidental contacts</p> <p>Assists patients, visitors as necessary</p> | 1 | 4 |
| 7. | Policy/Service Development | <p>Propose policy or service changes beyond own area</p> <p>Introduces new purchasing policies and practices that impact on other departments</p> | 3 | 21 |
| 8. | Financial & Physical Resources | <p>Procurement of all supplies for department or service</p> <p>Responsible for the purchase of goods, services for a service area</p> | 4c | 32 |
| 9. | Human Resources | <p>Day-to-day management of staff</p> <p>manages staff including selection and induction of own staff; undertakes annual performance appraisal</p> | 3a | 21 |
| 10. | Information Resources | <p>Data entry, text processing, storage of data; occasional requirement to develop or create reports, documents, drawings</p> | 2ab | 9 |



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|-------------------------|-----------------------------------|---|---------------|------|
| | | Enters data onto purchase ledger/stock ordering system; Uses office software to produce spreadsheets and create formulae to allow purchase option appraisal. | | |
| 11. | Research & Development | Undertake surveys or audits, as necessary to own work Participates in audits and surveys of own and section's work activities | 1 | 5 |
| 12. | Freedom to Act | Clearly defined occupational policies, work is managed rather than supervised Works independently for most of time, refers to supervisor when necessary | 3 | 21 |
| 13. | Physical Effort | Combination of sitting, standing, walking Light physical effort | 1 | 3 |
| 14. | Mental Effort | Frequent concentration, work pattern predictable Concentration is required to prepare tender and contract documentation, check work, calculate costs and produce recommendations | 2a | 7 |
| 15. | Emotional Effort | Rare/Occasional distressing or emotional circumstances Little exposure/ Occasional requirement to deal with staff issues including appraisal, disciplinary issues or counselling to resolve problems. | 1a-2a | 5-11 |
| 16. | Working Conditions | Exposure to unpleasant conditions is rare Office conditions | 1 | 3 |
| JE Score 341-358 | | | Band 5 | |



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|--------------------------------|---|
| Profile Suite and Label | Support Services - Catering Manager Higher Level |
| Job Statement | <ol style="list-style-type: none"> 1. Manages food production services and delivery services on one or more sites 2. Manages catering services budget 3. Produces, implements and monitors organisational food safety and related policies |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|---------------|--|--|-----------------|-----------------|
| 1. | Communication & Relationship Skills | <p>Provide and receive complex information, persuasive, motivational and negotiation skills, agreement or co-operation is required</p> <p>Communicates with staff on performance and training matters, patients' groups and staff about complaints; provides advice to the organisation on a range of catering risk management and food production subjects</p> | 4a | 32 |
| 2. | Knowledge, Training & Experience | <p>Understanding of a range of work procedures requiring expertise within a specialism underpinned by theoretical knowledge</p> <p>Knowledge of a range of procedures and practices relating to management and provision of food services, safety regulations and staff management acquired through HCIMA full membership status, Advanced Food Hygiene Diploma to degree level equivalent</p> | 5 | 120 |
| 3. | Analytical & Judgemental Skills | <p>Range of complex facts and situations, requiring analysis, interpretation or comparison of a range of options</p> <p>Judgements regarding workload and performance management, assessment of food safety procedures, quality of food production and supplies</p> | 4 | 42 |
| 4. | Planning & Organisational Skills | <p>Plan and organise a number of complex activities or programmes requiring formulation, adjustment / broad range of complex activities, formulation and adjustment of plans, strategies</p> <p>Complex staff planning for food production services, co-ordinates staff input to organisational food safety risk management policy, long term menu planning/ long term planning for catering services</p> | 3-4 | 27-42 |
| 5. | Physical Skills | <p>Physical skills obtained through practice</p> <p>Standard keyboard skills, use of kitchen equipment</p> | 2 | 15 |
| 6. | Patient/Client Care | <p>Provide general non-clinical advice to patients</p> <p>Deals with service issues, provides advice to patients on menu issues</p> | 2 | 9 |
| 7. | Policy/Service Development | <p>Responsible for policy implementation and development for a service or more than one area of activity</p> <p>Produces, implements and monitors the HACCP policy for the catering department, implements organisational and HR policies for the catering service, implements legislative changes relating to all aspects of food purchase, storage and production and service</p> | 4 | 32 |
| 8. | Financial & Physical Resources | <p>Budget-holder for service/ several services</p> <p>Budget holder for catering service/Responsible for managing the staffing, supplies and income-generation budgets of multi-stranded catering services</p> | 4a-5a | 32-45 |



