



INTRODUCTION OF JOB FAMILY FRAMEWORKS - CARDS AND DIRECT FINANCE

BACKGROUND

The bank has recently announced the introduction of Job Family Frameworks (JFF) across Cards and Direct Finance operations impacting on circa 3000 staff. The bank's rationale behind JFF is to provide a common framework for job titles, pay and grading in order that you have a full understanding of what your role entails, as well as providing a clear path to develop your career.

WHAT ARE JOB FAMILIES?

Currently across the different parts of C & DF there are a variety of different job titles and pay scales. The new Job Family Framework identifies different job roles that require similar competencies, skills etc and groups these under the umbrella of a defined Job Family. Across Cards and Direct Finance the 5 Job Families are Business Support, Sales, Customer Service Delivery, Professional Services and Management.

You should already have received notification of which job family your job has been put into and at which level.

WHAT IS THE IMPACT?

For the vast majority of employees there will be no change in current terms and conditions.

If your job has been mapped onto a higher salary matrix, and you are a level 3 performer or above, then from 1 April 2008 you will go straight onto the higher salary matrix and your salary will be managed on the range against the new reference salary.

In a minority of cases, jobs have been mapped on to a lower level pay range. Where this has happened the Group salary protection principles will apply. These principles are designed to create a period of time during which employees can adjust to their new grading and pay structure. In this case, your current matrix will continue to apply for any salary increase in 2008. However, for pay 2009 your salary will be managed against the new reference salary for your role.

OTHER TERMS AND CONDITIONS

There should be no change to either the content of your job or to any of your other terms and conditions as a result of the introduction of JFF. The only exception to this is where you are moving levels as a result of the mapping process, for example from Clerical to Appointed level or from Appointed to Clerical. If this affects you, your Line Manager will discuss the impact of these changes with you.

APPEALS

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 POSITION

There are 2 key benefits to the introduction of JFF. Firstly, there is greater clarity about pay for staff across different parts of Cards and Direct Finance. It also means that there will be an opportunity for staff to understand the career paths available to them within C&DF Operations and across the group and develop their career by taking on new roles.

However, your trade union are conscious that there are some staff who will be negatively impacted as a result of this process. For obvious reasons, it is these people that are the centre of UNITE's attention and for whom we will continue to make representations.

KEEP IN TOUCH

The JFF will be implemented at the beginning of April.

If you would like a visit to your site or have concerns then please contact the UNITE RBS Helpline on 0870 241 4425, email us at rbsinfo@unitetheunion.com or get in touch with your local Jointly Accredited Representative.

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