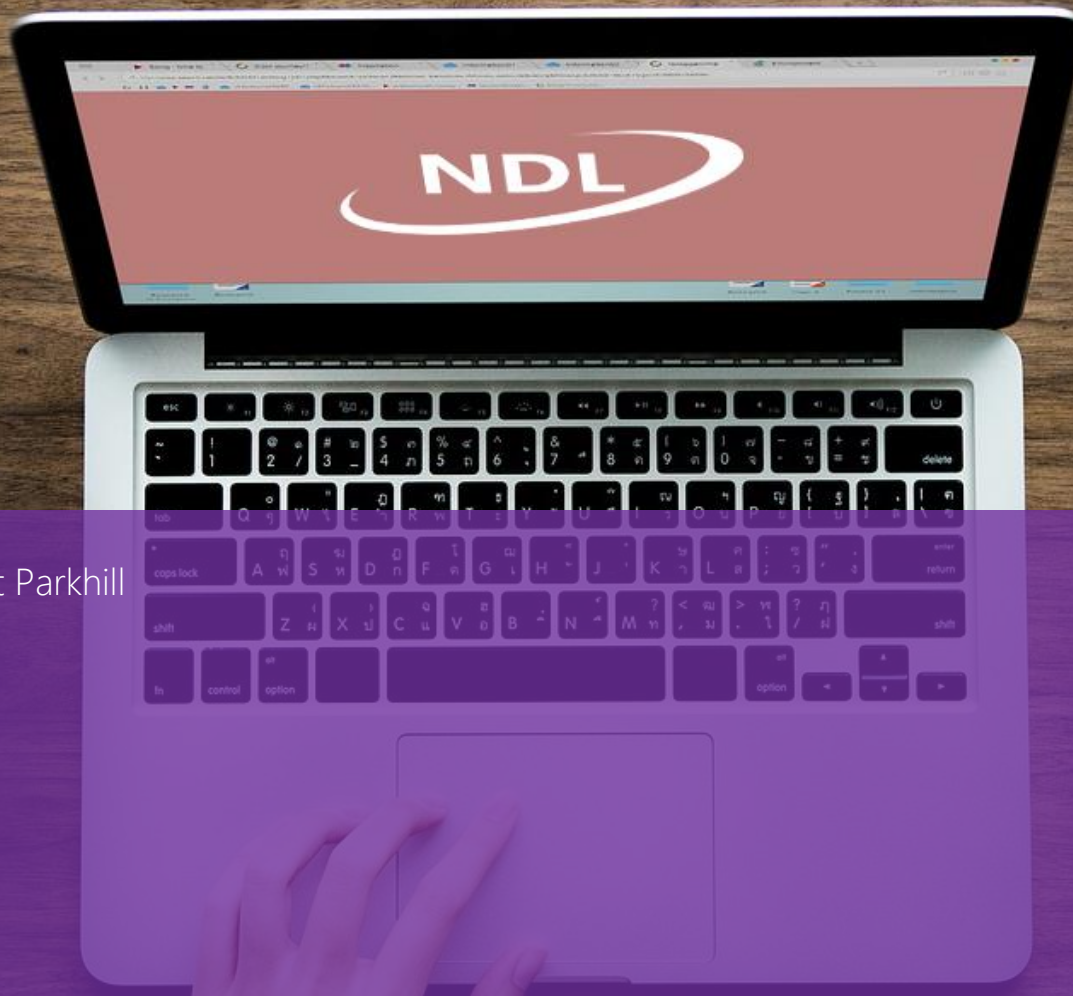


NDL Software Limited

NDL Rate Card and SFIA

Definitions



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## Standard Rate Card

	Strategy and architecture	Business change	Solution development and implementation	Service management	Procurement and management support	Client interface
1. Follow	£500	£500	£500	n/a	n/a	n/a
2. Assist	£750	£750	£750	n/a	n/a	n/a
3. Apply	£1000	£1000	£1000	n/a	n/a	n/a
4. Enable	£1200	£1200	£1200	£1200	n/a	n/a
5. Ensure/Advise	£1350	£1350	£1350	£1350	£1350	n/a
6. Initiate/Influence	£1500	£1500	£1500	£1500	£1500	n/a
7. Set Strategy/Inspire	£1750	£1750	£1750	£1750	£1750	£1750

