

Definitions and Rate Card

Per Day Rates in GBP exclusive of expenses plus VAT.

	Half Day Rate	Full Day Rate
1. Smart Hands	£160	£295
2. Level One Engineer	£250	£450
3. Level Two Engineer	£395	£750
4. Level Three Engineer	£550	£995
5. Consultant	£795	£1495
6. Break-Fix Contract	As Per Agreed Contract Price	As Per Agreed Contract Price

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:** 9:00am to 5:00pm Monday to Friday
- **Out of Hours:** Midweek and Saturday x 1.5. Sundays and Bank Holidays x 2
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate

Expenses

Where applicable the Client will pay for expenses incurred by Newcorp computer services in carrying out requested work. Expenses will be capped at the equivalent of £150 per day.

NOTE: Over the period of this contract Newcorp Computer Services Ltd rates may increase in line with Governments yearly CPI increases.

Newcorp Computer Services Ltd

Level definitions

	Autonomy	Influence	Complexity	Business skills
1. Smart Hands	Works under close supervision. Is expected to seek guidance in expected situations.	Interacts with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.	- uses basic information systems and technology functions, applications, and processes - demonstrates an organised approach to work - learns new skills and applies newly acquired knowledge - has basic oral and written communication skills - contributes to identifying own development opportunities
2. Level One Engineer	Works under routine supervision. Works without frequent reference to others.	Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers. May have more influence in own domain.	Performs a range of varied work activities in a variety of structured environments.	- understands and uses appropriate methods, tools and applications. - demonstrates a rational and organised approach to work - is aware of health and safety issues. Identifies and negotiates own development opportunities - has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team - is able to plan, schedule and monitor own work within short time horizons - absorbs technical information when it is presented systematically and applies it effectively
3. Level Two Engineer	Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones.	Interacts with and influences department/project team members. May have working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work	Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.	- understands and uses appropriate methods, tools and applications. - demonstrates an analytical and systematic approach to problem solving - takes the initiative in identifying and negotiating appropriate development opportunities. - demonstrates effective communication skills. - contributes fully to the work of teams - plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures - absorbs and applies technical information - works to required standards

	Autonomy	Influence	Complexity	Business skills
	Determines when issues should be escalated to a higher level.	assigned to individuals or phases of projects.		- understands and uses appropriate methods, tools and applications - appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client
4. Level Three Engineer	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.	Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.	Performs a broad range of complex technical or professional work activities, in a variety of contexts.	- selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving - communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences - facilitates collaboration between stakeholders who share common objectives - plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. - rapidly absorbs new technical information and applies it effectively - 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. - maintains an awareness of developing technologies and their application and takes some responsibility for personal development
5. Consultant	Works under broad direction. Is fully accountable for own technical work and/or project/ supervisory responsibilities.	Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism. Has significant responsibility for the work	Performs a challenging range and variety of complex technical or professional work activities. Undertakes work which requires the	- advises on the available standards, methods, tools and applications relevant to own specialism and can make correct choices from alternatives - analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets - communicates effectively, formally and informally, with colleagues, subordinates and customers

	Autonomy	Influence	Complexity	Business skills
	Receives assignments in the form of objectives. Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.	of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.	application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer or organisational requirements.	- demonstrates leadership - facilitates collaboration between stakeholders who have diverse objectives - understands the relevance of own area of responsibility or specialism to the employing organisation - takes customer requirements into account when making proposals - takes initiative to keep skills up to date. Mentors more junior colleagues - maintains an awareness of developments in the industry - analyses requirements and advises on scope and options for operational improvement - demonstrates creativity and innovation in applying solutions for the benefit of the customer