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|----------------------|-----------------------------------|--|---------------|-----|
| 9. | Human Resources | Line manager for department, service Manages catering staff including workload management, training and development, appraisal, grievance and disciplinary, sickness absence | 4a | 32 |
| 10. | Information Resources | Record personally generated information/creates statistical reports using formulae Maintains catering records/compiles service reports | 1-2 | 4-9 |
| 11. | Research & Development | Occasionally undertakes R&D activity Designs and monitors organisation-wide food and food preparation equipment safety audits | 1 | 5 |
| 12. | Freedom to Act | Broad occupational policies Acts independently within statutory requirements governing all aspects of food storage, purchase and preparation, works to income generation targets | 4 | 32 |
| 13. | Physical Effort | Combination of sitting standing, walking Walking between sites, sitting at a computer, standing in kitchens | 1 | 3 |
| 14. | Mental Effort | Frequent concentration; work pattern unpredictable Concentration required for producing e.g. budgetary reports, frequent interruptions to deal with staff, service issues, or complaints | 3a | 12 |
| 15. | Emotional Effort | Occasional exposure to distressing or emotional circumstances Imparts news regarding e.g. performance to catering staff | 2a | 11 |
| 16. | Working Conditions | Occasional unpleasant working conditions Inspection of food preparation and storage areas, exposure to extreme temperatures | 2a | 7 |
| Score 415-488 | | | Band 6 | |



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|--------------------------------|--|
| Profile Suite and Label | Support Services - Procurement Officer Higher Level |
| Job Statement | <ol style="list-style-type: none"> 1. Delivers and reports on financial savings and value for money through contract projects 2. Provides professional advice to users on specific contract projects 3. Monitors quality and performance of suppliers 4. Manages a team of procurement staff |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|---------------|--|--|-----------------|-----------------|
| 1. | Communication & Relationship Skills | <p>Provide and receive complex, sensitive information, persuasive, motivational, negotiating, training skills are required</p> <p>Negotiates contractual issues, communicates statutory financial and procurement regulations to non-supplies people</p> | 4a | 32 |
| 2. | Knowledge, Training & Experience | <p>Specialist knowledge across range of procedures underpinned by theory</p> <p>Knowledge of professional purchasing principles acquired through degree or Chartered Institute of Purchasing and Supply (CIPS), plus specialist expertise in procurement and contract management obtained via further training and experience or equivalent post graduate diploma level or equivalent</p> | 6 | 156 |
| 3. | Analytical & Judgemental Skills | <p>Complex facts or situations requiring analysis, interpretation, comparison of a range of options</p> <p>Carries out complex procurements for high value contracts, develops appropriate evaluation methods</p> | 4 | 42 |
| 4. | Planning & Organisational Skills | <p>Plan and organise complex activities or programmes, requiring formulation, adjustment</p> <p>Plans and coordinates purchasing/contracts work plans including operational timing requirements of capital schemes</p> | 3 | 27 |
| 5. | Physical Skills | <p>Physical skills obtained through practice</p> <p>Requires standard keyboard skills. May require standard driving skills</p> | 2 | 15 |
| 6. | Patient/Client Care | <p>Assist patients/clients during incidental contacts</p> <p>Assists patients, visitors as necessary</p> | 1 | 4 |
| 7. | Policy/Service Development | <p>Propose policy or service changes beyond own area</p> <p>Introduces new purchasing policies and practices which impact on other departments</p> | 3 | 21 |
| 8. | Financial & Physical Resources | <p>Procurement of supplies for department or service</p> <p>Responsible for the purchase of goods, services for a service area</p> | 4c | 32 |
| 9. | Human Resources | <p>Day-to-day management</p> <p>Manages staff including selection and induction of own staff; undertakes annual performance appraisal</p> | 3a | 21 |
| 10. | Information Resources | <p>Data entry, text processing, storage of data; occasional requirement to develop or create reports, documents, drawings/ Responsible for maintaining one or more information systems, significant job responsibility</p> <p>Enters savings/contract data; produces reports for users/ Oversees the purchase order information system for the department</p> | 2ab-3c | 9-16 |



