

Service Level Agreement: Human Resources Department and University Trade Unions

Purpose the Agreement

The purpose of the Service Level Agreement is to outline the key service delivery standards agreed with UCU, UNITE and UNISON.

This Agreement sets out:-

- the overall level of service the HR department provide to UCU, UNITE and UNISON; and to all members of staff
- the service standards the HR department aims to achieve
- a mechanism for resolving any problems relating to the delivery of the service

Future reviews and amendments to this Service Level Agreement

This agreement will be reviewed annually as part of the Joint Consultative and Negotiating Committee (JCNC - the management/trade union negotiating committee) and as part of the annual HR team planning process.

Objectives of the Service

The HR Department aims to provide comprehensive guidance and advice relating to recruitment, employment and development of staff at AU. The HR department works closely (but not exclusively) with: the University Executive, Heads of Departments, Departmental staff and with the Payroll and Finance teams to ensure staff are recruited and employed appropriately and receive the correct remuneration.

Service Users

- AU staff
- Recognised Trades Union Representatives
- AU Academic and Service Departments
- External stakeholders (e.g. applicants for posts)

Responsibilities

The HR Department supports the achievement of the University strategic plan and an annual HR Action plan outlining the key team objectives is presented to the Professional Development and Staffing Committee on an annual basis.

Service Availability and Description of key services:

The HR Team are available between 9.00am and 5:00pm Monday to Thursday and 9am to 4:30pm on a Friday and respond to enquiries by e mail, telephone and personal contact. The HR web pages provide information for staff including HR policies and Procedures.

When HR contact you:

- Wherever possible a meeting requested by a member of HR with a member of staff will be arranged within 5 working days of the initial request;
- Meetings requested to discuss an issue which is considered to require an urgent resolution will be arranged within 2 working days wherever possible;
- Staff who wish to communicate in the Welsh language with HR will be able to do so. The trade unions will arrange representation by a Welsh language speaker where this is requested by the member of staff.
- Where HR facilitate a meeting with a member of staff required in accordance with a University policy and/or procedure, this will be arranged within the timescale specified in the policy and/or procedure;
- Where documentation is issued to staff to support a process outlined in a University policy and/or procedure HR will ensure that any supporting papers will be circulated at least 2 working days prior to the meeting or within the timescales identified in the supporting policy/Statute (for example disciplinary or grievance policy or Statute);
- Where documentation required for an arranged meeting is issued to the trade unions this will be forwarded at least 2 working days prior to the meeting;
- Where information is considered to be confidential it shall remain confidential to the parties concerned in the matter;
- If staff members wish to be represented by a trade union representative, they should inform HR in writing and confirm that they are happy for the representative to discuss their case with HR;
- Certain matters will operate outside of the scope of the above timescales due to the nature of the discussions (i.e. matters that require urgent attention).

When you contact us:

E-Mail: All enquiries by e-mail will receive a response as soon as possible but the Department will aim to reply within 3 working days of receipt of the e mail. Where further information is required before a response is sent an update on the progress will be sent if the information required will take longer than 3 days to obtain.

Telephone enquiries: Where possible, telephone calls will be answered straight away. If a telephone voicemail is left with one of the team, a member of the team will aim to return your call no later than 2 working days after receipt. Where further information is required before a response is sent an update on the progress if the information required will take longer than 2 working days to obtain.

Personal Callers: The department is happy to receive personal visits from staff. Staff who wish to discuss a HR issue with a member of the team should contact the appropriate person to arrange a convenient appointment. When making a request, staff are able to indicate if they wish to have a discussion in private so that the team can make the necessary

arrangements for an in-confidence discussion. These meetings can normally only be held during our office hours. For all urgent matters the HR team will deal with the matter immediately.

Hard-copies of correspondence arriving in to the HR Team:

Dependent on the nature of the correspondence, a reply (by e-mail, if e-mail address is available or by hard-copy) will be sent within 5 working days. An acknowledgement will be sent (again by e-mail, if e-mail address is available or by hard-copy) if it is anticipated a longer response time is necessary.

Hard-copy correspondence leaving the HR Team:

All correspondence will be signed and dated by the appropriate HR staff member. Letters and envelopes to staff will be marked 'Personal – Addressee only'.

Requests for information

- Subject to the provisions of the Data Protection and Freedom of Information Acts, the Department will aim to respond to requests for information by the timescales set out in the Acts.
- Copies of relevant documents will be provided (where appropriate)

Levels of service

The HR team will treat staff and stakeholders with dignity, respect and courtesy at all times.

The HR team are members of University staff and have the right to be treated with the same levels of dignity and respect as all other university staff. Their roles, by their very nature, involve dealing with staff who, on occasions, can be distressed and/or angry about an aspect related to their employment. Any member of HR staff who feels that behaviour towards them by another member of staff or stakeholder falls below the expected standards of behaviour have the same rights afforded to them as any other member of staff.

Service Levels/Standards

Monitoring success

- Sample checks will be made intermittently on the level of service provision and reported to the JCNC on an annual basis. (i.e. via customer satisfaction surveys, telephone logs and the HR business partner model)

Compliments and Complaints

- Compliments and complaints about the service should be sent to the Director of HR in the first instance.

Date of Agreement: Agreed at JCNC of 08/11/2012