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# EMPLOYMENT ZONE

## Conditions of Service – Pay, Grading and Benefits Structure

### 1.0 Introduction

Glasgow City Council's pay, grading and benefits structure is modern, fair and delivers equality.

Glasgow City Council supports the principle of equal opportunities in employment and recognises that to achieve this it must have a pay, grading and benefits structure that is transparent, flexible, based on objective criteria and free from bias.

This information applies to all employees except teachers who have separate terms agreed nationally.

### 2.0 The Pay & Grading Structure

#### 2.1 Overview

On appointment, employees receive a 'Statement of Particulars'. This contains details of their job family, position and pay as defined in the Council's Pay and Grading Structure.

The structure is made up of

- 14 job families.
- 112 role profiles.
- 15 grades.
- Pay points.

Job families group together roles of a similar purpose. Within each job family there are a number of role profiles which detail what is needed to carry out the job

The role profile determines the grade an employee is in. This in turn determines the employees' pay point.

An employees' pay is known as their 'contracted pay' and is made up of their core pay and any additional non-core payments (if appropriate).

The above is explained further in the following sections.

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### 2.2 Job families

Job families group jobs together that share a similar purpose and have similar characteristics.

The Council has 14 job families:

- Business support (BS).
- Catering (CAT).
- Clerical admin (CA).
- Community facility user support (CFUS).
- Community standards and enforcement (CSE).
- Construction, repairs and maintenance (CRM).
- Infrastructure planning (IPI).
- People, care and support (PCS).
- Physical and environmental services (PES).
- Security (SEC).
- Social renewal, learning and people development (SRLP).
- Technical services (TS).
- Road vehicle operations (VEH).
- The leadership family (LDR).

To access the description and key characteristics of each of the job families, [click here](#), or view it on appendix 1. Alternatively, contact your Service HR team for more information.

### 2.3 Role profiles

Within each job family, there are groups of role profiles. Role profiles list the main tasks, skills, knowledge, qualifications and competencies needed to carry out the job. Each role profile has a 'size', reflecting what's involved and the level of responsibility attributed to it. The size of the role determines the amount of pay that it attracts. The role profile therefore determines the grade an employee is paid at.

### 2.4 Grades

The Pay and Grading Structure is made up of 15 grades.

Grades 1 – 8 are made up of the 13 Non-leadership job families.

Grades 9 – 14 are made up of the Leadership grades, which are primarily supervisory, management and leadership roles.

The highest, and final, grade in the structure is the Chief Executive grade.

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Each grade has pay points. These pay points make up an employee's 'core pay'.

### 2.5 Pay Points

The pay points reflect different levels of capability within a role – from 'Entry' to 'Interim' to 'Proven'. The number of pay points within each grade varies, depending on the complexity of the role and how long it takes to move from Entry to Proven. Each pay point has an annual salary value attached to it, calculated on the basis of a 35-hour week.

### 2.6 Progression

Employees employed or promoted *before* 1 October 2006 will progress to the next pay point on 1 April each year.

Employees employed or promoted *after* 1 October 2006 will progress to the next point of the grade on the anniversary of the date of employment or promotion.

Progression through the points within the grade is not automatic and is dependent on evidence derived from the role profile of satisfactory attainment of the skills, qualifications and competencies required. However, progression, although not automatic, would ordinarily be expected and supported.

Heads of Service have the discretion to accelerate employees within the grade on the grounds of competence.

The role profile and grade an employee is assigned to, are contained within their Statement of Particulars.

To access the Council's Job Families and Pay and Grading Structure, [Click here](#) or view it on appendices 1 and 2. Alternatively, contact your Service HR team for more information.

## 3.0 Contracted Pay

An employee's contracted pay is their total pay and is made up of their core pay plus any non-core payments they may receive.

### 3.1 Core pay

An employee's core pay is based on the pay point in the grade they're assigned to in the Pay and Grading Structure. For many employees, their core pay will also be their contracted pay if they are not entitled to any additional non-core payments.

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### 3.2 Non core pay

Some employees may be entitled to additional non-core payments due to:

- Working context and demands; and/or
- non-standard working patterns/hours; and/or
- recruitment or retention needs; and/or
- additional contribution zone; and/or
- contractual overtime.

