# Appendix 6 – Job Evaluation Questionnaire – New Post

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| **JOB ROLE QUESTIONNAIRE**  **Please answer ALL questions** | | | | | | | | |
| **JOB FAMILY:** | | | | | | | | |
| **JOB ROLE:** | | | | | | | | |
| **What are the main tasks of your role** | | | | | | | | **% of time you spend on this task** |
|  | | | | | | | |  |
| Are there any additional tasks and duties that you carry out that you feel we should be aware of that are not listed on your job description? | | | | | | | | How often to carry out this task?  i.e. Weekly, monthly, termly |
|  | | | | | | | |  |
| **Knowledge** | To look at all the knowledge normally required to do the job properly, including any which are essential in background or context to the work.  **Questions to help you understand the factor:**   1. What do you need to know to be able to do your job properly? 2. How do you gain this knowledge? | | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| How do you use Literacy & Numeracy in your role: | | | | | How is it acquired? | | | |
| What procedures do you follow? | | | | | How did you learn to follow these procedures? | | | |
| What special equipment do you use to do your role? | | | | | How did you learn to use this equipment? | | | |
| What IT/Software programmes help you to do your role? | | | | | How did you learn to use these systems? | | | |
| Is there any further knowledge needed for you role that is not listed? | | | | | How did you acquire this knowledge? | | | |
| **Mental Skills** | Mental skills include fact finding, analytical, problem solving and judgmental skills. They also include creative and developmental skills, whether related to design, handling of people or development of policies and procedures; and planning and strategic skills.  **Questions to help you understand the factor:**   1. What do you need to think about to do your job? 2. What analytical, problem solving and judgement skills you need to do the role**?** | | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| Provide an example of a decision or a problem you might solve i.e. decisions or recommendations you make, or problems you solve, on a day-to-day, or regular, basis: | | | | | | | | |
| Provide an example of the most difficult or important decisions that you make: | | | | | | | | |
| Provide an example where you have had to interpret or analyse information to make a decision or solve a problem | | | | | | | | |
| How often are you expected to make decisions or solve these problems? (E.g. Daily/Weekly) | | | | | | | | |
| Do you ever have to interpret or analyse information or situations in order to make a decision or recommendation, or to solve a problem? **Y/N**  If YES, please provide an example of decision/recommendation/problem:  What is the nature and complexity of information/situation?  How do you interpret or analyse the information/situation? | | | | | | | | |
| Please rank the following statements according to how typically they apply to the job  (1= most typical, 2= next most typical etc.). Leave blank any statements which do not apply.   * The work is designed in such a way that creative and developmental skills are not necessary. * The work requires creative skills for solving straightforward problems. * The work requires creative and developmental skills for solving varied problems The work requires creative and developmental skills for solving difficult problems * The work requires creative and developmental skills for producing innovative solutions to major problems   Please provide an example for the option you have marked 1, as being most typical. | | | | | | | | |
| Does your work require you to plan ahead or organise for the future**? Y/N**  If YES, please provide an example and the period of time needed to plan: | | | | | | | | |
| What other forms of mental skill are required for your role? | | | | | | | | |
| **Interpersonal and**  **Communication**  **Skills** | | Interpersonal skills are those which involve developing some form of working relationship with others, for example caring skills for responding to their needs, training skills for identifying and responding to learning needs; persuasive, motivating or counselling skills.  **Questions to help you understand the factor:**   1. Who do you work with and how do you communicate with them? 2. What is the context, complexity and nature of your communication with teachers, staff and parents? | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| Below is a list of interpersonal and communication skills. Select the skills most relevant to you role and provide an example of what each is used for and with whom they are used. | | | | | | | | |
| **SKILL** | | | **EXAMPLE** | | | **WHO** | | |
| Caring skills | | |  | | |  | | |
| Training skills | | |  | | |  | | |
| Team working skills | | |  | | |  | | |
| Motivational/team leading skills – includes own staff | | |  | | |  | | |
| Advising, guiding skills | | |  | | |  | | |
| Persuading, influencing skills | | |  | | |  | | |
