

An aerial photograph of a large group of people standing on a grid of lines, forming a network. The image is overlaid with a blue tint. The title text is in white, bold, sans-serif font.

ETHOS Skills Framework for the Information Age Rate Card

GCloud

Introduction

This pricing document supports ETHOS pricing and service definition documents. ETHOS service is offered based on resource day units per the Skills Framework for the Information Age (SFIA) rate card below, and per the SFIA levels defined later below. For any proposed call-off, ETHOS will work with customers to estimate effort requirements, quantity of resource-day units, and overall price. Where the estimated effort level and/or number of resource-days exceeds requested volume thresholds, and where the pricing is calculated based on resource days.

Skills For the Information Age (SFIA) Definitions and Rate Card

	Strategy and Architecture	Change and Transformation	Development and Implementation	Delivery and Operation	People & Skills	Relationships & Engagement
1. Follow	£650	£650	£650	£650	£650	£650
2. Assist	£650	£650	£650	£650	£650	£650
3. Apply	£650	£650	£650	£650	£650	£650
4. Enable	£850	£850	£850	£850	£850	£850
5. Ensure or Advise	£850	£850	£850	£850	£850	£850
6. Initiate or Influence	£950	£950	£950	£950	£950	£950
7. Set Strategy or Inspire	£950	£950	£950	£950	£950	£950

ETHOS Skills Framework for the Information Age Rate Card

Standard Terms

- Consultant's working day: 8 hours exclusive of travel and lunch.
- Working week: Monday to Friday excluding national holidays.
- Office hours: 9:00am to 5:00pm Monday to Friday.
- Travel, mileage subsistence: Excluded.
- Mileage: As for travel, mileage subsistence.
- Professional indemnity insurance: included in day rate.

Note:

- The rates are exclusive of VAT.
- Rates are valid for the duration of the G-Cloud 13 framework agreement.
- The rates are subject to the availability of suitably skilled resources.

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ETHOS Skills Framework for the Information Age Rate Card

Definitions

	Autonomy	Influence	Complexity	Business Skills	Knowledge
1. Follow	Works under close direction. Uses little discretion in attending to enquiries. Is expected to seek guidance in unexpected situations.	Minimal Influence. May work alone or interact with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems. Participates in the generation of new ideas.	Has sufficient oral and written communication skills for effective engagement with immediate colleagues. Uses basic systems and tools, applications, and processes. Demonstrates an organised approach to work. Has basic digital skills to learn and use applications and tools for their role. Learning and professional development – contributes to identifying own development opportunities. Security, privacy and ethics – understands and complies with organisational standards.	Has a basic generic knowledge appropriate to area of work. Applies newly acquired knowledge to develop new skills.
2. Assist	Works under routine direction. Uses limited discretion in resolving issues or enquiries.	Interacts with and may influence immediate colleagues. May have some	Performs a range of work activities in varied environments. May contribute to routine issue resolution. May apply creative thinking or suggest	Has sufficient oral and written communication skills for effective engagement with colleagues and internal users/ customers.	Has gained a basic domain knowledge. Demonstrates application of essential generic knowledge typically found

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	Autonomy	Influence	Complexity	Business Skills	Knowledge
	Determines when to seek guidance in unexpected situations. Plans own work within short time horizons.	external contact with customers, suppliers, and partners. Aware of need to collaborate with team and represent users/customer needs.	new ways to approach a task.	Understands and uses appropriate methods, tools, applications, and processes. Demonstrates a rational and organised approach to work. Has sufficient digital skills for their role. Learning and professional development – identifies and negotiates own development opportunities. Security, privacy, and ethics – is fully aware of organisational standards. Uses appropriate working practices in own work.	in industry bodies of knowledge. Absorbs new information when it is presented systematically and applies it effectively.
3. Apply	Works under general direction. Receives specific direction, accepts guidance, and has work reviewed at agreed milestones. Uses discretion in identifying and responding	Interacts with and influences colleagues. May oversee others or make decisions which impact routine work assigned to individuals or stages of projects. Has working level contact with customers, suppliers, and partners.	Performs a range of work, sometimes complex and nonroutine, in a variety of environments. Applies a methodical approach to routine and moderately complex issue definition and resolution. Applies and contributes to creative thinking or finds	Demonstrates effective oral and written communication skills when engaging on issues with colleagues, users/customers, suppliers, and partners. Understands and effectively applies appropriate methods, tools, applications, and processes. Demonstrates judgement and a systematic approach to work.	Has sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information.