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| 11. | Research & Development | Undertake surveys or audits, as necessary to own work/ Regularly undertake R&D activity Participates in audits and surveys of own and section's work activities/ Ensures standard met for product, equipment trials and evaluation sheets completed and analysed | 1-2a | 5-12 |
| 12. | Freedom to Act | Clearly defined occupational policies, work is managed rather than supervised/Broad occupational policies Works independently, refers to supervisor when necessary /Operates within broad policies and procedures, lead responsibility for an area of procurement | 3-4 | 21-32 |
| 13. | Physical Effort | Combination of sitting, standing and walking, Light physical effort | 1 | 3 |
| 14. | Mental Effort | Frequent concentration, work pattern predictable/ Occasional prolonged concentration Concentration required to prepare orders, draft tender and contract documentation, check work / Prepares EU contract documents and analyses complex returns for high value contracts | 2a-3b | 7-12 |
| 15. | Emotional Effort | Occasional distressing or emotional circumstances Resolves staffing issues | 2a | 11 |
| 16. | Working Conditions | Exposure to unpleasant conditions is rare Office conditions | 1 | 3 |
| JE Score 409-439 | | | Band 6 | |



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|--------------------------------|--|
| Profile Suite and Label | Support Services - Support Services Manager |
| Job Statement | <ol style="list-style-type: none"> 1. Manages the support services function for hospital or primary care sites 2. Manages the provision of catering, domestic, laundry, portering, security and car parking services 3. Manages staff and resources to meet service needs 4. Ensures compliance with statutory standards and recognised safe |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|--------|--|---|----------|----------|
| 1. | Communication & Relationship Skills | Provide and receive complex information, persuasive, motivational, negotiating and training skills are required Staff management and training, bidding and negotiating for resources, negotiations associated with changes in work practises and procedures, customer agreements and satisfaction, communications with Environmental Health | 4 (a) | 32 |
| 2. | Knowledge, Training & Experience | Specialist knowledge across range of procedures and practices underpinned by theory Professional support services and business management knowledge to degree equivalent plus further management experience or training to post graduate diploma level or equivalent | 6 | 156 |
| 3. | Analytical & Judgemental Skills | Complex facts or situations, requiring analysis, interpretation, comparison of a range of options Analyses and resolves complex service issues, judgements on performance management | 4 | 42 |
| 4. | Planning & Organisational Skills | Plan and organise broad range of complex activities; formulate, adjust plans or strategies Planning and delivery of a number of services in liaison with service users and providers | 4 | 42 |
| 5. | Physical Skills | Physical skills obtained through practice Standard keyboard skills | 2 | 15 |
| 6. | Patient/Client Care | Assist patients, clients during incidental contacts Gives directions to patients/clients when asked | 1 | 4 |
| 7. | Policy/Service Development | Responsible for policy implementation and service development for more than one area of activity Develops policy for the support services and ensures implementation through performance management | 4 | 32 |
| 8. | Financial & Physical Resources | Budget holder for a department/service/services Holds budgets for a number/range of support services | 4a-5a | 32-45 |
| 9. | Human Resources | Line manager for several/ multiple departments Manages support services staff for a number of departments. | 5a | 45 |
| 10. | Information Resources | Record personally generated information Maintains own records | 1 | 4 |
| 11. | Research & Development | Undertake surveys or audits as necessary to own work Completes e.g. staff audits | 1 | 5 |