| Counselling skills | | |  | | |  | | |
| Conciliating skills | | |  | | |  | | |
| Advocacy skills | | |  | | |  | | |
| Negotiating skills | | |  | | |  | | |
| Oral (spoken) communication skills | | |  | | |  | | |
| Written communication skills | | |  | | |  | | |
| Oral presentation skills | | |  | | |  | | |
| Other interpersonal or communication skills | | |  | | |  | | |
| Please add in anything that you think may be relevant to commination within your role including iff you use a language other than English or sign language: | | | | | | | | |
| **Physical Skills** | | Physical skills cover manual and finger dexterity, hand-eye co-ordination, co-ordination of limbs, and sensory co-ordination**.**  **Questions to help you understand the factor:**   1. What physical tasks do you have to perform and how complex are they? 2. What physical skills are required to do the role: (including finger dexterity, hand-eye co-ordination of limbs and sensory co-ordination) | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| Below is a list of physical skills. Select the skills most relevant to you role and provide an example of what each is used for | | | | | | | | |
| Not required, or 2-finger operation with no time constraints | | | |  | | | | |
| Precision required, keyboard used for some aspects of work | | | |  | | | | |
| Precision and speed, keyboard skills integral to main duties | | | |  | | | | |
| Considerable precision and speed, keyboard skills e.g. for data input | | | |  | | | | |
| Driving Skills | | | |  | | | | |
| Are there any other forms of physical skill (dexterity, co-ordination or sensory skills) required for your job (e.g. for operating equipment, machinery or tools for preparing food)?  If **YES**, what skill(s) are required and for what purposes? Please explain any requirements for precision or speed in the use of the skills. | | | | | | | | |
| Please add in anything that you think may be relevant to the physical skills within this role: | | | | | | | | |
| **Initiative &**  **Independence** | | The scope allowed to the jobholder to exercise initiative, take independent actions and plan own work. Taking into account the nature and level of supervision of the jobholder, the level and degree of direction and guidance provided by policies, precedents, procedures and regulations, and whether the jobholder works on own or with others.  **Questions to help you understand the factor:**   1. How do you know what you should be doing each day? 2. How independent do you have to be to do the role? | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| How do you know what you should be doing each day? | | | | | | | | |
| What instructions, procedures, policies, legislation, govern you work | | | | | | | | |
| Give 2 examples of problems or decision you would deal with yourself, without reference to a supervisor or manager  1.  2. | | | | | | | | |
| Give 2 examples of problems or decisions you would refer to your supervisor or manager:  1.  2. | | | | | | | | |
| What form(s) of direction, management or supervision do you receive, from whom and how often? | | | | | | | | |
| **Physical Demands** | | Physical demands cover all forms of bodily effort, for example, that required for standing and walking, lifting and carrying, pulling and pushing; for working in awkward positions, for example, bending, crouching, stretching, sifting, standing or working in a constrained position; stamina and strength.  **Questions to help you understand the factor:**   1. What forms of bodily effort do you need to do your job? 2. Combination of standing, sitting or walking. | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| Does your job require you to sit in a fixed or constrained position (e.g. sitting at a computer keyboard or in a vehicle driving seat)  **Y / N** | | | | | If **YES**, please describe the purpose and the length of time? | | | |
| Does your job require lifting and/or carrying of items or equipment (beyond light office materials, such as pens, pencils and limited quantities of paper)?  **Y / N** | | | | | If **YES**, please describe the purpose, distance and the length of time? | | | |
| Does your job require rubbing, scrubbing, digging or similar form of physical effort?  **Y / N** | | | | | If **YES**, please describe the action and the length of time | | | |
| Does your job require pushing and/or pulling of items or equipment?  **Y / N** | | | | | If **YES**, please describe the weight, distance and the length of time? | | | |
| Does your job require working in an awkward position (e.g. crouching, kneeling)?  **Y / N** | | | | | If YES, please describe the purpose and the length of time? | | | |
| What other Physical demands are there for the role? | | | | | | | | |