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	to complex issues related to own assignments. Determines when issues should be escalated to a higher level. Plans and monitors own work (and that of others where applicable) competently within limited deadlines.	Understands and collaborates on the analysis of user/customer needs and represents this in their work. Contributes fully to the work of teams by appreciating how own role relates to other roles.	new ways to complete tasks.	Effectively applies digital skills and explores these capabilities for their role. Learning and professional development – takes the initiative to develop own knowledge and skills by identifying and negotiating appropriate development opportunities. Security, privacy, and ethics – demonstrates appropriate working practices and knowledge in non-routine work. Appreciates how own role and others support appropriate working practices.	Has an appreciation of the wider business context. Demonstrates effective application and the ability to impart knowledge found in industry bodies of knowledge. Absorbs new information and applies it effectively.
4. Enable	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Uses substantial discretion in identifying and responding to	Influences customers, suppliers and partners at account level. Makes decisions which influence the success of projects and team objectives. May have some	Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues. Applies, facilitates and develops creative thinking concepts or finds	Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/customers, suppliers, and partners. Selects appropriately from, and assesses the impact of change to applicable standards, methods,	Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation.

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Autonomy	Influence	Complexity	Business Skills	Knowledge
complex issues and assignments as they relate to the deliverable/scope of work. Escalates when issues fall outside their framework of accountability. Plans, schedules, and monitors work to meet given objectives and processes to time and quality targets.	responsibility for the work of others and for the allocation of resources. Engages with and contributes to the work of cross functional teams to ensure that customers and user needs are being met throughout the deliverable/scope of work. Facilitates collaboration between stakeholders who share common objectives. Participates in external activities related to own specialism.	innovative ways to approach a deliverable.	tools, applications, and processes relevant to own specialism. Demonstrates an awareness of risk and takes an analytical approach to work. Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools. Contributes specialist expertise to requirements definition in support of proposals. Shares knowledge and experience in own specialism to help others. Learning and professional development — maintains an awareness of developing practices and their application and take responsibility for driving own development. Takes the initiative in identifying and negotiating their own and supporting team members' appropriate development opportunities.	Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others. Rapidly absorbs and critically assesses new information and applies it effectively.

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				Contributes to the development of others. Security, privacy, and ethics – fully understands the importance and application to own work and the operation of the organisation. Engages or works with specialists as necessary.	
5. Ensure or advise	Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or group objectives. Analyses, designs, plans, executes, and evaluates work to time, cost and quality targets. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.	Influences organisation, customers, suppliers, partners, and peers on the contribution of own specialism. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Leads on user/customer and group collaboration throughout all stages of work. Ensures users'	Implements and executes policies aligned to strategic plans. Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/	Demonstrates leadership in operational management. Analyses requirements and advises on scope and options for continual operational improvement. Assesses and evaluates risk. Takes all requirements into account when making proposals. Shares own knowledge and experience and encourages learning and growth. Advises on available standards, methods, tools, applications, and processes relevant to group specialism(s) and can make appropriate choices from alternatives.	Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors, and clients. Develops a wider breadth of knowledge across the industry or business. Applies knowledge to help to define the standards which others will apply.

