

Illustrative levelled role families for NICE Implementation and Operation Work roles 1.0.0

Illustrative Levelled Role Families The levelled role families presented here are illustrative examples and are not prescriptive. Of course, no single employer is likely to have all of these roles at all the levels shown. The specific roles, levels, and job families will vary depending on the size, structure, and needs of each organization. Smaller organizations may have fewer distinct roles and levels, while larger organizations may have a more extensive range of specialized roles and levels. The SFIA levels used in this illustration serve as a guide and provide a common reference point. However, employers will typically have their own job grading methods and career frameworks that align with their unique organizational context and requirements.

It is important to understand that the purpose of role/job levelling is not to establish a rigid hierarchy but rather to enable several key benefits. These benefits include:

1. Clarity in career progression pathways for employees
2. Consistency in job expectations and responsibilities across the organization
3. Alignment of compensation and rewards with the level of contribution and value delivered by each role
4. Identification of skill gaps and development opportunities to support workforce planning and talent management

By providing a structured approach to job levelling, organizations can foster a fair, transparent, and effective framework for managing their workforce and supporting the growth and development of their employees.

NICE Implementation and Operation Work roles 1.0.0	SFIA Level 1 Follow	SFIA Level 2 Assist	SFIA Level 3 Apply	SFIA Level 4 Enable	SFIA Level 5 Ensure, advise	SFIA Level 6 Initiate, influence	SFIA Level 7 Set strategy, inspire, mobilise
Responsibility, accountability and impact.	Follows instructions, completes routine tasks under close supervision, and requires guidance. Learns and applies basic skills and knowledge.	Assists and supports others, works under routine supervision, and uses discretion to solve routine problems. Actively learns through training and on-the-job experiences.	Performs varied tasks, including complex and non-routine, using standard methods. Plans and manages own work, exercises discretion, and meets deadlines. Proactively enhances their skills and impact.	Performs diverse complex activities, supports and supervises others, works autonomously under general direction, and contributes expertise to deliver team objectives.	Accountable for achieving workgroup objectives and managing work from analysis to execution and evaluation. Provides authoritative guidance in their field and works under broad direction.	Influences the organisation significantly, makes high-level decisions, shapes policies, demonstrates thought leadership, fosters collaboration, and accepts accountability for strategic initiatives and outcomes.	Determines overall organisational vision and strategy, operates at the highest level, and assumes accountability for overall success.
Data Analysis		Data Analyst SFIA 2	Senior Data Analyst SFIA 3	Lead Data Analyst SFIA 4	Principal Data Analyst SFIA 5		
Database Administration		Database Administrator SFIA 2	Senior Database Administrator SFIA 3	Lead Database Administrator SFIA 4	Principal Database Administrator SFIA 5		
Knowledge Management		Knowledge Manager SFIA 2	Senior Knowledge Manager SFIA 3	Lead Knowledge Manager SFIA 4	Principal Knowledge Manager SFIA 5	Head of Knowledge Management SFIA 6	
Network Operations		Network Operations Specialist SFIA 2	Senior Network Operations Specialist SFIA 3	Lead Network Operations Specialist SFIA 4			
Systems Administration	System Administrator SFIA 1	System Administrator SFIA 2	Senior System Administrator SFIA 3	Lead System Administrator SFIA 4			
Systems Security Analysis			Systems Security Analyst SFIA 3	Senior Systems Security Analyst SFIA 4	Lead Systems Security Analyst SFIA 5		
Technical Support		Technical Support Specialist SFIA 2	Senior Technical Support Specialist SFIA 3	Lead Technical Support Specialist SFIA 4			
Technology Research and Development			Research & Development Specialist SFIA 3	Senior R & D Specialist SFIA 4	Lead R & D Specialist SFIA 5		