### Commercial Terms and Assumptions

- All prices exclude VAT at the prevailing rate
- Software and Professional Services are invoiced on order
- Software and services are offered under the terms of the G-Cloud Framework in conjunction with NDL Conditions of Supply 191018–v1-01.
- Discounts may be available for days ordered in 'bulk'

### Standards for Consultancy Day Rate cards

- Consultant's Working Day – 8 hours exclusive of travel and lunch
- Working Week – Monday to Friday excluding national holidays
- Office Hours - 9am to 6pm Monday to Friday
- Travel, mileage Subsistence – Included in day rate within M25. Payable at department's standard T&S rates outside M25
- Mileage – As above
- Professional Indemnity Insurance – included in day rate

For queries or for further information, please contact our G-Cloud Desk:

[G-Cloud@NDL.co.uk](mailto:G-Cloud@NDL.co.uk) or call 01937 543500.

## Level Definitions

	Autonomy	Influence	Complexity	Business Skills
1. Follow	<ul style="list-style-type: none"> <li>• works under close supervision</li> <li>• uses little discretion</li> <li>• is expected to seek guidance in expected situation</li> </ul>	Interacts with immediate colleagues.	<ul style="list-style-type: none"> <li>• performs routine activities in a structured environment</li> <li>• requires assistance in resolving unexpected problems</li> </ul>	<ul style="list-style-type: none"> <li>• uses basic information systems and technology functions, applications, and processes</li> <li>• demonstrates an organised approach to work</li> <li>• learns new skills and applies newly acquired knowledge</li> <li>• has basic oral and written communication skills</li> <li>• contributes to identifying own development opportunities</li> </ul>
2. Assist	<ul style="list-style-type: none"> <li>• works under routine supervision</li> <li>• uses minor discretion in resolving problems or enquiries</li> <li>• works without frequent reference to others</li> </ul>	<ul style="list-style-type: none"> <li>• interacts with and may influence immediate colleagues</li> <li>• may have some external contact with customers and suppliers.</li> <li>• may have more influence in own domain.</li> </ul>	Performs a range of varied work activities in a variety of structured environments.	<ul style="list-style-type: none"> <li>• understands and uses appropriate methods, tools and applications</li> <li>• demonstrates a rational and organised approach to work</li> <li>• is aware of health and safety issues. Identifies and negotiates own development opportunities</li> <li>• has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team</li> <li>• is able to plan, schedule and monitor own work within short time horizons</li> <li>• absorbs technical information when it is presented systematically and applies it effectively</li> </ul>
3. Apply	<ul style="list-style-type: none"> <li>• works under general supervision</li> <li>• uses discretion in identifying and resolving complex problems and assignments • usually receives specific instructions and has work reviewed at frequent milestones</li> </ul>	<ul style="list-style-type: none"> <li>• interacts with and influences department/project team members</li> <li>• may have working level contact with customers and suppliers</li> </ul>	Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.	<ul style="list-style-type: none"> <li>• Understands and uses appropriate methods, tools and applications.</li> <li>• demonstrates an analytical and systematic approach to problem solving</li> </ul>

	<ul style="list-style-type: none"> <li>• determines when issues should be escalated to a higher level</li> </ul>	<ul style="list-style-type: none"> <li>• may supervise others in predictable and structured areas</li> <li>• makes decisions which may impact on the work assigned to individuals or phases of projects</li> </ul>		<ul style="list-style-type: none"> <li>• takes the initiative in identifying and negotiating appropriate development opportunities.</li> <li>• demonstrates effective communication skills.</li> <li>• contributes fully to the work of teams</li> <li>• plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures</li> <li>• absorbs and applies technical information</li> <li>• works to required standards</li> <li>• understands and uses appropriate methods, tools and applications</li> <li>• appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client</li> </ul>
4. Enable	<ul style="list-style-type: none"> <li>• works under general direction within a clear framework of accountability</li> <li>• exercises substantial personal responsibility and autonomy</li> <li>• plans own work to meet given objectives and processes.</li> </ul>	<ul style="list-style-type: none"> <li>• influences team and specialist peers internally. Influences customers at account level and suppliers</li> <li>• has some responsibility for the work of others and for the allocation of resources</li> <li>• participates in external activities</li> </ul>	Performs a broad range of complex technical or professional work activities, in a variety of contexts.	<ul style="list-style-type: none"> <li>• selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving</li> <li>• communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences</li> <li>• facilitates collaboration between stakeholders who share common objectives</li> <li>• plans, schedules and monitors work to meet time and quality</li> </ul>

