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LOCAL GOVERNMENT SERVICES NJC JOB EVALUATION SCHEME:

Factor	Factor Details
Job Knowledge	<p>This factor measures the Knowledge required for the job. It covers all technical, specialist, procedural and organisational knowledge required for the job, including numeracy and literacy; knowledge of equipment and machinery; and knowledge of concepts, ideas, other cultures or languages, theories, techniques, policies, procedures and practices.</p> <p>It takes into account the breadth, diversity and range of knowledge and the depth and complexity of the understanding required.</p> <p>This factor does not take into account physical, mental and interpersonal/communications skills required, as these are covered by separate factors.</p>
Mental Skills	<p>This factor measures the Mental Skills required for the job. It includes analytical, problem solving and judgement skills.</p> <p>It also includes creative and developmental skills, whether related to design, handling of people or development of policies and procedures; and planning and strategic skills. It takes into account requirements to gather, collate and analyse the facts needed to solve problems; and requirements for imaginative thinking.</p>
Communication Skills	<p>This factor measures the Interpersonal and Communication Skills required for the job. It includes oral, linguistic, sign and written communication skills. The emphasis of the factor is on the purpose to which the interpersonal and communication skills are put (for example, training, educating, promoting, obtaining information from others, interviewing, gaining the co-operation of others, team working, advising, motivating, persuading, counselling, conciliating, negotiating, meeting the needs of others).</p> <p>The factor covers the complexity or contentiousness of the subject matter to be conveyed, and any requirements to exercise confidentiality or sensitivity. It takes into account the nature, diversity, cultural background and size of the intended audiences.</p>
Physical Skills	<p>This factor measures the Physical Skills required for the job. It covers manual and finger dexterity, hand-eye co-ordination, co-ordination of limbs, and sensory co-ordination.</p> <p>It takes into account the purpose to which the skills are put and demands arising from the need to achieve specified standards of speed and precision.</p>
Initiative and Independence	<p>This factor measures the scope allowed to the jobholder to exercise initiative and take independent actions.</p> <p>It takes into account the nature and level of supervision of the jobholder; the level and degree of direction and guidance provided</p>

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	<p>by policies, precedents, procedures and regulations; and any requirements to organise or quality check own work.</p>
Physical Demands	<p>This factor measures the type, amount, continuity and frequency of the physical effort required by the job. It covers stamina as well as strength.</p> <p>It takes into account all forms of bodily effort, for example, that required for standing and walking, lifting and carrying, pulling and pushing. It also includes the physical demands involved in working in awkward positions, for example, bending, crouching, stretching; for sitting, standing or working in a constrained position; and for maintaining the required pace of work.</p>
Mental Demands	<p>This factor measures the degree and frequency of the mental concentration, alertness and attention required by the job.</p> <p>It takes into account features which may make concentration more difficult, for example, repetitive work, interruptions or the need to switch between varied tasks or activities; and other forms of work-related pressure, for instance, arising from conflicting work demands. It also takes into account the responsiveness required of the jobholder.</p>
Emotional Demands	<p>This factor measures the nature and frequency of the Emotional Demands on the jobholder arising from contacts or work with other people.</p> <p>It takes into account the situation in which the contacts or work with other people occur, for example, whether they are angry, difficult, upset or unwell; or whether their circumstances are such as to cause stress to the jobholder, for example, if the people concerned are terminally ill, very frail, at risk of abuse, homeless or disadvantaged in some other way.</p>
Responsibility for People	<p>This factor measures the responsibility of the jobholder for individual, or groups of, people (members of the public, service users and recipients, clients), other than employees supervised or managed by the jobholder.</p> <p>The emphasis of the factor is on the nature and extent of the direct impact on the well-being of individuals or groups.</p> <p>The factor covers responsibilities, including any confidentiality requirements, for the physical, mental, social, economic and environmental well-being of people, including their health and safety.</p> <p>These responsibilities could be exercised through, for example, providing personal services, advice and guidance, or other forms of assistance; implementing or enforcing regulations; or developing and implementing services.</p>

