

AGENDA FOR CHANGE - REVIEW ADVICE

INTRODUCTION

The NHS Job Evaluation Scheme, upon which NHS jobs are assimilated to AfC, has been designed to be as objective as possible and to meet equality criteria by being fair and non-discriminatory. Nonetheless, job evaluation is not an exact science and can be open to human error; the process therefore includes the right to a review. Remember that this is not an appeal - it is a review.

MATCHING PROCESS

The fair application of the scheme is wholly dependent on the quality of information presented to the matching panels. The scheme, as detailed in the Handbook, required that matching panels be given agreed and up to date job descriptions, organisation charts, other reference documents and any short-form questionnaires used to collect supplementary information, for example in relation to the Effort and Environment factors, for the posts to be matched. In Glasgow, the former AfC Project Steering Group agreed a common template for job descriptions to elicit the necessary information in relation to the factors measured within the scheme. It would be fair to report, despite the template, that the quality of the content of job descriptions received for matching could be said to be variable with a significant difference between those produced early in the process when compared to those at the end. This must have had an impact on the outcomes and will be required to be remedied as part of the review process by means of additional information.

ASSIMILATION

It is important to check the Matched Job Report produced by the CAJE (Computer Assisted Job Evaluation) system, provided with your Assimilation Letter, to ensure that you have been assimilated using the job description(s) that was submitted for your post(s). It has been known for staff to be assimilated to the wrong job description. If you believe this to be the case or have any other questions regarding the AfC process then seek advice immediately from your local Group Representative, as these problems should be resolved outside the review process.

SEEKING A REVIEW

A request seeking a review must have been lodged within 3 months of receiving the letter of assimilation. This request should have been acknowledged by the AfC Office.

THE REVIEW PROCESS

The agreed review process in NHS Greater Glasgow & Clyde has the following stages:

- Staff who have requested a review will receive a letter outlining the actions that they must take. The letters are being sent out by job family (e.g. AHP, A&C, Health Science Services). It should be noted that the review pro-forma paperwork (agreed jointly by the manager and staff concerned must be submitted within 8 weeks of the letter.
- Exploratory stage (optional). The purpose of this stage is to allow employees and their manager an opportunity to meet with two experienced job matchers to discuss the reasons for the review request. You may be accompanied by a local Unite representative if you wish. The discussion may assist in:
 - clarifying the matching or evaluation outcome;
 - understanding the matching, evaluation and review process;
 - reaching consensus about the evidence to be submitted for the review.
- Review submission. The extra information that you wish to be considered by the review panel should be agreed with your line manager and submitted by the line manager via email within the eight week deadline. In the event of a failure to agree about the content of the additional information in the review submission, the manager must immediately inform Human Resources in order that the mediation protocol can be implemented.
- The review panel will consider the completed pro-forma. The review panel can:
 - Confirm a match to the same pay band;
 - Confirm a match to a higher banded profile;
 - Or, exceptionally, refer the job for local evaluation (i.e. a job analysis questionnaire)
- You will be notified of the Review decision in writing when the procedure has been completed. At the conclusion of this procedure there is no right of appeal beyond the review panel if your complaint is about the matching outcome.

THE REVIEW SUBMISSION

You should begin to consider the grounds for achieving a successful outcome **now**, before you receive the letter with its eight week deadline. It is important that any such consideration should be realistic and evidence based.

As you will not be allowed to address the panel in person, the grounds you submit for the review must be clearly justified and backed up, where appropriate, with additional supporting evidence. Any change from the original job description must have applied in October 2004 and such additional information must be supported and signed by the line manager. The review submission should be succinct but at the same time sufficient and designed with the aim of the

review panel having as little choice as possible in reaching the desired outcome. You will find the following documents essential (these are either available as an appendix to this document or from the Web):

- Your Assimilation Letter including the attached CAJE Report;
- Your Job Description;
- NHS Job Evaluation Handbook (2nd Edition)
(<http://www.nhsemployers.org/pay-conditions/pay-conditions-781.cfm>);
- National Profiles for your job family
(<http://www.nhsemployers.org/pay-conditions/pay-conditions-262.cfm>);
- Review pro-forma parts A & B (attached)
(or from StaffNet
<http://staffnet/Human+Resources/Resourcing+Recruitment+and+Workforce+Planning/Job+Evaluation+Unit/default.htm>);

POTENTIAL OUTCOME

It has been agreed within NHS Greater Glasgow and Clyde (unlike the rest of the UK) that a review panel can only consider matching to job profiles that are in the same or a higher pay band than that currently assigned. If the review matches to another National Profile then the result will be either the same or will go up: it cannot go down. It is for this reason it is recommended that wherever possible you should aim to match a National Profile.

If a job description cannot be matched to a National Profile, then it will require a local job evaluation and you will have to complete a job analysis questionnaire. A local evaluation is not something to be feared – it is simply a whole lot more work. However, you should remember that it is not possible to predict the result of a local job evaluation and the outcome could be a lower pay band.