#### 3.2.1 Working context and demands

This non-core payment takes into account:

- physical demands (work requiring physical effort);
- working conditions (e.g. working outdoors);
- working health and safety (where there is a risk to personal safety);
- dexterity demands (work requiring dexterity, co-ordination and precision);
- emotional context (exposure to distressing or emotional situations).

Points are awarded for each of these categories of work. When added together, the points correspond to a defined 'level', which then equates to a monetary 'value' (the non-core payment). Payments are made in accordance with pay frequency and these payments are pensionable.

To access the table of working context and demands, [click here](#) or view it on appendix 3. Alternatively, contact your Service HR team for more information.

#### 3.2.2 Non-standard working pattern/hours

This non-core payment takes into account:

- requirement to work at weekends;
- requirement to work 37 hours;
- requirement to work variable hours/additional hours (up to 5 hours);
- short notice additional hours;
- recall, split duty, call out, task completion;
- requirement to work hours out with the 06:00 – 20:00 hours period;
- standby; and
- shifts.

Points are awarded for each of these, depending on the disruption to normal working time. When added together, the points correspond to a defined 'level', which then equates to a monetary 'value' (the non-core payment). Payments are made in accordance with pay frequency and these payments are pensionable.



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To access the non-standard working patterns/hours matrix, [click here](#) or view it on appendix 4. Alternatively, contact your Service HR team for more information.

### 3.2.3 *Recruitment and retention payments*

This non-core payment is made to help the Council recruit or retain particular employees, for example with specialist skills that may be hard to find elsewhere. This payment will only be used in exceptional circumstances. Contact your Service HR team for more information.

### 3.2.4 *Additional contribution zone*

The Additional Contribution Zone (ACZ) applies to grades 8 to 11 inclusive. Employees can only be paid at this higher rate where the Executive Director has approved this and only then when qualifying criteria has been met. An example is where an employee's contribution is recognised as being exceptionally high in meeting Council's objectives. The ACZ is not a progression point within a grade, and so employees can only be paid this in exceptional circumstances for a defined period of time.

### 3.2.5 *Contractual overtime*

This payment is used in situations where, for example, employees are required to work additional hours, which are not taken account of in the non-standard working patterns' payment. This is where the Council is required to provide these hours and employees are required to work them.

Contractual overtime hours, beyond 37 hours, are paid at **time-and-a-half**, calculated on the basis of a 35-hour week. The rate is based on the employee's pay point in the grade, together with any non-core payment for working context and demands.

## 4.0 **Overtime (non-contractual)**

For employees in grades 1-7, the following rates apply.

### 4.0.1 *Employees who work 37 hours*

Hours offered, which are non-contractual beyond 37 hours and fall out with the application of the non-standard working patterns matrix, will be paid at **time-and-a-third**. This is based on a 35-hour calculator at the employee's point on the grade, plus any working context and demands non-core payment.

Where the additional hours are worked on a Sunday (from midnight Saturday to midnight Sunday) the payment will be at **time-and-a-half**.

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### 4.0.2 *Employees who work less than 37 hours*

Where an employee works less than 37 hours per week, they will be paid at **plain time** until 37 hours are worked. After 37 hours has been reached, payment will be as stated above, for example time-and-a-third, or time-and-a-half on a Sunday. This will be based on the 35-hour calculator at the employee's point on the grade, plus any working context and demands non-core payment.

### 4.0.3 *Short notice*

Any short notice hours, this is defined as less than 12 hours' notice, which fall outside the scope of the non-standard working patterns matrix, will be paid at **time-and-a-half**. This is based on employees having worked 37 hours in the week and on a 35-hour calculator at the employee's point on the grade, plus any working context and demands non-core payment.

### 4.0.4 *Rest day and free day*

Shift workers who are contractually required to work on non working days (rest or free day) will be paid at **time-and-a-half**.

### 4.0.5 *Public holidays*

A shift worker working overtime on a public holiday which is their non working day will be paid at double time and the public holiday taken at a later date.

