

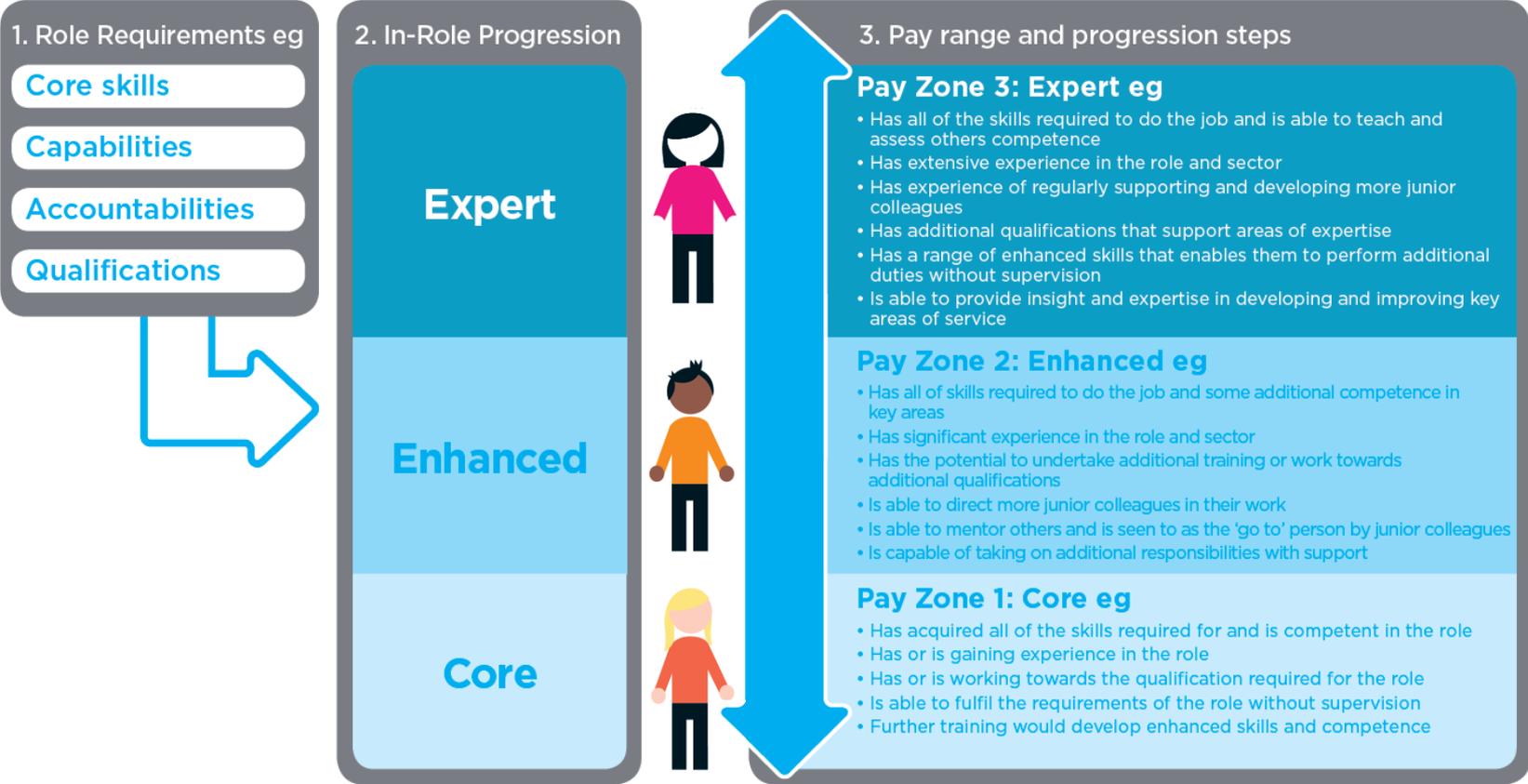


MANAGING PAY AT BUPA: CARE SERVICES 2020

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How do I use the pay ranges?

