



Lucid  
Support



# Lucid Support Services Government Rate Card 2024

Get in touch directly to discuss your IT project and resourcing needs

 01908 690000

 [GDS@lucid-support.com](mailto:GDS@lucid-support.com)



Crown  
Commercial  
Service  
Supplier



DDaT Cluster	Role Family	DDaT Role	SFIA Role Level	Remote Maximum Day Rate (£)	Onsite Maximum Day Rate (£)
Data	Data Engineering	Head of Data Engineering	6	795.00	835.00
		Lead Data Engineer	5	660.00	693.00
		Senior Data Engineer	4	570.00	599.00
		Data Engineer	3	455.00	475.00
	Data Science	Head of Data Science	6	795.00	835.00
		Senior Data Scientist	5	660.00	693.00
		Data Scientist	4	570.00	599.00
		Junior Data Scientist	3	430.00	451.00
		Trainee Data Scientist	2	340.00	357.00
	Performance Analysis	Head of Performance Analysis	7	899.00	949.00
		Lead Performance Analyst	6	795.00	835.00
		Senior Performance Analyst	5	660.00	693.00
		Performance Analyst	4	570.00	599.00
		Associate Performance Analyst	3	430.00	451.00
	Data Analysis	Principal Data Analyst	5	695.00	730.00
		Senior Data Analyst	4	600.00	634.00
Data Analyst		3	455.00	475.00	
Associate Analyst		1	315.00	330.00	

DDaT Cluster	Role Family	DDaT Role	SFIA Role Level	Remote Maximum Day Rate (£)	Onsite Maximum Day Rate (£)
IT Ops	Business Relationship Management	Lead Business Relationship Manager	7	899.00	949.00
		Senior Business Relationship Manager	6	795.00	835.00
		Business Relationship Manager	4	570.00	599.00
	Change & Release Management	Change and Release Manager	5	660.00	693.00
		Change and Release Analyst	3	430.00	451.00
		Configuration Analyst	2	340.00	357.00
	Command & Control	Head of Command and Control	6	795.00	835.00
		Operational Control Manager	5	660.00	693.00
		Senior Ops Analysts C&C	4	570.00	599.00
		C and C OPs Analyst	3	430.00	451.00
	App Operations	Principal Engineer - Application Operations	6	795.00	835.00
		Lead Engineer - Application Operations	5	660.00	693.00
		Senior Engineer - Application Operations	4	570.00	599.00
		Engineer Application Operations	3	430.00	451.00
		Associate Engineer - Application Ops	2	340.00	357.00
	End User Computing	Principal Engineer - End User Computing	6	795.00	835.00
		Lead Engineer - End User Computing	5	660.00	693.00
		Senior Engineer - End User Computing	4	570.00	599.00
		Engineer End User Computing	3	430.00	451.00
		Associate Engineer - End User Computing	2	340.00	357.00
	Infrastructure Engineering	Principal Engineer - Infrastructure Ops	6	795.00	835.00
		Lead Engineer - Infrastructure Operations	5	660.00	693.00
		Senior Engineer - Infrastructure Operations	4	525.00	549.00
		Engineer Infrastructure Ops	3	425.00	449.00
		Associate Engineer - Infrastructure Operations	2	340.00	357.00

DDaT Cluster	Role Family	DDaT Role	SFIA Role Level	Remote Maximum Day Rate (£)	Onsite Maximum Day Rate (£)
IT Ops	Incident Management	Major Incident Manager	5	660.00	693.00
		Incident Manager	4	570.00	599.00
	IT Service Management	Head of IT Service Management	6	795.00	835.00
		Senior IT Service Manager	5	660.00	693.00
		IT Service Manager	4	525.00	549.00
		IT Service Analyst	3	425.00	449.00
	IT Service Management	Head of IT Service Management	6	795.00	835.00
		Senior IT Service Manager	5	660.00	693.00
		IT Service Manager	4	525.00	549.00
		IT Service Analyst	3	425.00	449.00
	Problem Management	Problem Manager	4	570.00	599.00
		Problem Analyst	3	430.00	451.00
	Service Desk Management	Head of Service Desk	5	660.00	693.00
		Service Desk Manager	4	570.00	599.00
		Senior Service Desk Analyst	3	430.00	451.00
		Service Desk Analyst	2	340.00	357.00
	Service Transition Management	Lead Service Transition Manager	6	795.00	835.00
		Service Transition Manager	5	660.00	693.00
		Service Readiness Analyst	4	570.00	599.00
		Service Acceptance Analyst	3	430.00	451.00