A non-shift worker working overtime on a public holiday which falls on a day they would normally be at work will be paid their normal pay for the day. In addition, double time for all hours worked **OR** plain time for all hours worked plus the hours off in lieu.

### 4.0.6 *Exceptional circumstances*

In the event of an emergency situation arising e.g. floods or fires, payments will be double-time plus time off in lieu (or triple time).

### 4.0.7 *Employees at grade 8 and above*

Employees at grade 8 and above may need to work extra hours from time to time due to Service needs. Where this arises, employees will not normally receive overtime payments unless the Head of Service considers the circumstances to be exceptional. Where overtime is paid, the entry point of grade 7 will be used or time off in lieu at non-enhanced rates may be granted as an alternative to payment.

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### 5.0 Responsibility Payments

Where a Head of Service authorises the need for an employee to undertake the responsibilities of a profile in a higher grade, then the pay points within that higher grade will apply.

Where the employee assumes full ability and competence to undertake the role profile, the proven point should be used.

If the responsibility is limited, partial or shared, then the Head of Service has the discretion to utilise the other pay points within the grade.

If an employee is sick during the period of responsibility, then the sickness allowance will be paid including the responsibility payment.

Responsibility payments should only apply after a period of one month. Heads of Service should not authorise payments for periods of longer than one year.

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**Equality & Diversity – Pay, Grading and Benefits Structure**

**Job Families – Description & Key Characteristics**

**Appendix 1**

<b>Job Family</b>	<b>Description</b>	<b>Key Characteristics</b>
Business Support (BS)	Support, advice and professional services to enable and control the business	<ul style="list-style-type: none"> <li>• Internal focus on the business infrastructure of the Council to ensure effective management and proper compliance;</li> <li>• Advice and services rendered will generally be accepted as professionally authoritative and recommended practice;</li> <li>• Activities tend to be event based rather than ongoing process;</li> <li>• Development and planning of business policy and strategy.</li> </ul>
Catering (CAT)	Preparation and serving of food for immediate consumption	<ul style="list-style-type: none"> <li>• Delivery of prepared food under food hygiene regulations;</li> <li>• Variety of site based catering situations;</li> <li>• Requires the application of skills for using industrial catering tools and equipment;</li> <li>• Design of fit for purpose service.</li> </ul>
Clerical Admin (CA)	Delivery of support and administrative services to internal and external customers	<ul style="list-style-type: none"> <li>• Support and administrative services to internal and external customers;</li> <li>• Progress regular transactions via established procedures;</li> <li>• Undertake regularly occurring event based duties;</li> <li>• Has regular live interface with community individuals;</li> <li>• Understands and responds to queries.</li> </ul>
Community Facility User Support (CFUS)	Enabling the effective and safe use of premises, facilities and associated equipment.	<ul style="list-style-type: none"> <li>• Works at a Council/community site providing a service;</li> <li>• Regular interface with public to provide facilities support;</li> <li>• May offer direct advice on effective use of facility;</li> <li>• General facilities maintenance.</li> </ul>

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### Job Families – Description & Key Characteristics

### Appendix 1

Job Family	Description	Key Characteristics
Community Standards and Enforcement (CSE)	Provision of services to assure standards of structure and systems of use.	<ul style="list-style-type: none"> <li>• Expertise in regulated procedure and practice;</li> <li>• Assessment and measurement of situations;</li> <li>• Determination of compliance;</li> <li>• Enforcement;</li> <li>• Advisory in expertise area to internal and external customers.</li> </ul>
Construction, Repairs and Maintenance (CRM)	Provision of practical services to prepare, maintain and repair property and equipment.	<ul style="list-style-type: none"> <li>• Works on construction, equipment;</li> <li>• Emphasis on practical activities; hand tools, small and larger plant;</li> <li>• Knowledge of one or more conventional craft skill areas;</li> <li>• Applies skills to create new work, implement, maintenance procedures or diagnose and repair.</li> </ul>
Infrastructure Planning (IPI)	Visioning, planning procuring and implementing infrastructure for the Council's strategy.	<ul style="list-style-type: none"> <li>• Translation of strategic remit into requirement;</li> <li>• Integration of longer term plans;</li> <li>• Resourcing;</li> <li>• Projects oversight.</li> </ul>
Leadership (LDR)	Roles that have significant contribution to the strategic direction and the tactical implementation of the Council's aspirations.	<ul style="list-style-type: none"> <li>• Determines what is required and how the Council will achieve its objectives;</li> <li>• Plans, implements and controls Services and support functions;</li> <li>• Assures proper compliance to internal and external policy.</li> </ul>