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Responsibility for Supervision etc. of Other Employees	<p>This factor measures the direct responsibility of the jobholder for the supervision, co-ordination or management of employees, or others in an equivalent position. It includes work planning and allocation; checking and evaluating the work of others; and training, development and guidance. It also includes responsibility for personnel functions for those for whom the jobholder has a formal supervisory responsibility, such as recruitment, discipline, appraisal; and planning, organising and long-term development of human resources.</p> <p>The emphasis of the factor is on the nature of the responsibility, rather than the precise numbers of employees supervised, co-ordinated or managed.</p> <p>It takes into account the extent to which other employees contribute to the overall responsibility.</p>
Responsibility for Financial Resources	<p>This factor measures the direct responsibility of the jobholder for financial resources, including cash, vouchers, cheques, debits and credits, invoices, budgets and income collection and generation.</p> <p>It takes into account the nature of the responsibility, for example, correctness and accuracy; safekeeping, confidentiality and security; deployment and degree of direct control; budgetary and business planning responsibilities; planning, organising and long-term development of the financial resources.</p> <p>It also takes into account the degree to which other employees contribute to the overall responsibility, the frequency with which the responsibility is exercised and the value of the financial resources.</p>
Responsibility for Physical Resources	<p>This factor measures the direct responsibility of the jobholder for physical resources, including manual or computerised information; data and records; office and other equipment; tools and instruments; vehicles; plant and machinery; land, construction works, buildings and fittings and fixtures; personal possessions; and goods, produce, stocks and supplies.</p> <p>It takes into account the nature of the responsibility, for example, safekeeping, confidentiality and security; deployment and degree of direct control; maintenance and repair; procurement, commissioning, ordering, purchasing and replacement authority; planning, organising and long-term development of the physical resources.</p> <p>It also takes into account the degree to which other employees contribute to the overall responsibility, the frequency with which the responsibility is exercised and the value of the physical resources.</p>

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<p>Assessment Tool: Advisory, Policy and Equivalent Responsibilities</p>	<p>This is NOT a separate factor or a change to the NJC JES, but an aid to ensuring that advisory, policy and similar responsibilities are correctly assessed and allocated to the appropriate Responsibility factor.</p> <p>It relates to advisory, research, policy development or implementation and equivalent 'hands off' responsibilities which are a specific feature of the role and likely to be identified in the job description list of main or key duties.</p> <p>Advisory responsibilities may relate to other employees in own or other work areas (internal) or to clients or members of the public (external). Advice in this context must be more than information; it must influence the actions of those to whom it is given.</p> <p>Policy responsibilities may arise from internal decisions, or external factors, for example, changes in legislation or regulations.</p> <p>In order to ensure that any such responsibilities are correctly assessed and allocated to the appropriate factor, it is recommended that jobs should be evaluated first on their 'hands on' responsibilities and then considered in relation to this assessment tool.</p> <p>The steps in using the tool are:</p> <ol style="list-style-type: none">(1) Assess the appropriate level of demand, from 1 to 6;(2) Identify the single most appropriate Responsibility factor;(3) Determine whether the level awarded for advisory/policy responsibilities changes the previously evaluated level for the 'hands on' responsibilities for the identified factor.
<p>Working Conditions</p>	<p>This factor measures exposure to disagreeable, unpleasant, uncomfortable or hazardous working conditions arising from the environment or from work with people.</p> <p>It covers the frequency, duration and nature of conditions, such as dust, dirt, temperature extremes and variations, humidity, noise, vibration, fumes and smells, human or animal waste steam, smoke, grease or oil, inclement weather, lack of privacy or isolation, and the risk of illness or injury arising from exposure to diseases, toxic substances, machinery or work locations. It also covers abuse, aggression and risk of injury from people.</p> <p>The factor measures those aspects of the working environment which are unavoidable and integral to the job. Health and safety regulations and requirements are assumed to be met, but the requirement to wear protective clothing may create disagreeable or uncomfortable conditions.</p> <p>The emphasis of this factor is on the degree of unpleasantness or discomfort caused. This takes into account the frequency, intensity and duration of exposure to particular conditions; and the additional effect of variations or combinations of conditions.</p>