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|-------------------------|--------------------|---|---------------|----|
| 12. | Freedom to Act | Broad occupational policies and regulations Works within overall trust policies and procedures | 4 | 32 |
| 13. | Physical Effort | Combination of sitting, standing, walking Light physical effort for short periods | 1 | 3 |
| 14. | Mental Effort | Frequent concentration; work pattern is unpredictable Deals with service problems, processes financial staffing and service information; interruptions to deal with service emergencies | 3 (a) | 12 |
| 15. | Emotional Effort | Occasional exposure to distressing or emotional circumstances Deals with staff, performance issues | 2 (a) | 11 |
| 16. | Working Conditions | Exposure to unpleasant conditions is rare Office conditions | 1 | 3 |
| JE Score 470-483 | | | Band 7 | |



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|--------------------------------|--|
| Profile Suite and Label | Support Services - Procurement Team Manager |
| Job Statement | <ol style="list-style-type: none"> 1. Manages the performance of the procurement team(s) 2. Investigates complex procurement enquiries, provides advice and contributes to corporate reporting as required 3. Ensures that a cost effective purchasing/contracts work programme is developed and maintained to achieve target financial savings |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|---------------|--|--|-----------------|-----------------|
| 1. | Communication & Relationship Skills | Provide and receive complex, sensitive information; persuasive, motivational, negotiating, training skills are required Negotiates contractual issues, communicates statutory financial / procurement regulations to non-supplies people | 4a | 32 |
| 2. | Knowledge, Training & Experience | Specialist knowledge across range of procedures underpinned by theory Knowledge of professional purchasing principles acquired through professional qualifications – degree or Chartered Institute of Purchasing and Supply (CIPS), plus specialist expertise in procurement and contract management obtained via further training to post graduate level or equivalent and experience or the equivalent | 6 | 156 |
| 3. | Analytical & Judgemental Skills | Complex facts or situations requiring analysis, interpretation, comparison of a range of options Carries out complex procurements for high value contracts, develops appropriate evaluation methods | 4 | 42 |
| 4. | Planning & Organisational Skills | Plan and organise broad range of complex activities, formulates, adjusts plans or strategies Plans and prioritises programmes which impact across/within departments, services, agencies | 4 | 42 |
| 5. | Physical Skills | Physical skills obtained through practice Requires standard keyboard skills. May require standard driving skills | 2 | 15 |
| 6. | Patient/Client Care | Assist patients/clients during incidental contacts Assists patients, visitors as necessary | 1 | 4 |
| 7. | Policy/Service Development | Responsible for policy implementation and development for a service Develops departmental procurement policies and implements procurement procedures across the organisation | 4 | 32 |
| 8. | Financial & Physical Resources | Procurement of physical assets or supplies for department/service Responsible for the authorisation of new contracts and purchase orders | 4c | 32 |
| 9. | Human Resources | Line manager for single function or department Responsible for recruitment and selection of staff, performance appraisal; monitors workload, performance and achievement of targets | 4a | 32 |
| 10. | Information Resources | Responsible for maintaining one or more information systems, significant job responsibility Oversees the department's purchase order system/ | 3c | 16 |
| 11. | Research & Development | Undertake surveys or audits, as necessary to own work/ Regularly undertakes R&D activity | 1-2a | 5-12 |



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|-------------------------|---------------------------|--|---------------|----|
| | | Participates in audits and surveys of own and section's work activities. / Ensures standards met for product /equipment trials and all evaluation sheets completed and analysed | | |
| 12. | Freedom to Act | Broad occupational policies Operates within broad policy/procedures, has responsibility for specific area of procurement | 4 | 32 |
| 13. | Physical Effort | Combination of sitting, standing and walking Light physical effort | 1 | 3 |
| 14. | Mental Effort | Frequent concentration; work pattern unpredictable; occasional prolonged concentration Concentration required to prepare orders, draft tender and contract documentation, check work, interruptions to deal with staffing issues; Prepares EU contract documents and analyses complex returns for high value contracts | 3ab | 12 |
| 15. | Emotional Effort | Occasional distressing or emotional circumstances Resolves staffing issues | 2a | 11 |
| 16. | Working Conditions | Exposure to unpleasant conditions is rare Office conditions | 1 | 3 |
| JE Score 469-476 | | | Band 7 | |



