

LONDON BOROUGH OF HAVERING

JOB EVALUATION SCHEME FOR APT & C EMPLOYEES

Completion Of Job Evaluation Form

At first sight this form looks quite complex and may put you off. The aim of these notes is to try and assist you in completing the form to the best advantage and likewise the questions are designed to provide additional information necessary to undertake the evaluation, which may not be evident from the Job Profile.

The evaluation of a post will be based on the following factors:

Supervisory Responsibility

This factor measures the degree of responsibility for staff and others for whose work the post can be considered directly accountable and in particular the nature of that responsibility. Additional consideration will be given to the number of staff supervised and whether or not they are dispersed.

Creativity

This factor measures the extent to which a postholder is required to be innovative and imaginative in response to issues and the resolution of problems. Imagination and creativity can be exercised in a number of ways, for example, by caring and counselling work, drawings, the design of computer systems and programs, policy development and the written or spoken word.

Contacts

This factor measures the degree of personal contact and appraises the nature of the relationships with other people which are required to be maintained by the postholder in the course of the job.

The purpose, content, potential outcome and conflict/stress of a contact are more important factors than the status of the person or organisation with whom the contact is made. Recognition will be given under this factor to staff regularly dealing with situations of rudeness and abuse in the course of their work.

Contacts may involve customer/client services; advising; fact finding; interviewing; providing or obtaining information. They must play a significant part in the duties of the job and be frequently made.

Decisions

This factor is in two parts:-

- 1) the requirement to make decisions or recommendations as a regular feature of the work.
- 2) the consequences of those decisions or recommendations.

The first part will measure the need to make choices, the accountability for the outcome, the constraints upon decisions and the availability of guidelines or advice - which will determine the extent of discretion.

The second part will measure the nature of the consequences or outcome of the decisions which will be considered in terms of the effect upon people, property, finance, policies, objectives, targets etc. both inside and outside the Department or the Authority.

Direct decisions are those where action is taken without reference to a higher authority. Recommendations are treated as decisions where action is recommended to a higher authority within the organisation or to another department which is accountable for making the direct decisions. Where the job requires a regular involvement with working parties or other similar groups making collective decisions, it is necessary to identify the actual role required to be played by the postholder.

Knowledge and Skills

This factor measures knowledge and skills, in their broadest sense, in relation to the work or discipline required by a post, and which are necessary for the satisfactory performance of the full duties and responsibilities of the post.

The areas of knowledge and skills will not be restricted to specific technical, professional or specialist disciplines and may include literary and linguistic skills, interpersonal, caring, numeracy, dexterity, operational techniques, communications, sensitivity, tact, diplomacy and management.

Knowledge and skills can be acquired in different ways, e.g. through formal education/training; informal education/training; socially acquired skills; practical experience within a similar job or work area; and/or practical experience in a dissimilar but relevant work area.

Work Context

This factor measures the degree to which the context of the work of the post will vary according to both:

- a) the impact of deadlines and demands for changes between work, taking into account the frequency and suddenness of change.
- b) the work environment, in the extent to which physical support is available.

“Physical support” refers to the accessibility of other members of staff for those posts who work in a public environment which could potentially put them in need of such support.

The Job Evaluation questionnaire should be signed and dated by the postholder and Line Manager.

Where a post is one of a number of posts with similar titles and responsibilities, by agreement with the other staff concerned, one Job Evaluation form can be completed in regard to that group of posts.

If you find difficulty in completing the form and if your Line Manager cannot be of assistance, you may seek advice from your Personnel Unit or from Corporate Human Resources. Completed forms together with a current Job Profile and organisation chart should be sent to your Service Directorate’s Personnel Unit who will forward it to Corporate Human Resources.