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**Job Families – Description & Key Characteristics**

**Appendix 1**

Job Family	Description	Key Characteristics
People Care & Support (PCS)	Direct Support and well being of people to assure their protection and security.	<ul style="list-style-type: none"> <li>• Community and user protection and care;</li> <li>• Ongoing risk assessment of assignee;</li> <li>• May involve personal care activities;</li> <li>• Immediate response to situations.</li> </ul>
Physical & Environmental Services (PES)	General maintenance and development of premises and outside facilities.	<ul style="list-style-type: none"> <li>• Requires the application of physical skills for using and operating tools and equipment;</li> <li>• Application of vocational and practical skills.</li> </ul>
Security (SEC)	Provision of services to assure security of premises and community.	<ul style="list-style-type: none"> <li>• Expertise in security matters relating to property and behaviour;</li> <li>• Activities involve remote surveillance and on-site physical patrol;</li> <li>• External liaison with official protection and prevention agencies;</li> <li>• Incident containment and corrective action.</li> </ul>
Social Renewal, Learning and People Development (SRLP)	Direct development of people to build their personal capacity.	<ul style="list-style-type: none"> <li>• Designs development opportunities;</li> <li>• Prepares and applies resources;</li> <li>• Delivers skills and knowledge development.</li> </ul>

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### Job Families – Description & Key Characteristics

### Appendix 1

Job Family	Description	Key Characteristics
Technical Services (TS)	Provision of technical services to internal and external customers.	<ul style="list-style-type: none"><li>• Deliver of technical services;</li><li>• Response to specific project brief;</li><li>• Originate technical solutions;</li><li>• Advice and services rendered will generally be accepted as professionally; authoritative and recommended practice.</li></ul>
Road Vehicle Operations (VEH)	Provision of services through use of public road vehicles.	<ul style="list-style-type: none"><li>• Primary emphasis is driving of road vehicles on public highways;</li><li>• Secure transport of people or goods;</li><li>• Route planning and implementation.</li></ul>



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Appendix 2

PAY POINT	PAYPOINT	GRADE	ROLE PROFILES													
£217,370.52	P	15	LDR7													
£212,605.00	I															
£207,840.48	E															
£170,674.61	P	14	Service LDR 6A	Functional LDR 6B												
£165,848.36	I2															
£161,160.62	I1															
£154,380.85	E															
£141,679.90	P	13	Service LDR 5A	Functional LDR 5B												
£137,887.34	I2															
£133,809.79	I1															
£128,201.56	E															
£127,621.09	P	12	Service LDR 4A	Functional LDR 4B												
£124,032.99	I2															
£120,548.29	I1															
£115,508.07	E															
£115,508.07	ACZ		ACZ	ACZ	ACZ											
£114,080.30	P	11	Service LDR 3A	Business LDR 3B	Corporate LDR 3C											
£109,317.22	I2															
£104,758.08	I1															
£100,386.85	E															
£96,103.27	ACZ		ACZ	ACZ	ACZ											
£93,276.66	P	10	Service LDR 2A	Business LDR 2B	Corporate LDR 2C											
£89,248.30	I2															
£85,308.87	I1															
£80,390.25	E															
£76,895.96	ACZ		ACZ	ACZ	ACZ											
£74,625.77	P	9	Service LDR 1A	Business LDR 1B	Corporate LDR 1C											
£71,354.04	I2															
£68,193.74	I1															
£64,365.59	E															
£61,494.60	ACZ		ACZ	ACZ	ACZ	ACZ	ACZ	ACZ	ACZ	ACZ	ACZ	ACZ	ACZ	ACZ		
£59,736.28	P	8	BS5	CA7	CAT6	CFUS8	CRM6	CSE 6	IPI6	PCS7	PES7	SEC6	SR7	TS7		
£57,065.50	I2															
£54,617.29	I1															
£51,456.85	E															
£49,186.79	P	7	BS4	CA6	CAT5	CFUS7	CRM5	CSE 5A 5B 5C	IPI5	PCS6	PES6	SEC5	SR6	TS6		
£47,050.10	I2															
£44,757.71	I1															
£42,266.24	E															
£40,664.84	P	6	BS 3A 3B	CA5	CAT4B	CFUS6	CRM 4A 4B	CSE 4A 4B	IPI4	PCS5	PES5A		SR5	TS5		
£39,067.23	I2															
£36,894.47	I1															
£34,922.37	E															
£33,585.88	P	5	BS 2B 2C	CA 4A 4B	CAT4A	CFUS 5A 5B	CRM 3C		IPI3	PCS4	PES 5B 4A	SEC4	SR4	TS4	VEH 5	
£32,290.52	I2															
£30,914.73	I1															
£29,751.95	E															
£28,609.93	P	4	BS 2A	CA3	CAT3	CFUS4	CRM 3A 3B	CSE 3B 2	IPI2	PCS3	PES 4B 3A		SR3	TS3	VEH4	
£27,592.50	I															
£26,584.54	E															
£25,716.37	P	3	BS1	CA2	CAT2B	CFUS3	CRM 2	CSE 3A 1	IPI1	PCS2	PES3B	SEC 3 2	SR2	TS2	VEH3	
£25,013.40	I															
£24,183.81	E															
£23,664.42	P	2			CAT2A	CFUS2					PES2		SR1	TS1	VEH	
£22,921.47	P	1		CA1	CAT1	CFUS1	CRM1			PCS1	PES1	SEC1				