				<p>targets and in accordance with relevant legislation and procedures.</p> <ul style="list-style-type: none"> <li>• rapidly absorbs new technical information and applies it effectively</li> <li>• has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client.</li> <li>• maintains an awareness of developing technologies and their application and takes some responsibility for personal development</li> </ul>
5. Ensure/Advise	<ul style="list-style-type: none"> <li>• works under broad direction</li> <li>• is fully accountable for own technical work and/or project/supervisory responsibilities</li> <li>• receives assignments in the form of objectives</li> <li>• establishes own milestones and team objectives, and delegates responsibilities</li> <li>• work is often self-initiated</li> </ul>	<ul style="list-style-type: none"> <li>• influences organisation, customers, suppliers and peers within industry on the contribution of own specialism</li> <li>• has significant responsibility for the work of others and for the allocation of resources</li> <li>• makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget</li> <li>• develops business relationships with customers</li> </ul>	<ul style="list-style-type: none"> <li>• Performs a challenging range and variety of complex technical or professional work activities</li> <li>• undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts</li> <li>• understands the relationship between own specialism and wider customer or organisational requirements</li> </ul>	<ul style="list-style-type: none"> <li>• advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives</li> <li>• analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets</li> <li>• communicates effectively, formally and informally, with colleagues, subordinates and customers</li> <li>• demonstrates leadership</li> <li>• facilitates collaboration between stakeholders who have diverse objectives</li> <li>• understands the relevance of own area of responsibility or specialism to the employing organisation</li> <li>• takes customer requirements into account when making proposals</li> <li>• takes initiative to keep skills up to date. Mentors more junior colleagues</li> </ul>



				<ul style="list-style-type: none"> <li>• maintains an awareness of developments in the industry</li> <li>• analyses requirements and advises on scope and options for operational improvement</li> <li>• demonstrates creativity and innovation in applying solutions for the benefit of the customer</li> </ul>
6. Initiate/Influence	<ul style="list-style-type: none"> <li>• has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects</li> <li>• establishes organisational objectives and delegates responsibilities</li> <li>• is accountable for actions and decisions taken by self and subordinates</li> </ul>	<ul style="list-style-type: none"> <li>• influences policy formation on the contribution of own specialism to business objectives</li> <li>• influences a significant part of own organisation and influences customers and suppliers and industry at senior management level</li> <li>• makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance</li> <li>• develops high-level relationships with customers, suppliers and industry leaders</li> </ul>	<ul style="list-style-type: none"> <li>• performs highly complex work activities covering technical, financial and quality aspects</li> <li>• contributes to the formulation of IT strategy</li> <li>• creatively applies a wide range of technical and/or management principles.</li> </ul>	<ul style="list-style-type: none"> <li>• absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk</li> <li>• understands the implications of new technologies</li> <li>• demonstrates clear leadership and the ability to influence and persuade</li> <li>• has a broad understanding of all aspects of IT and deep understanding of own specialism(s).</li> <li>• understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation</li> <li>• takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry</li> </ul>
7. Set Strategy/Inspire	<ul style="list-style-type: none"> <li>• has authority and responsibility for all aspects of a significant area of work, including policy formation and application</li> <li>• is fully accountable for</li> </ul>	<ul style="list-style-type: none"> <li>• makes decisions critical to organisational success</li> <li>• influences developments within the IT industry at the highest levels.</li> </ul>	<ul style="list-style-type: none"> <li>• leads on the formulation and application of strategy</li> <li>• applies the highest level of management and leadership skills</li> <li>• has a deep understanding of the IT industry and the implications of</li> </ul>	<ul style="list-style-type: none"> <li>• has a full range of strategic management and leadership skills</li> <li>• understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the</li> </ul>

	<ul style="list-style-type: none"> <li>• actions taken and decisions made both by self and subordinates</li> </ul>	<ul style="list-style-type: none"> <li>• Advances the knowledge and/or exploitation of IT within one or more organisations</li> <li>• develops long-term strategic relationships with customers and industry leaders</li> </ul>	emerging technologies for the wider business environment	<p>highest in a persuasive and convincing manner</p> <ul style="list-style-type: none"> <li>• has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that use and exploit IT</li> <li>• communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies</li> <li>• assesses the impact of legislation, and actively promotes compliance</li> <li>• takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT in own area(s) of expertise.</li> </ul>
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