

# Skills for the Information Age

(SFIA) Definitions & Rate Card



# WhiteSpider 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	£650	£650	£650	£650	£650	£650
4. Enable	£850	£850	£850	£850	£850	£850
5. Ensure or advise	£1,050	£1,050	£1,050	£1,050	£1,050	£1,050
6. Initiate or influence	£1,200	£1,200	£1,200	£1,200	£1,200	£1,200
7. Set strategy or inspire	£1,500	£1,500	£1,500	£1,500	£1,500	£1,500

## 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	<ul style="list-style-type: none"> <li>works under close supervision</li> <li>uses little discretion</li> <li>is expected to seek guidance in expected situations</li> </ul>	<ul style="list-style-type: none"> <li>Interacts with immediate colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>performs routine activities in a structured environment</li> <li>requires assistance in resolving unexpected problems</li> </ul>	<ul style="list-style-type: none"> <li>uses basic information systems and technology functions, applications, and processes</li> <li>demonstrates an organised approach to work</li> <li>learns new skills and applies newly acquired knowledge</li> <li>has basic oral and written communication skills</li> <li>contributes to identifying own development opportunities</li> </ul>
2. Assist	<ul style="list-style-type: none"> <li>works under routine supervision</li> <li>uses minor discretion in resolving problems or enquiries</li> <li>works without frequent reference to others</li> </ul>	<ul style="list-style-type: none"> <li>interacts with and may influence immediate colleagues</li> <li>may have some external contact with customers and suppliers.</li> <li>may have more influence in own domain.</li> </ul>	<ul style="list-style-type: none"> <li>Performs a range of varied work activities in a variety of structured environments.</li> </ul>	<ul style="list-style-type: none"> <li>understands and uses appropriate methods, tools and applications</li> <li>demonstrates a rational and organised approach to work</li> <li>is aware of health and safety issues. Identifies and negotiates own development opportunities</li> <li>has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team</li> <li>is able to plan, schedule and monitor own work within short time horizons</li> <li>absorbs technical information when it is presented systematically and applies it effectively</li> </ul>
3. Apply	<ul style="list-style-type: none"> <li>works under general supervision</li> <li>uses discretion in identifying and resolving complex problems and assignments</li> <li>usually receives specific instructions and has work reviewed at frequent milestones</li> <li>determines when issues should be escalated to a higher level</li> </ul>	<ul style="list-style-type: none"> <li>interacts with and influences department/ project team members</li> <li>may have working level contact with customers and suppliers</li> <li>may supervise others in predictable and structured areas</li> <li>makes decisions which may impact on the work assigned to individuals or phases of projects</li> </ul>	<ul style="list-style-type: none"> <li>Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.</li> </ul>	<ul style="list-style-type: none"> <li>understands and uses appropriate methods, tools and applications.</li> <li>demonstrates an analytical and systematic approach to problem solving</li> <li>takes the initiative in identifying and negotiating appropriate development opportunities.</li> <li>demonstrates effective communication skills.</li> <li>contributes fully to the work of teams</li> <li>plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures</li> <li>absorbs and applies technical information</li> <li>works to required standards</li> <li>understands and uses appropriate methods, tools and applications</li> <li>appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client</li> </ul>