| **Mental**  **Demands** | | Mental demands cover mental concentration, alertness and attention, and awareness; and other forms of work related pressure, for instance, arising from conflicting work demands, interruptions or the need to switch between varied tasks or activities.  **Questions to help you understand the factor:**   1. What levels of both mental and sensory concentration do you need for your job? 2. What is the degree and frequency of the concentration, alertness and attention to detail required by your role | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| Does your role require more than general awareness and sensory (i.e. using eyes, ears, touch or smell) attention, (e.g. more than general attention for watching children at play, word processing text or inputting data)? **Y / N**  If **YES**, please describe the tasks, how long you will do it for and how often? | | | | | | | | |
| Does your role require more than general mental attention or concentration (e.g. more than general mental attention for repeated manual calculations, drafting a complex report)? **Y / N**  If YES, please describe the tasks, how long you will do it for and how often? | | | | | | | | |
| Is your role subject to work-related pressures e.g. regular deadlines, frequent interruptions, conflicting demands? **Y / N**  If Yes, please describe the type of pressure, how long you will do it for and how often? | | | | | | | | |
| What other Mental demands are there for the role? | | | | | | | | |
| **Emotional**  **Demands** | | Emotional demands are those arising from contacts or work with other people. For instance, those who are angry, difficult, upset or unwell; or in circumstances such as to cause stress to the jobholder, for example, if the people are terminally ill, very frail, at risk of abuse, homeless or disadvantaged in some other way  **Questions to help you understand the factor:**   1. Do you come into contact with a person disadvantaged or distressed by their personal circumstances or those of a close relative? | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| Does your job involve contact (in person or by telephone) with people who by their circumstances or behaviour (for example homelessness, mentally ill, terminally ill) cause you emotional stress or upset? People can include the public, service users (including pupils) or other employees of the organisation, but not your immediate work colleagues. **Y / N**  If YES, please describe the cause, the people it may involve and the frequency: | | | | | | | | |
| What other Emotional demands are there for the role? | | | | | How often do you experience this demand | | What is the duration? | |
| **Responsibility for People**  **Wellbeing** | | Responsibility for people, which includes responsibilities for the physical, mental, social, economic and environmental well being of any people, other than employees supervised or managed by you.  **Questions to help you understand the factor:**   1. Do you have responsibility for individuals or groups of people who are not members of employees e.g. members of the public, parents and pupils or for members of employees as customers? 2. Does the role have a DIRECT (hands on) impact on the well-being of individual, or groups of, people? | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| Do you undertake any tasks or duties that have a direct impact on people? **Y / N**  If yes, please describe the task and who would benefit. | | | | | | | | |
| Are any people reliant, i.e. personally dependent, on you for their care and welfare? **Y / N**  If yes, please provide the group of reliant people and how they might benefit? | | | | | | | | |
| Do you implement, or enforce (i.e. have formal responsibility for initiating prosecution against failures to comply) any Statutory Regulations which have a direct impact on the health, safety or wellbeing of people?  **Y / N**  If yes, please provide an example: | | | | | | | | |
| What other responsibilities for people, including health and safety are there for the role? | | | | | | | | |
| **Responsibility for Supervision/ Direction/Co-ordination of employees** | | Responsibility for training, supervision, co-ordination or management of employees, or others in an equivalent position.  **Questions to help you understand the factor:**   1. Are you directly responsible for other members of employees? 2. What DIRECT (hands on) responsibility does the role holder have for the supervision, co-ordination or management of employees, or others in an equivalent position? | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| Does your role involve demonstrating your own duties, giving advice and guidance or training other employees? **Y / N**  If **YES**, please provide an example | | | | | | | | |
| Does your role directly involve the supervision, co-ordination or management of employees or others in an equivalent position? **Y / N**  If YES, please describe the management/supervision of employees required for the role: | | | | | | | | |
| What other responsibilities does this role hold, which impact on staff even though there is no direct managerial or supervisory relationship? | | | | | | | | |