- A pay range is applied to a group of roles that are similar in nature and of a similar size.
- Pay ranges are created taking into account market rates for a group of similar roles and the industry in which we work.
- In order to fully utilise the range, we suggest you consider the most appropriate position in range for your candidate or current employee using the guide below and always taking into account the position of peers or comparative roles internally. This principle can be applied to any role.



How to use a pay range

We no longer have set Core, Enhanced and Expert pay rates (except some specific business cases may state these – if this is the case you should be aware of this via the usual Pay and Governance route). We've recognised that a single pay rate to recognise enhanced and expert skills cannot be defined. Role specific factors (such as skills and qualification) as well as external factors (such as location as local labour supply) all impact the rates that homes need to pay. Homes should, within the published pay bands, consider these factors when differentiating between pay rates.

The concept of Core, Enhanced and Expert should be used for the recruitment of all new colleagues and the advancement of existing people though the pay range for roles where pay ranges are in place.

Examples which show how the concept can be applied to all roles:

- A Laundry Supervisor is recruited with no prior experience of the Care Sector and with limited people leadership skills. This employee would be classed as “Core” and as such when setting their starting rate of pay they should be placed in the bottom third of the Core pay rate **between £8.72 and £8.90**.
- A Laundry Supervisor is recruited with extensive experience in similar roles within the Care Sector and can evidence strong people leadership skills that will be valuable in the role. This employee would be classed as “Expert” and as such should be paid in the top third of the Expert pay rate **between £9.10 and £9.30**.

These are not pay ranges, they are guidance to show how the Core, Enhanced and Expert concept should be applied to all roles to differentiate pay. Values may vary based on each home.

Remember that it is important you use these principles correctly when recruiting a new colleague into our business and consider existing colleagues experience and pay rates.

Please note that some roles do not have a range, and are paid at a single rate of £8.72. All people within these roles should be paid at this rate.



What are the pay ranges?

The pay ranges below came into effect 1 April 2020

Job Title	2017 Min	2017 Max	2018 Min	2018 Max	2019 Min	2019 Max	2020 Min	2020 Max
Assistant Cook	£7.50	£8.10	£7.83	£8.10	£8.21	£8.21	£8.72	£8.72
Kitchen Assistant	£7.50	£8.10	£7.83	£8.10	£8.21	£8.21	£8.72	£8.72
Cook	£7.60	£8.30	£7.93	£8.30	£8.31	£9.00	£8.82	£9.09
Assistant Chef	£7.90	£8.50	£8.23	£8.50	£9.00	£10.00	£9.51	£10.10
Chef Manager	£8.30	£11.10	£8.63	£11.10	£10.00	£13.00	£10.51	£13.13
Hostess	£7.50	£8.10	£7.83	£8.10	£8.21	£8.21	£8.72	£8.72
Customer Advisor	£7.50	£8.10	£7.83	£8.10	£8.21	£8.21	£8.72	£8.72
Receptionist	£7.50	£8.10	£7.83	£8.10	£8.21	£8.21	£8.72	£8.72
Administrator	£8.30	£11.10	£8.63	£11.10	£9.01	£11.10	£9.52	£11.21
Activities Coordinator	£7.50	£8.10	£7.83	£8.10	£8.21	£8.21	£8.72	£8.72
Senior Activities Coordinator	£7.60	£9.30	£7.93	£9.30	£8.31	£9.30	£8.82	£9.39
Housekeeping Assistant	£7.50	£8.10	£7.83	£8.10	£8.21	£8.21	£8.72	£8.72
Senior Housekeeping Assistant	£7.60	£9.30	£7.93	£9.30	£8.31	£9.30	£8.82	£9.39
Laundry Assistant	£7.50	£8.10	£7.83	£8.10	£8.21	£8.21	£8.72	£8.72
Laundry Supervisor	£7.60	£9.30	£7.93	£9.30	£8.31	£9.30	£8.82	£9.39
Maintenance Assistant	£7.50	£8.10	£7.83	£8.10	£8.21	£8.21	£8.72	£8.72
Maintenance Operative	£8.30	£11.10	£8.63	£11.10	£9.01	£11.10	£9.52	£11.21
Gardener	£7.50	£8.10	£7.83	£8.10	£8.21	£8.21	£8.72	£8.72

What are the pay ranges?