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**Working Context & Demands**

The following tables show the different types of contexts and demands and the factor levels associated with these. The even number factor levels (2, 4 and 6) are blank. These are designed to give managers flexibility where the working context or demand lies somewhere between the given definitions. Each levels equates to a number of points shown in the overall points summary. The more an employee is exposed to a particular situation, the more points they are likely to qualify for. The points for each level are then totalled and payment made as shown in the payment matrix table.

**Physical demands**

Level	Definition
1	Work requiring normal physical effort.
2	
3	Work requiring normal physical effort with periods of sustained effort; or normal physical effort occasionally in awkward postures; or prolonged effort in a constrained position.
4	
5	Work requiring substantial physical effort with short periods of intense physical effort, or normal physical effort regularly in awkward postures.
6	
7	Work regularly requiring intense physical effort, or lengthy periods of substantial physical effort in awkward postures.

**Working conditions**

Level	Definition
1	Work normally performed in a heated, lit and ventilated indoor environment; may be exposed to occasional noise or outside conditions.
2	
3	Work includes significant elements of inside or outside work involving some exposure to moderate noise, heat, cold, disagreeable or difficult surroundings/conditions.
4	
5	Majority of work performed outside involving exposure to all weather conditions or exposure inside or outside to considerable noise or dirty or difficult or disagreeable and unpleasant surroundings/ conditions.
6	



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7	Working continuously outside involving exposure to all weather conditions or exposure inside or outside to continuous noise or work in dirty or very disagreeable and unpleasant surroundings/conditions.
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**Appendix 3**

**Working health and safety**

Level	Definition
1	Work involves minimal risk to personal injury, illness or health problems arising from the environment or the public/clients.
2	
3	Work potentially involves some risk to personal safety or injury, illness or health problems arising from the environment or the public/clients.
4	
5	Work involves moderate risk to personal safety or injury, illness or health problems arising from the environment or the public/clients.
6	
7	Work potentially involves a substantial risk to personal safety or injury, illness or health problems arising from the environment or the public/clients.

**Physical dexterity demands**

Level	Definition
1	Work requires minimal precision and speed in the use of dexterity, co-ordination and/or senses; or moderate precision in the use of these skills.
2	
3	Work mainly requires moderate precision and speed in the use of dexterity, co-ordination and/or senses or considerable precision in the use of these skills.
4	
5	Work mainly requires considerable precision and speed in the use of dexterity, co-ordination and/or senses or high demands for precision in the use of these skills.
6	
7	Work mainly requires high demands for precision and speed in the use of dexterity, co-ordination and/or senses or very high demands for precision in the use of these skills.