| **Responsibility for Financial**  **Resources** | | Responsibility for financial resources including cash, cheques, debits and credits, invoices, budgets and income, business planning and long term development of financial resources**.**  **Questions to help you understand the factor:**   1. Are you directly responsible for financial resources, including handling of cash and cheques, being accountable for a budget, or accounting for sums of money? 2. What DIRECT (hands on) responsibility for financial resources, including budgets, accounting for expenditure or the administration of invoices etc. is required for this role? | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| Are you directly responsible for financial resources? **Y / N**  If YES, please provide details of the type of financial responsibility, the value and the nature of the impact. | | | | | | | | |
| Do you have any other responsibilities that focus on the authority’s financial policies or well being? For example for developing financial policies and procedures or for providing advice, guidance or interpretation of policies or procedures (only include within this answer a responsibility which has as its main focus the authority’s financial policies or well being)    If YES, please specify: | | | | | | | | |
| What other financial responsibility is required for the role? | | | | | | | | |
| **Responsibility for Physical and Information Resources** | | Responsibility for Physical Resources Covers all Physical Resources  **Questions to help you understand the factor:**   1. Do you have direct responsibility for physical resources including buildings, plant and equipment as well as computerised information, data or records? 2. What DIRECT (hands on) responsibility for physical resources (IT systems, equipment or tools, buildings, supplies or stocks, and personal possessions of others) is required for this role? | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| Are you responsible for any manual or computer information? **Y / N**  If **YES**, please describe the nature of the information and how often you have access to it. | | | | | | | | |
| Do you adapt, design or develop any information systems? **Y / N**  If **YES**, please describe the type of system, how the role is required to adapt it and how often? | | | | | | | | |
| What other office or other equipment, tools or instruments, or vehicles, plant and machinery are required for use in the role? | | | | | | | | |
| Are you responsible for the cleaning, maintenance or repair of buildings, external creations or equivalent?  **Y / N**  If yes, please describe the building/site, the nature of the responsibility and how often: | | | | | | | | |
| Are you responsible for the security of any buildings, external locations or equivalent? **Y / N**  If yes, please describe the building/site, the nature of the responsibility and how often: | | | | | | | | |
| Do you order or control the stock of any equipment or supplied? **Y / N**  If yes, please describe the equipment, the value and how often: | | | | | | | | |
| Are you responsible for any personal possessions of others? **Y / N**  If yes, please describe the detail of the personal possession, the nature of the responsibility and how often: | | | | | | | | |
| What other form of responsibility for physical resources, for example, developing policies or procedures in relation to physical resources, or providing advice, guidance or interpretation of policies and procedures is required for the role? | | | | | | | | |
| **Working Conditions** | | Exposure in your job to disagreeable, uncomfortable or hazardous working conditions arising from the environment or from working with people.  **Questions to help you understand the factor:**   1. What are the conditions in which you work that are an unavoidable part of your job, assuming Health & Safety regulations have been met? 2. What exposure to unpleasant working conditions, for example dirt, dust, heat and cold is the role subject to? | | | | | | |
| **MATCHED Role Profile statement:** | | | | | | | | |
| What kind of places do you normally work in? (e.g. office, clients’ homes, public library, council parks and gardens, vehicle). Give approximate % of time: | | | | | | | | |
| Do you experience any unpleasant environmental working conditions? (e.g. dust, dirt, temperature extremes and variations, humidity, noise, vibration, fumes, smells, steam, smoke, grease, oil, confined spaces, cramped conditions)? **Y / N**  If yes, please describe the conditions: | | | | | | | | |
| Do you experience any verbal abuse, aggression or other anti-social behaviour from people (other than your immediate work colleagues)? **Y / N**  If yes, please describe: | | | | | | | | |
| Do you encounter any hazards in your job? **Y / N**  If yes, please describe: | | | | | | | | |
| Do you encounter any other disagreeable or unpleasant working conditions in your job? **Y / N**  If yes, please describe: | | | | | | | | |
| Do you wear any form of protective clothing to carry out your job? **Y / N**  If yes, please describe: | | | | | | | | |