The pay ranges below came into effect 1 April 2020



Job Title	2017 Min	2017 Max	2018 Min	2018 Max	2019 Min	2019 Max	2020 Min	2020 Max
Care Assistant (England and Wales)	£7.55	£9.20	£7.83	£9.20	£8.21	£9.20	£8.72	£9.29
Care Assistant (Scotland)	£8.45	£9.20	£8.75	£9.20	£9.00	£9.20	£9.51	£9.51
Senior Carer (England and Wales)	£7.65	£10.40	£7.98	£10.40	£8.36	£10.40	£8.87	£10.50
Senior Carer (Scotland)	£8.45	£10.40	£8.75	£10.40	£10.01	£10.40	£10.52	£10.52
Care Team Leader	£9.17	£10.40	£9.50	£10.40	£9.88	£10.40	£10.39	£10.50
Therapy Assistant	£9.00	£10.40	£9.33	£10.40	£9.71	£10.40	£10.22	£10.50
Physiotherapist	£14.42	£21.63	£14.75	£21.63	£15.13	£21.63	£15.64	£21.85
Registered Nurse	£13.13	£16.16	£13.26	£16.32	£13.52	£16.56	£14.03	£16.73
Resident Experience Manager	£11.51	£17.53	£11.84	£17.53	£12.22	£17.53	£12.73	£17.71
Care Manager/Non Clinical Unit Manager	£11.30	£18.10	£11.63	£18.10	£12.01	£18.10	£12.52	£18.28
House Manager	£13.30	£17.88	£13.63	£17.88	£12.01	£18.10	£12.52	£18.28
Unit Manager (Clinical)	£14.65	£18.06	£14.80	£18.24	£15.02	£18.51	£15.53	£18.70
Deputy Manager	£13.80	£19.75	£13.94	£19.95	£14.15	£20.25	£14.66	£20.45
Head of Care	£13.80	£19.75	£13.94	£19.95	£14.15	£20.25	£14.66	£20.45
Clinical Services Manager	£13.80	£19.75	£13.94	£19.95	£14.15	£20.25	£14.66	£20.45

Who can approve pay changes?



Depending on the change, authorisation for pay changes can be at 1 of 3 levels:

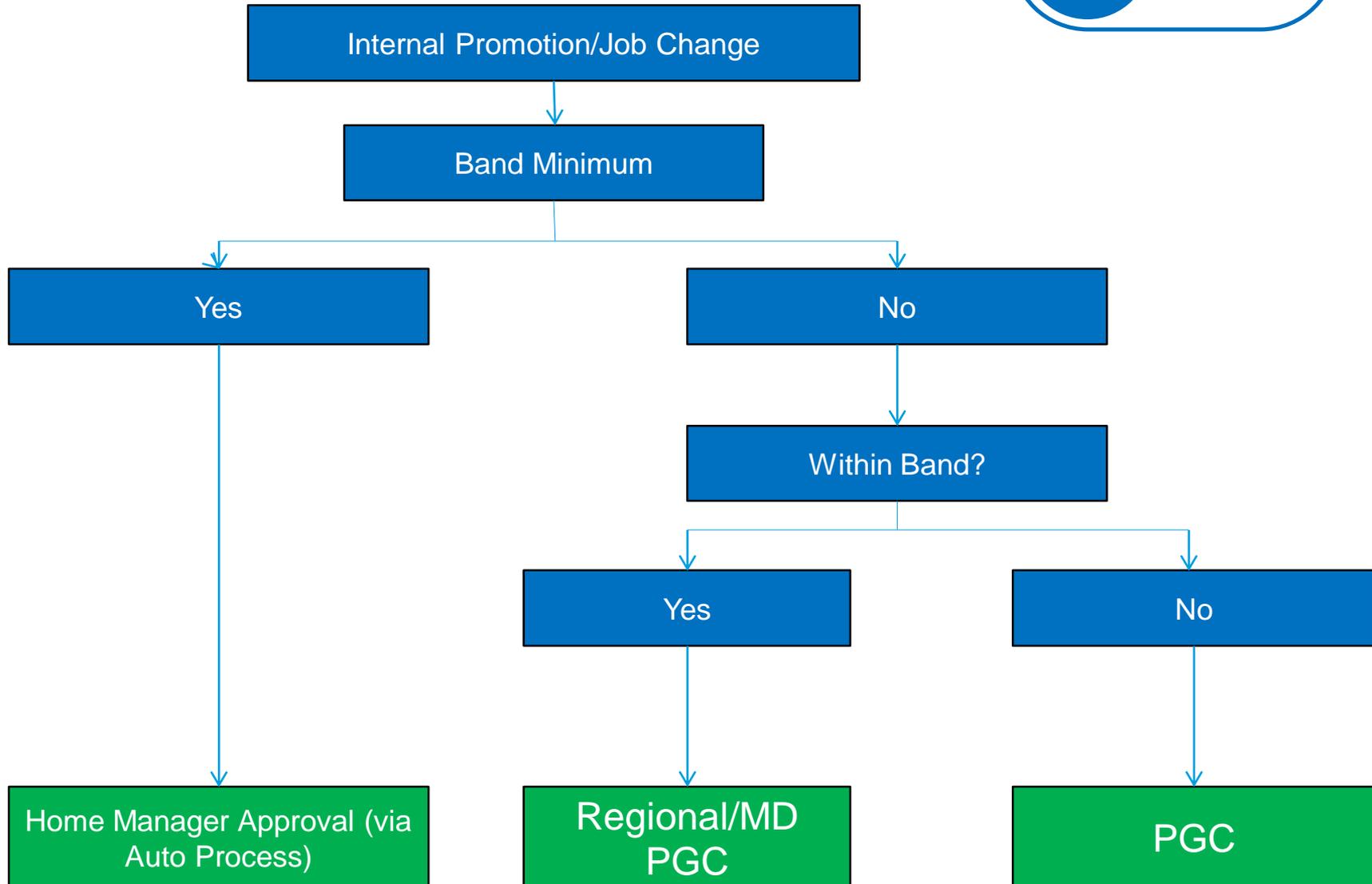
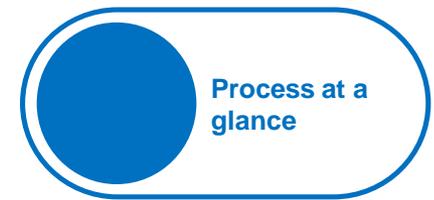
- Home Manager
- Managing Director via Regional Pay Governance Committee
- Pay and Governance Committee

Who can approve pay changes?

