

G Cloud 15

Skills For the Information Age: Ratecard & Definitions

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Standards for Day Rates

Consultants Working Day	8 hours exclusive of travel and lunch
Working Week	Monday to Friday excluding national holidays
Office Hours	09:00 to 17:00 Monday to Friday excluding national holidays
Travel, Mileage & Subsistence	We will endeavour to provide a consultant local to the area in which work will be undertaken, as such expenses will not be incurred. Where this is not possible, we reserve the right to charge travel and subsistence expenses payable at departments standard T&S rates
Professional Indemnity Insurance	Included in day rate



SFIA RATES

Level	Strategy & Architecture	Business Change & Transformation	Solution Development & Implementation	Delivery & Operation	People & Skills	Relationships & Engagement
1. Follow	£595	£595	£595	£595	N/A	£595
2. Assist	£675	£675	£675	£675	N/A	£675
3. Apply	£800	£800	£800	£800	N/A	£800
4. Enable	£900	£900	£900	£900	N/A	£900
5. Ensure / Advise	£1,000	£1,000	£1,000	£1,000	N/A	£1,000
6. Initiate / Influence	£1,195	£1,195	£1,195	£1,195	N/A	£1,195
7. Set Strategy / Inspire	£1,495	£1,495	£1,495	£1,495	N/A	£1,495



LEVEL DEFINITIONS

Level	Autonomy	Influence	Complexity	Business Skills
1. Follow CX Support Analyst	Works under close supervision, following detailed instructions and established procedures. Requires regular guidance and oversight.	Has no influence beyond immediate tasks; interacts only with close colleagues.	Performs simple, routine tasks in a predictable environment with clearly defined inputs and outcomes.	Demonstrates basic awareness of organisational context and professional behaviours.
2. Assist CX Assistant / Junior Consultant	Works under routine supervision, addressing simple issues within defined boundaries.	Limited influence, supporting tasks and exchanging information.	Handles straightforward tasks with limited scope.	Applies basic business skills and professional communication.



LEVEL DEFINITIONS

Level	Autonomy	Influence	Complexity	Business Skills
3. Apply CX Analyst	Works under general supervision, executing work within defined parameters.	Influences outcomes through analysis and reporting.	Addresses defined problems using established methods.	Applies analytical thinking aligned to business objectives.
4. Enable CX Consultant	Works under general direction, accountable for assigned consultancy work.	Influences stakeholders through advice and recommendations.	Manages complex activities involving multiple stakeholders.	Aligns CX improvements with organisational goals.



LEVEL DEFINITIONS

Level	Autonomy	Influence	Complexity	Business Skills
5. Ensure / Advise Senior CX Consultant	Operates with broad autonomy and accountability.	Influences senior stakeholders and shapes decisions.	Addresses complex and ambiguous CX challenges.	Ensures recommendations deliver measurable value.
6. Initiate / Influence Lead CX Consultant	Initiates and leads consultancy engagements.	Shapes CX strategy at senior management level.	Operates in highly complex and uncertain environments.	Applies deep business expertise to drive transformation.



LEVEL DEFINITIONS

Level	Autonomy	Influence	Complexity	Business Skills
7. Set Strategy / Inspire CX Strategy Lead	Sets CX vision and strategic direction.	Influences and inspires at executive and board level.	Operates in environments of extreme complexity and ambiguity.	Aligns CX strategy with long-term organisational goals.



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