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|--------------------------------|---|
| Profile Suite and Label | Support Services - Head of Procurement and Supply |
| Job Statement | <ol style="list-style-type: none"> 1. Responsible for overall management of the purchasing and supplies department and achieving financial savings and value for money 2. Contributes strategic procurement advice to the organisation's corporate reporting 3. Ensures compliance with statutory and local policies/standards |

| Factor | | Level descriptor and example job information | JE Level | JE Score |
|---------------|--|---|-----------------|-----------------|
| 1. | Communication & Relationship Skills | Provide and receive highly complex, sensitive or contentious information, agreement or cooperation is required Discusses very detailed contractual issues with NHS staff and suppliers and negotiates complex contracts | 5a | 45 |
| 2. | Knowledge, Training & Experience | Highly developed specialist knowledge, underpinned by theory and experience Expert knowledge of procurement strategy acquired by professional procurement qualification (CIPS) or vocational level 4 plus MBA or equivalent experience | 7 | 196 |
| 3. | Analytical & Judgemental Skills | Complex facts or situations, which require analysis, interpretation, comparison of a range of options/ Highly complex facts or situations, which require analysis, interpretation, comparison of a range of options Carries out procurements for high value, detailed contracts and develops appropriate evaluation methods / Carries out procurements for highly detailed, high value contracts that require analysis, comparison and assessment | 4- 5 | 42-60 |
| 4. | Planning & Organisational Skills | Plans and organise broad range of complex activities; formulate, adjust plans or strategies / Formulate long-term, strategic plans, involving uncertainty, may impact across the whole organisation Plans and prioritises programmes which impact across/within departments, services, agencies. / Plans procurement strategies that impact across/within departments and services | 4 -5 | 42-60 |
| 5. | Physical Skills | Physical skills obtained through practice Requires standard keyboard skills. May require standard driving skills | 2 | 15 |
| 6. | Patient/Client Care | Assist patients/clients during incidental contacts Assists patients, visitors. Assists patients as necessary | 1 | 4 |
| 7. | Policy/Service Development | Responsible for policy implementation and development for a service/ Responsible for policy implementation and development for directorate or equivalent Develops departmental procurement policies and implements across the trust/ Develops and applies procurement policies across multiple departments or services | 4- 5 | 32-45 |
| 8. | Financial & Physical Resources | Budget holder for a department/service; Procurement of physical assets or supplies for department/service Develops, manages and controls budget for own department; Responsible for the authorisation of purchase orders for goods and services across the organisation | 4ac | 32 |
| 9. | Human Resources | Line manager for a single function or department/ Several /multiple departments | 4a-5a | 32-45 |



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|-------------------------|-----------------------------------|--|------------------|------|
| | | Responsible for recruitment and selection of staff, performance appraisal; monitors workload, performance and achievement of targets/ Responsible for management of staff in several departments | | |
| 10. | Information Resources | Responsible for the operation of one or more information systems for department/service, major job responsibility Manages the introduction of new information systems eg. purchase order module | 4b | 24 |
| 11. | Research & Development | Undertake surveys or audits, as necessary to own work/ Regularly undertakes R&D activity Participates in audits and surveys of own and section's work activities. / Ensures standards met for product /equipment trials and all evaluation sheets completed and analysed | 1-2a | 5-12 |
| 12. | Freedom to Act | General policies, need to establish interpretation Manages the procurement service within the constraints of the organisation's Strategic Plan | 5 | 45 |
| 13. | Physical Effort | Combination of sitting, standing and walking Light physical effort | 1 | 3 |
| 14. | Mental Effort | Frequent concentration; work pattern unpredictable; Occasional prolonged concentration Prepares contracts and analyses returns; staff interruptions to solve problems/ prepares strategic plans and reports for the organisation's board | 3ab | 12 |
| 15. | Emotional Effort | Occasional distressing or emotional circumstances Supervision and management of staff involving appraisal, resolves staff issues | 2a | 11 |
| 16. | Working Conditions | Exposure to unpleasant conditions is rare Office conditions | 1 | 3 |
| JE Score 543-612 | | | Band 8a-b | |