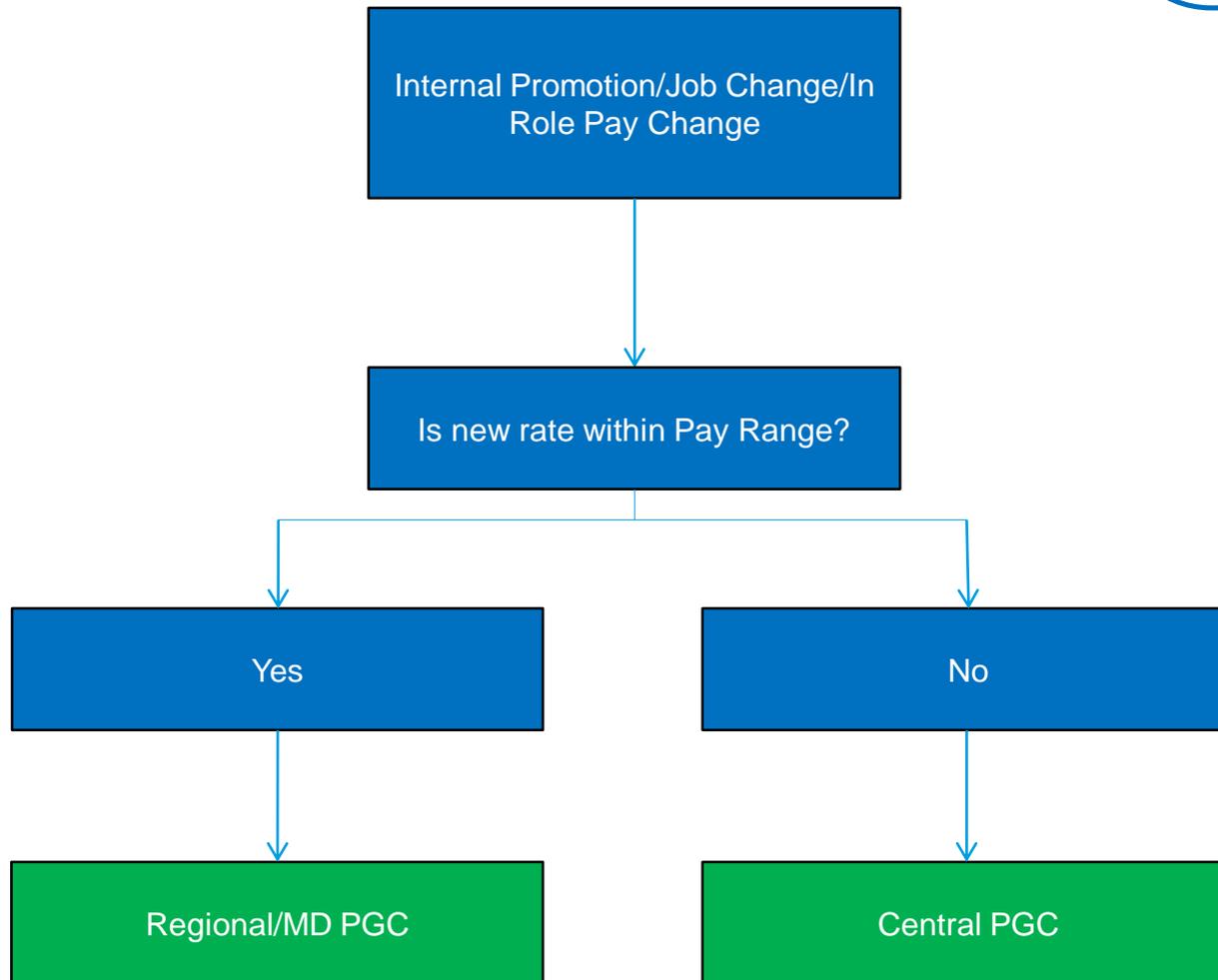


Pay Change Reason	Authorisation Level
The rate of pay is the minimum point of the new grade (promotion)	Home Manager
In role pay increases or increases as a result of role change/promotions within our current pay bands	Managing Director
Responsibility Allowances of up to 10%	Managing Director
Any increase taking an employees pay above the pay band maximum.	PGC
Responsibility Allowances of greater than 10%	PGC
All pay proposals involving more than 1 employee (Bulk Pay Cases)	PGC
All proposed changes to enhanced rates of pay (for more than 1 employee)	PGC
Any requests for backdated pay	PGC
Request to recruits for Home/Village Managers and above or over band requests for any care home roles.	PGC
Any pay changes or responsibility allowance requests for employees in Central Care Services teams.	PGC

How do I submit a request: Grade Change/In Role Pay Change?



How do I submit a request: Grade Change/In Role Pay Change?



Where to go for help



If you have any questions relating to your localised PGC, please contact your Regional Director.

If you have any questions relating to PGC, please contact BCSPayandGovernance@bupa.com

All Pay and Governance Committee outcomes are shared with Regional Directors via your Managing Director. Please contact them for confirmation of outcomes, and not payroll directly.

All other general enquiries about the governance process should be sent to BCSPayandGovernance@bupa.com