DDaT Cluster	Role Family	DDaT Role	SFIA Role Level	Remote Maximum Day Rate (£)	Onsite Maximum Day Rate (£)
Product Delivery	Delivery	Head of Delivery Management	7	899.00	949.00
		Senior Delivery Manager	6	749.00	799.00
		Delivery Manager	5	650.00	685.00
		Associate Development Manager	4	600.00	630.00
	Product Management	Head Product Manager	6	795.00	835.00
		Lead Product Manager	5	695.00	730.00
		Senior Product Manager	4	600.00	630.00
		Product Manager	3	405.00	449.00
		Associate Product Manager	2	305.00	349.00
	Business Analysis	Principal Business Analyst	6	795.00	835.00
		Senior Business Analyst	5	625.00	649.00
		Business Analyst	4	525.00	549.00
		Junior Business Analyst	3	405.00	449.00
		Apprentice Business Analyst	1	300.00	315.00
	Delivery	Programme Delivery Manager	7	899.00	949.00
		Service Owner	7	899.00	949.00

QAT	QAT Analysis	Lead QAT Tester	6	749.00	799.00
		Senior QAT Analyst	5	660.00	693.00
		QAT Analyst	4	570.00	599.00
		QAT Tester	3	430.00	451.00
	Test Engineering	Test Manager	6	795.00	835.00
		Lead Test Engineer	6	795.00	835.00
		Senior Test Engineer	5	660.00	693.00
		Test Engineer	4	570.00	599.00
		Tester	3	450.00	475.00

DDaT Cluster	Role Family	DDaT Role	SFIA Role Level	Remote Maximum Day Rate (£)	Onsite Maximum Day Rate (£)
Technical	Data Architecture	Chief Data Architect	7	899.00	949.00
		Senior Data Architect	6	840.00	875.00
		Data Architect	5	695.00	730.00
	DevOps	Principal DevOps	6	795.00	835.00
		Lead DevOps	5	660.00	693.00
		Senior DevOps	4	570.00	599.00
		DevOps	3	455.00	475.00
	Infrastructure Engineering	Principal Infrastructure Engineer	6	795.00	835.00
		Lead Infrastructure Engineer	5	660.00	693.00
		Senior Infrastructure Engineer	4	570.00	599.00
		Infrastructure Engineer	3	430.00	451.00
		Associate Infrastructure Engineer	2	340.00	357.00
	Network Architecture	Lead Network Architect	6	795.00	835.00
		Network Architect	5	660.00	693.00
		Associate Network Architect	4	570.00	599.00
	Security Architecture	Principal Security Architect	6	840.00	880.00
		Lead Security Architect	5	695.00	730.00
		Senior Technical Architect	4	600.00	630.00
	Software Development	Principal Software Developer	6	825.00	855.00
		Head of Frontend Development	6	795.00	835.00
		Lead Software Developer	5	695.00	729.00
		Senior Software Developer	4	570.00	599.00
		Software Developer	3	450.00	470.00
		Junior Software Developer	2	340.00	369.00
		Associate Developer	1	300.00	315.00

DDaT Cluster	Role Family	DDaT Role	SFIA Role Level	Remote Maximum Day Rate (£)	Onsite Maximum Day Rate (£)
Technical	Software Development	Lead Frontend Developer	5	660.00	693.00
		Senior Frontend Developer	5	625.00	649.00
		Frontend Developer	4	525.00	549.00
		Junior Frontend Developer	3	430.00	451.00
	Technical Architecture	Principal Technical Architect	7	899.00	949.00
		Lead Technical Architect	6	875.00	900.00
		Senior Technical Architect	5	795.00	835.00
		Technical Architect	4	660.00	693.00
		Associate Technical Architect	3	570.00	599.00

User Centred Design	Content Design	Head of Content Design	6	795.00	835.00
		Senior Content Designer	5	660.00	693.00
		Content Designer	4	570.00	599.00
		Junior Content Designer	3	430.00	451.00
		Associate Content Designer	2	340.00	357.00
		Apprentice Content Designer	1	300.00	315.00
	Graphic / Interaction Design	Head of Graphic/Interaction Design	6	795.00	835.00
		Lead Graphic/Interaction Designer	5	660.00	693.00
		Senior Graphic/Interaction Designer	5	660.00	693.00
		Graphic/Interaction Designer	4	570.00	599.00
		Junior Graphic/Interaction Designer	3	430.00	451.00
		Associate Graphic/Interaction Designer	2	340.00	357.00
	Technical Writing	Lead Technical Writer	6	795.00	835.00
		Technical Writer	5	660.00	693.00

