

CLERICAL ROLE REVIEW CARDS OPERATIONS SOUTHEND AND MANCHESTER

Today the bank has announced the outcome of a review of all Clerical graded roles in Cards Operations Southend and Manchester.

Background to Announcement & Rationale

Historically within Cards Operations there was a Clerical A to B progression scheme which was introduced primarily as a retention tool, the idea being that subject to the successful completion of a probationary period and satisfactory performance in role, after six months individuals would be promoted to Clerical B. Following a review of the Core Contact Customer Service Agent role early 2010, the role was mapped using the Job Family Framework (JFF) principles to Clerical A. Following this the progression scheme was formally closed in March 2010 as it was not compliant with wider Group Policy.

At that time the bank advised Unite that they proposed to undertake a full review across all the Clerical non contact graded roles in Cards Operations with the exception of Complaint Handler roles. During this review period those members who were recruited as Clerical A remained at that grade and those who were either promoted to or recruited at Clerical B originally also remained in grade.

Members may also recall when Job Family Frameworks (JFF) was introduced in Cards Operations in 2008. The bank's rationale behind JFF was to provide a common framework for job titles, pay and grading in order that individuals have a full understanding of what their role entails, as well as providing a clear path for career development. The Clerical role review has followed the same principles as the previous JFF exercises across Group Operations.

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Impact of Changes

Around 800 Clerical staff are subject to the role review. For many there will be no change to grade at all and for a minority there will be a positive impact in terms of a promotion from either Clerical A to B or Clerical B to Technical Specialist. A commensurate uplift in salary will be applied in circumstances where the existing salary doesn't already fall within the range of the new salary, whereby individuals will be upgraded to the minimum of the new salary range.

However the majority of roles that were subject to review have been negatively impacted with in excess of 400 staff being mapped from a current Clerical B level to Clerical A. This means that a large number of members will maintain their current salary however their salary will be frozen, or red circled, and they will be mapped against the lower Clerical A reference salary for future pay increases.

Full detail of the grade you have been mapped to will be shared with you during one to one meetings. The bank has committed to explaining in detail, particularly to those members who have been negatively impacted, the rationale and impact of the mapping including key differences between the Clerical A and B roles. The bank also assert that the key difference is around the complexity of the Clerical B roles, for example the requirement to deal with third parties, to be involved in making complex decisions and undertaking a broader cross section of varied work.

There will be no other changes to either the content of your job or to any of your other terms and conditions as a result of the Clerical role review exercise.

UNITE Comment & Next Steps

During consultations Unite challenged the bank from an early stage as the trade union were always mindful that a potential outcome was a negative impact for our members. Unite continuously stressed the importance of ensuring that the bank undertook a thorough review before making any decisions on role levels. The trade union have also emphasised to the bank that members need to be provided with the reasons and a detailed explanation of their role mapping including information and a comparison on the key differences between the Clerical A and B role.

Unite do not support a position whereby so many individuals will now be red circled however the bank are confident that roles have been mapped to the appropriate grade and they will be able through the one to one process and team huddles to explain in detail and respond fully to concerns.

If you believe that the level your job has been mapped to does not reflect the responsibilities or competencies required for your role then you have a right to appeal. In the first instance you should discuss your concerns informally with your Line Manager. However if you are still unhappy then you have the opportunity to formally raise your concerns through the Group's Grievance Procedure. UNITE will support and advise members through this process.

Unite are acutely aware that there is a significant amount of change activity across Business Services Group Operations and we have concerns for those members who are now left to adapt to a new operating model and to continue to drive the bank's recovery. If you have any feedback about the Clerical role review or the impact of any other changes to your role including Lean, the Cards Ops Shift Review, the change in reporting line of Retail Ops Telephony to Retail or any other matter, then please do get in touch. You can email us at rbsinfo@unitetheunion.org or speak to your local Workplace Representative or our Helpline on **0870 241 4425**.

Unite will also be undertaking a site visit at both Southend and Manchester to meet impacted members in the coming weeks, the detail of which will be shared with you at local level.

Unite Representatives

Unite has recently signed a new and improved Unite Representative agreement with the Group and we are always seeking members to take on one of the four Unite Representative roles, i.e. Workplace, Union Learning, Safety and Equality. Any Unite members interested in finding out more about becoming a Unite Representative please contact the Unite RBS Helpline or email rbsinfo@unitetheunion.org

Unite Updates

If you would like to receive regular updates electronically from the union please email from your preferred email address to rbsinfo@unitetheunion.org

NOT A MEMBER?

Join Unite's one and a half million members and have a voice on this and other issues, as well as receiving support, advice and representation for £10.96 a month for full time staff and £4.98 per month for part time staff working less than 21 hours a week. Membership forms can be obtained by phoning **0845 850 4242** or emailing rbsinfo@unitetheunion.org plus you can join on line at www.unitetheunion.org

**ALISON MACLEAN AND
STUART DAVIES –
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