Crown Commercial Service

# G-Cloud 11 RATE CARD

**Framework Reference:** RM1557.11

# Skills for the Information Age (SFIA) definitions & Rate Card

## Standard Rate Card

| | Strategy and architecture | Business change | Solution development and implementation | Service management | Procurement and management support | Client interface |
|---|---|---|---|---|---|---|
| **1. Follow** | N/A | N/A | N/A | N/A | N/A | N/A |
| **2. Assist** | N/A | N/A | N/A | N/A | N/A | N/A |
| **3. Apply** | N/A | N/A | N/A | N/A | N/A | N/A |
| **4. Enable** | £1,220 | £1,220 | £1,220 | £1,220 | £1,220 | £1,220 |
| **5. Ensure or advise** | £1,220 | £1,220 | £1,220 | £1,220 | £1,220 | £1,220 |
| **6. Initiate or influence** | £1,220 | £1,220 | £1,220 | £1,220 | £1,220 | £1,220 |
| **7. Set strategy or inspire** | £1,220 | £1,220 | £1,220 | £1,220 | £1,220 | £1,220 |

## 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 5pm 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

# Level definitions

| | Autonomy | Influence | Complexity | Business Skills |
|---|---|---|---|---|
| 1. Follow | • works under close supervision<br>• uses little discretion<br>• is expected to seek guidance in expected situations | Interacts with immediate colleagues. | • performs routine activities in a structured environment<br>• requires assistance in resolving unexpected problems | • uses basic information systems and technology functions, applications, and processes<br>• demonstrates an organised approach to work<br>• learns new skills and applies newly acquired knowledge<br>• has basic oral and written communication skills<br>• contributes to identifying own development opportunities |
| 2. Assist | • works under routine supervision<br>• uses minor discretion in resolving problems or enquiries<br>• works without frequent reference to others | • interacts with and may influence immediate colleagues<br>• may have some external contact with customers and suppliers.<br>• may have more influence in own domain. | Performs a range of varied work activities in a variety of structured environments. | • understands and uses appropriate methods, tools and applications<br>• demonstrates a rational and organised approach to work<br>• is aware of health and safety issues. Identifies and negotiates own development opportunities<br>• has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team<br>• is able to plan, schedule and monitor own work within short time horizons<br>• absorbs technical information when it is presented systematically and applies it effectively |

| | Autonomy | Influence | Complexity | Business Skills |
|---|---|---|---|---|
| 3. Apply | • works under general supervision<br>• uses discretion in identifying and resolving complex problems and assignments<br>• usually receives specific instructions and has work reviewed at frequent milestones<br>• determines when issues should be escalated to a higher level | • interacts with and influences department/project team members<br>• may have working level contact with customers and suppliers<br>• may supervise others in predictable and structured areas<br>• makes decisions which may impact on the work assigned to individuals or phases of projects | • Performs a broad range of work, sometimes complex and non-routine, in a variety of environments. | • understands and uses appropriate methods, tools and applications.<br>• demonstrates an analytical and systematic approach to problem solving<br>• takes the initiative in identifying and negotiating appropriate development opportunities.<br>• demonstrates effective communication skills.<br>• contributes fully to the work of teams<br>• plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures<br>• absorbs and applies technical information<br>• works to required standards<br>• understands and uses appropriate methods, tools and applications<br>• appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client |
| 4. Enable | • works under general direction within a clear framework of accountability<br>• exercises substantial personal responsibility and autonomy<br>• plans own work to meet given objectives and processes. | • influences team and specialist peers internally. Influences customers at account level and suppliers<br>• has some responsibility for the work of others and for the allocation of resources<br>• participates in external activities | Performs a broad range of complex technical or professional work activities, in a variety of contexts. | • selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving<br>• communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences<br>• facilitates collaboration between stakeholders who share common objectives<br>• plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures.<br>• rapidly absorbs new technical information and applies it effectively |

| | Autonomy | Influence | Complexity | Business Skills |
|---|---|---|---|---|
| | | related to own specialism<br>• makes decisions which influence the success of projects and team objectives. | | • 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.<br>• maintains an awareness of developing technologies and their application and takes some responsibility for personal development |
| 5. Ensure or Advise | • works under broad direction<br>• is fully accountable for own technical work and/or project/ supervisory responsibilities<br>• receives assignments in the form of objectives<br>• establishes own milestones and team objectives, and delegates responsibilities<br>• work is often self-initiated | • influences organisation, customers, suppliers and peers within industry on the contribution of own specialism<br>• has significant responsibility for the work of others and for the allocation of resources<br>• makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget<br>• develops business relationships with<br>• customers | • Performs a challenging range and variety of complex technical or professional work activities<br>• undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts<br>• understands the relationship between own specialism and wider customer or | • advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives<br>• analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets<br>• communicates effectively, formally and informally, with colleagues, subordinates and customers<br>• demonstrates leadership<br>• facilitates collaboration between stakeholders who have diverse objectives<br>• understands the relevance of own area of responsibility or specialism to the employing organisation<br>• takes customer requirements into account when making proposals<br>• takes initiative to keep skills up to date. Mentors more junior colleagues<br>• maintains an awareness of developments in the industry<br>• analyses requirements and advises on scope and options for operational improvement<br>• demonstrates creativity and innovation in applying solutions for the benefit of the customer |

| | Autonomy | Influence | Complexity | Business Skills |
|---|---|---|---|---|
| | | | organisational requirements. | |
| 6. Initiate or influence | • has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects<br>• establishes organisational objectives and delegates responsibilities<br>• is accountable for actions and decisions taken by self and subordinates | • influences policy formation on the contribution of own specialism to business objectives<br>• influences a significant part of own organisation and influences customers and suppliers and industry at senior management level<br>• makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance<br>• develops high-level relationships with customers, suppliers and industry leaders | • performs highly complex work activities covering technical, financial and quality aspects<br>• contributes to the formulation of IT strategy<br>• creatively applies a wide range of technical and/or management principles. | • absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk<br>• understands the implications of new technologies<br>• demonstrates clear leadership and the ability to influence and persuade<br>• has a broad understanding of all aspects of IT and deep understanding of own specialism(s).<br>• understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation<br>• takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry |
| 7 Set Strategy and inspire | • has authority and responsibility for all aspects of a significant area of work, including | • makes decisions critical to organisational success | • leads on the formulation and application of strategy | • has a full range of strategic management and leadership skills<br>• understands, explains and presents complex technical ideas to both technical and non- |

| | Autonomy | Influence | Complexity | Business Skills |
|---|---|---|---|---|
| | policy formation and application<br>• is fully accountable for<br>• actions taken and decisions made both by self and subordinates | • influences developments within the IT industry at the highest levels.<br>• Advances the knowledge and/or exploitation of IT within one or more organisations<br>• develops long-term strategic relationships with customers and industry leaders | • applies the highest level of management and leadership skills<br>• has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment | technical audiences at all levels up to the highest in a persuasive and convincing manner<br>• 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<br>• communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies<br>• assesses the impact of legislation, and actively promotes compliance<br>• 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. |