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		needs are met consistently through each work stage. Builds appropriate and effective business relationships across the organisation and with customers, suppliers, and partners. Creates and supports collaborative ways of working across group/area of responsibility. Facilitates collaboration between stakeholders who have diverse objectives.	organisational requirements. Understands the relationships between own specialism and customer/organisational requirements.	Understands and evaluates the organisational impact of new technologies and digital services. Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/ stakeholder. Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences. Learning and professional development – takes initiative to advance own skills and identify and manage development opportunities in area of responsibility. Security, privacy, and ethics – proactively contributes to the implementation of appropriate working practices and culture

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6. Initiate or influence	Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial, and quality aspects. Establishes organisational objectives and assigns responsibilities.	Influences policy and strategy formation. Initiates influential relationships with internal and external customers, suppliers, and partners at senior management level, including industry leaders. Leads on collaboration with a diverse range of stakeholders across competing objectives within the organisation. Makes decisions which impact the achievement of organisational objectives and financial performance.	Contributes to the development and implementation of policy and strategy. Performs highly complex work activities covering technical, financial, and quality aspects. Has deep expertise in own specialism(s) and an understanding of its impact on the broader business and wider customer/organisation.	Demonstrates leadership in organisational management. Understands and communicates industry developments, and the role and impact of technology. Manages and mitigates organisational risk. Balances the requirements of proposals with the broader needs of the organisation. Promotes a learning and growth culture in their area of accountability. Leads on compliance with relevant legislation and the need for services, products and working practices to provide equal access and equal opportunity to people with diverse abilities. Identifies and endorses opportunities to adopt new technologies and digital services. Creatively applies a wide range of innovative and/or management principles to realise business	Has developed business knowledge of the activities and practices of own organisation and those of suppliers, partners, competitors, and clients. Promotes the application of generic and specific bodies of knowledge in own organisation. Develops executive leadership skills and broadens and deepens their industry or business knowledge.

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	Autonomy	Influence	Complexity	Business Skills	Knowledge
				benefits aligned to the organisational strategy. Communicates authoritatively at all levels across the organisation to both technical and nontechnical audiences articulating business objectives. Learning and professional development – takes the initiative to advance own skills and leads the development of skills required in their area of accountability. Security, privacy, and ethics – takes a leading role in promoting and ensuring appropriate working practices and culture throughout own area of accountability and collectively in the organisation.	
7. Set Strategy and inspire	At the highest organisational level, has authority over all aspects of a significant area of work, including policy formation and application.	Inspires the organisation, and influences developments within the industry at the highest levels. Makes decisions	Applies the highest level of leadership to the formulation and implementation of strategy. Performs extensive strategic leadership in delivering business value	Has a full range of strategic management and leadership skills. Communicates the potential impact of emerging practices and technologies on organisations and individuals and assesses the risks	Has established a broad and deep business knowledge including the activities and practices of own organisation and a broad knowledge of those

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Is fully accountable for actions taken and decisions made, both by self and others to whom responsibilities have been assigned.	critical to organisational success. Develops long-term strategic relationships with customers, partners, industry leaders and government. Collaborates with leadership stakeholders ensuring alignment to corporate vision and strategy.	through vision, governance, and executive management. Has a deep understanding of the industry and the implications of emerging technologies for the wider business environment.	of using or not using such practices and technologies. Establishes governance to address business risk. Ensures proposals align with the strategic direction of the organisation. Fosters a learning and growth culture across the organisation. Assess the impact of legislation and actively promotes compliance and inclusivity. Advances the knowledge and/or exploitation of technology within one or more organisations. Champions creativity and innovation in driving strategy development to enable business opportunities. Communicates persuasively and convincingly across own organisation, industry, and government to audiences at all levels. Learning and professional development — ensures that the	of suppliers, partners, competitors, and clients. Fosters a culture to encourage the strategic application of generic and specific bodies of knowledge within their own area of influence.

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			organisation develops and mobilises the full range of required skills and capabilities. Security, privacy and ethics – provides clear direction and strategic leadership for the implementation of working practices and culture throughout the organisation.	

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