4. Enable	<ul style="list-style-type: none"> <li>• works under general direction within a clear framework of accountability</li> <li>• exercises substantial personal responsibility and autonomy</li> <li>• plans own work to meet given objectives and processes.</li> </ul>	<ul style="list-style-type: none"> <li>• influences team and specialist peers internally. Influences customers at account level and suppliers</li> <li>• has some responsibility for the work of others and for the allocation of resources</li> <li>• participates in external activities related to own specialism</li> <li>• makes decisions which influence the success of projects and team objectives.</li> </ul>	<ul style="list-style-type: none"> <li>• Performs a broad range of complex technical or professional work activities, in a variety of contexts.</li> </ul>	<ul style="list-style-type: none"> <li>• selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving</li> <li>• communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences</li> <li>• facilitates collaboration between stakeholders who share common objectives</li> <li>• plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures.</li> <li>• rapidly absorbs new technical information and applies it effectively</li> <li>• 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.</li> <li>• maintains an awareness of developing technologies and their application and takes some responsibility for personal development</li> </ul>
5. Ensure or Advise	<ul style="list-style-type: none"> <li>• works under broad direction</li> <li>• is fully accountable for own technical work and/or project/supervisory responsibilities</li> <li>• receives assignments in the form of objectives</li> <li>• establishes own milestones and team objectives, and delegates responsibilities</li> <li>• work is often self-initiated</li> </ul>	<ul style="list-style-type: none"> <li>• influences organisation, customers, suppliers and peers within industry on the contribution of own specialism</li> <li>• has significant responsibility for the work of others and for the allocation of resources</li> <li>• makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget</li> <li>• develops business relationships with customers</li> </ul>	<ul style="list-style-type: none"> <li>• Performs a challenging range and variety of complex technical or professional work activities</li> <li>• undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts</li> <li>• understands the relationship between own specialism and wider customer or organisational requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives</li> <li>• analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets</li> <li>• communicates effectively, formally and informally, with colleagues, subordinates and customers</li> <li>• demonstrates leadership</li> <li>• facilitates collaboration between stakeholders who have diverse objectives</li> <li>• understands the relevance of own area of responsibility or specialism to the employing organisation</li> <li>• takes customer requirements into account when making proposals</li> <li>• takes initiative to keep skills up to date. Mentors more junior colleagues</li> <li>• maintains an awareness of developments in the industry</li> <li>• analyses requirements and advises on scope and options for operational improvement</li> <li>• demonstrates creativity and innovation in applying solutions for the benefit of the customer</li> </ul>

6. Initiate or influence	<ul style="list-style-type: none"> <li>• has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects</li> <li>• establishes organisational objectives and delegates responsibilities</li> <li>• is accountable for actions and decisions taken by self and subordinates</li> </ul>	<ul style="list-style-type: none"> <li>• influences policy formation on the contribution of own specialism to business objectives</li> <li>• influences a significant part of own organisation and influences customers and suppliers and industry at senior management level</li> <li>• makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance</li> <li>• develops high-level relationships with customers, suppliers and industry leaders</li> </ul>	<ul style="list-style-type: none"> <li>• performs highly complex work activities covering technical, financial and quality aspects</li> <li>• contributes to the formulation of IT strategy</li> <li>• creatively applies a wide range of technical and/or management principles.</li> </ul>	<ul style="list-style-type: none"> <li>• absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk</li> <li>• understands the implications of new technologies</li> <li>• demonstrates clear leadership and the ability to influence and persuade</li> <li>• has a broad understanding of all aspects of IT and deep understanding of own specialism(s).</li> <li>• understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation</li> <li>• takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry</li> </ul>
7 Set Strategy and inspire	<ul style="list-style-type: none"> <li>• has authority and responsibility for all aspects of a significant area of work, including policy formation and application</li> <li>• is fully accountable for actions taken and decisions made both by self and subordinates</li> </ul>	<ul style="list-style-type: none"> <li>• makes decisions critical to organisational success</li> <li>• influences developments within the IT industry at the highest levels.</li> <li>• Advances the knowledge and/or exploitation of IT within one or more organisations</li> <li>• develops long-term strategic relationships with customers and industry leaders</li> </ul>	<ul style="list-style-type: none"> <li>• leads on the formulation and application of strategy</li> <li>• applies the highest level of management and leadership skills</li> <li>• has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment</li> </ul>	<ul style="list-style-type: none"> <li>• has a full range of strategic management and leadership skills</li> <li>• understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner</li> <li>• 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</li> <li>• communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies</li> <li>• assesses the impact of legislation, and actively promotes compliance</li> <li>• 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.</li> </ul>



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