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**Emotional context**

Level	Definition
1	Work related exposure to distressing or emotional situations is unlikely or rare.
2	
3	Work may incur regular occasions relating to distressing situations of a generally non-physically traumatic nature or occasional working in socially difficult places.
4	
5	Work will anticipate regular and frequent exposure to situations involving others in a highly, emotionally distressed state or frequent working in socially difficult places or exposure to some physical trauma to others.
6	
7	Work will expect significant exposure to situations involving others in a highly, emotionally distressed state or everyday working in socially difficult places or exposure to significant serious physical trauma to others.

**Overall Points Summary**

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
<b>Physical Demands</b>	6	9	12	15	18	21	24
<b>Working Conditions</b>	6	9	12	15	18	21	24
<b>Working Health &amp; Safety</b>	8	12	16	20	24	28	32
<b>Physical Dexterity Demands</b>	6	9	12	15	18	21	24
<b>Emotional Context</b>	6	9	12	15	18	21	24

**Payment Matrix**

Points Allocated	Payment value 2024/25
Less than 45	No payment
45 to 54	£714.00
55 to 63	£892.00
64 to 72	£1,127.00

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73 to 79	£1,428.00
Over 80	£1,785.00

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**Appendix 4**

**Non Standard Working Pattern/Hours**

		POINTS VALUE
Requirement to work at weekends: (Average per week)	1) Up to and including 7hrs total Saturday and/or Sunday.	3
	2) More than 7hrs total Saturday and/or Sunday.	7
Requirement to work 37 hours		7
Requirement to work:	Variable hours/additional hours (up to 5 hours) Short Notice additional hours. Recall, split duty, call out, task completion	7
Requirement to work hours out with the 06:00 - 20:00 hours period:	Up to 4 hours per week.	5
	5 or more but less than 8 hours.	7
	8 hours or more per week average.	10
Standby:	1) Occasional - Less than 20% of working time;	5
	2) Regular - Between 20% & 50% working time;	7
	3) Frequent – Between 50% & 75% working time;	10
	4) Constant – 75% or more.	15
Shifts:	2 Shifts - Coverage up to 14 hours;	5
	2 or 3 Shifts - Coverage over 14 hours but less than 18 hours;	10
	2 or 3 Shifts - Coverage over 18 hours but less than 22 hours;	21
	Constant Night Shift or 3 Shifts coverage of 24 hours;	27
Where points are allocated to recognise coverage of hours for shift patterns, then no additional points should be awarded for hours out with 06:00-20:00.		
Where shift pattern includes weekends – account can be taken of either an additional 3 or 7 points (see requirement to work weekends above).		

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NB: To be considered, the requirement to work must be a regular contractual demand (usually weekly or average weekly)

- (1) Additional hours offered which are non contractual beyond 37 hours which fall out with the application of this matrix should be paid at time and a third @ 35 hours calculator @ employees point on the grade plus any WCD non-core payment. Where the additional hours are worked on a Sunday, the payment will be @ x 1 ½ (Sunday = Midnight Saturday to midnight Sunday).
- (2) Contractual hours beyond 37 hours which fall out with the application of the matrix paid as overtime @ x 1½ @ 35 Calculator @ employees point on the grade plus any WCD non-core payment.
- (3) Any short notice overtime/additional hours (less than 12 hours notice) which fall out with the scope of the matrix will be paid @ x 1 ½ @ 35 hour calculator @ the employees point on the grade plus any WCD non- core payment.
- (4) In exceptional circumstances e.g. emergency situations, flooding, fires etc. x 2 payments plus time in lieu (or x 3) may be authorised by the Head of Service.
- (5) Payment for working on a designated public holiday will be double time and time off in lieu (or x 3).

Scoring Range	Payment Level	Payment value April 2024
3-5 points	A	£843.00
6-10 points	B	£1,305.00
11-15 points	C	£2,091.00
16-20 points	D	£3,342.00
21-25 points	E	£5,349.00
26-30 points	F	£8,555.00
31 + points	G	£10,510.00

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