NATIONAL PROFILES

National Profiles have been developed in order to make the process of assigning staff to one of the new pay bands as straightforward as possible and provide a framework against which to check the consistency of local evaluation. The Profiles are grouped within job families (e.g. Allied Health Professions) and then in occupational or generic groups (e.g. Speech and Language Therapy). The first step in preparing your review submission is to look at the national profiles within your occupational group and pick one that you feel more accurately reflects the duties, responsibilities and other requirements of your post. Although the duties etc described for each factor do not need to be identical to your post, the levels need to be similar and overall the profile levels need to be a fair and honest reflection of the job and its requirements.

MATCHING A NATIONAL PROFILE

When matching to National Profiles, the Level for factor 2 (knowledge, training & experience) and the Level for factor 12 (freedom to act) must match the profile; there can be no variation. If these do not match, then another profile should be looked at. All other factors can be one level up or down with a maximum of no more than 5 variations across all the factors (with the exception of factors 2 & 12 that must match) and that the points score variations do not take the job over a band boundary (i.e. when the points for each level are added they are still within the range for that band (see page 50 of the Job Evaluation handbook for these ranges).

Bearing in mind the previous paragraph, the next step is to compare the requirements of the national profile with your matched job report (this was sent as part of your assimilation package).

For each of the 16 factors compare the level awarded with the level required to match to the national profile. If they match, then do not put anything in that factor's part of the Review pro-forma. If they do not match, and your duties, responsibilities etc justify a different level then you must supply the evidence for that particular factor in the form of additional information. Do this for all the factors where the levels differ between your matched job report and the national profile. The additional information must be agreed with your line manager who should then submit the review pro-forma to the Job Evaluation Unit by email within the eight week deadline.

As stated previously, in the event of a failure to agree about the content of the additional information in the review submission, the manager must immediately inform Human Resources in order that the mediation protocol can be implemented.

AGENDA FOR CHANGE JOB EVALUATION SCHEME

REVIEW SUBMISSION FORM – PART A

This form should be used to submit additional job information for use in the Job Evaluation Review procedure following assimilation from Whitley Council grading arrangements to Agenda for Change pay bands. The form should also be used where employees disagree with the banding outcome for their post but do not wish to submit any additional information.

The additional information contained in the form must be agreed between the employee(s) carrying out the role and the line manager.

The form must be submitted by email to the Job Evaluation Unit by authorised Line Managers and a copy retained in each employee's personal file.

Completed forms should be emailed to jereviews@ggc.scot.nhs.uk using 'Review Submission Form' as the subject header. Please remember to send Part A and Part B when submitting Review information.

Section 1: Job Details	
Job Title	
CAJE no (from the matched job report)	
Department	
Service (Acute/CHCP/CHP/Corporate)	
Name of employee who can be contacted by the Review panel for additional information/clarification	
Telephone number	
Mobile telephone number	
Name of Line Manager who can be contacted by the Review panel for additional information/clarification	
Telephone number	
Mobile telephone number	
Email address	

**AGENDA FOR CHANGE JOB EVALUATION SCHEME
REVIEW SUBMISSION FORM – PART B**

This form should be used in conjunction with Part A to submit additional job information for use in the Job Evaluation Review procedure. The additional information contained in the form must be agreed between the employee(s) carrying out the role and the line manager.

The form must be submitted by email to the Job Evaluation Unit by authorised Line Managers and a copy retained in each employee’s personal file.

Completed forms should be emailed to jereviews@ggc.scot.nhs.uk using ‘Review Submission Form’ as the subject header. Please remember to send Part A and Part B when submitting Review information.

JOB TITLE	
CAJE ID NO	
Section 1: Reason for requesting a Review	
1. Post should be matched to a different National Profile	
<i>Please explain why you feel another National Profile is more appropriate (in no more than 50 words)</i>	

2. Job Information was not included in the original job description submitted.

Any duties described must have been carried out as part of the post holder's job responsibilities at Oct 1st 2004.

Please briefly describe the nature of the job responsibilities. You must also complete the relevant Factor box(es) in Section 3 to provide fuller information on specific responsibilities.

Information should be submitted only for those factors where the employee(s) disagree with the level awarded by the original matching panel.

Section 2		
JOB EVALUATION FACTOR		RELEVANT JOB INFORMATION
		If you agreed with the factor level allocated there is no requirement to supply any additional information.
1.	Communications & Relationship skills	
2.	Knowledge, training & experience	
3.	Analytical & judgemental skills	
4.	Planning & organising skills	
5.	Physical Skills	
6.	Responsibility for Patient/Client care	
7.	Responsibility for policy/service development	
8.	Responsibility for financial & physical resources	
9.	Responsibility for human resources	
10.	Responsibility for information resources	
11.	Responsibility for research & development	
12.	Freedom to act	
13.	Physical effort	
14.	Mental effort	
15.	Emotional effort	
16.	Working conditions	