DDaT Cluster	Role Family	DDaT Role	SFIA Role Level	Remote Maximum Day Rate (£)	Onsite Maximum Day Rate (£)
User Centred Design	Service Design	Head of Service Design	7	899.00	949.00
		Lead Service Designer	6	795.00	835.00
		Senior Service Designer	5	660.00	693.00
		Service Designer	4	570.00	599.00
		Junior Service Designer	3	430.00	451.00
		Associate Service Designer	2	340.00	357.00
		Content Strategist	6	795.00	835.00
	User Research	Head of User Research	7	899.00	949.00
		Lead User Researcher	6	795.00	835.00
		Senior User Researcher	5	660.00	693.00
		User Researcher	4	570.00	599.00
		Junior User Researcher	3	430.00	451.00
		Associate User Researcher	2	340.00	357.00
		Apprentice User Researcher	1	300.00	315.00

No DDaT Cluster Mapping	Security and Privacy	Head of Information Security	7	899.00	949.00
		Lead Information Security Adviser	6	795.00	835.00
		Senior Information Security Adviser	5	660.00	693.00
		Information Security Adviser	4	570.00	599.00
		Junior Information Security Adviser	3	430.00	451.00
		Apprentice User Researcher	1	300.00	315.00
	Security	Lead Cyber Security Specialist	6	795.00	835.00
		Senior Cyber Security Specialist	5	660.00	693.00
		Associate Cyber Security Specialist	4	570.00	599.00
	Technical Architecture	Associate Identity & Trust Specialist	4	570.00	599.00

DDaT Cluster	Role Family	DDaT Role	SFIA Role Level	Remote Maximum Day Rate (£)	Onsite Maximum Day Rate (£)
No DDaT Cluster Mapping	Security and Privacy	Head of Information Assurance	7	899.00	949.00
		Lead Information Assurance Adviser	6	795.00	835.00
		Senior Information Assurance Adviser	5	660.00	693.00
		Information Assurance Adviser	4	570.00	599.00
		Junior Information Assurance Adviser	3	430.00	451.00
		Lead Personal Data Protection Adviser	6	795.00	835.00
		Senior Personal Data Protection Adviser	5	660.00	693.00
	Performance Analysis	Associate Fraud & Error Performance Measurement Specialist	4	570.00	599.00
		Senior Fraud & Error Performance Measurement Specialist	5	660.00	693.00
		Lead Fraud & Error Performance Measurement Specialist	6	795.00	835.00
	Analysis	Lead Statistician	6	795.00	835.00
		Senior Statistician	5	660.00	693.00
		Associate Statistician	4	570.00	599.00
	Delivery	Lead Digital Project Manager	6	795.00	835.00
		Senior Digital Project Manager	5	795.00	835.00
		Associate Digital Project Manager	4	795.00	835.00
	Business Analysis	Lead Business Architect	6	875.00	900.00
		Enterprise Architect	6	875.00	900.00
		Senior Business Architect	5	795.00	835.00
		Associate Business Architect	4	660.00	693.00
	Service Design	Lead Identity & Trust Specialist	6	795.00	835.00
		Digital Accessibility Specialist	6	795.00	835.00
		Senior Identity & Trust Specialist	5	660.00	693.00
		Associate Graphic/Interaction Designer	2	340.00	357.00



## Led by values

Lucid Support have been awarded the bronze level Social Value Quality Mark® in recognition of our efforts to drive change and create opportunities here in Milton Keynes. Through the Social Value Quality Mark®, the independent Quality Mark, we have pledged to create measures and independently audit our performance against our social value pledges. We are holding ourselves accountable to these goals and demonstrating our mission to lead by example on social matters.

Whether through volunteering days, charity donations, local procurement, or community partnerships, we aim to create opportunity and brighten lives in Milton Keynes and beyond. The purpose of the Quality Mark is to cultivate and recognise the highest known standards in values-led business, working towards raising overall business standards in the UK to become more ethical, sustainable and community focussed.

This prestigious certification highlights our strategic commitment across eight critical areas of corporate social responsibility: Environmental, Criminal & Justice, Housing, Education, Economic, Health & Wellbeing, Employment & Volunteering and Social & Community. At Lucid, we understand our business plays an integral role in the local community as well as nationally. That's why we've outlined specific pledges to make a positive impact on these important issues.

We're sponsoring the planting of new trees annually in the National Forest to support local wildlife habitats, sustainability and reduce our carbon footprint. We aim to be an inclusive and supportive employer, not only are we launching a new recruitment trainee programme to open up career paths for Milton Keynes, but we are also

### Get in touch directly to discuss your IT project and resourcing needs

☎ 01908 690000    🌐 [www.lucid-support.com](http://www.lucid-support.com)    ✉ [GDS@lucid-support.com](mailto:GDS@lucid-support.com)

8 Clarendon Drive, Wymbush, Milton Keynes, MK8 8ED

