



Teaching Intensive Research Informed

HR Service Level Agreement

University of Bolton

1.0 Objective of the Agreement

The purpose of this Service Level Agreement (SLA) is to describe the key services the HR team at the University of Bolton (UoB) provide and the quality standards our stakeholders can expect from us in terms of service delivery.

This Agreement sets out:

- the services we provide to employees & Heads of School/Service
- the overall standard which we, in HR aim to achieve in the provision of our services
- a mechanism for resolving any problems relating to the delivery of the service

2.0 Future reviews and amendments to this Service Level Agreement

This agreement will be reviewed annually as part of the annual planning process and any changes will be based on feedback received.

3.0 Objectives of the Services

Fundamentally supports the strategy of the UoB and objectives for the HR Department. This is achieved through gaining an understanding of the organisational needs and the provision of a high quality HR consultancy service to the UoB on people management issues (to include resourcing, development, employee relations, change management payroll services and pensions).

4.0 Service Users

- Executive Board
- Heads of Schools and Departments.
- Line Managers
- Trade Unions (i.e UCU and Unison)
- Core Staff (Professional and Academic)
- New Starters
- Potential Employees
- External Organisations and Suppliers

Please note there is a specific SLA for the UTC. A copy can be provided upon request.

5.0 Responsibilities – who we are, what we do

The HR Team supports the service users and provides comprehensive strategic and operational guidance and advice relating to all aspect of people management issues in order that the Departments / Schools within the UoB can effectively manage their key resource, their employees.

The specific individual responsibilities can be obtained at
<http://www.bolton.ac.uk/HumanResources/About-HR/About-HR.aspx>

HR Director

Chris leads the HR team. As HR Director he is accountable for the development and delivery of the HR Strategy and the operational HR service provided to managers and employees of the University. As a member of the University's Executive Board he provides support and guidance (acting as senior HR Business Partner) to his colleagues. He is also one of the Directors of UTC Bolton.

Mr Chris McClelland
t: 01204 903572 r: Z3-03
e: cm11@bolton.ac.uk

HR Business Partners

Each HR Business Partner works closely with and proactively supports a number of Heads of School / Services on strategic HR-related matters and organisational objectives such as:

- | | |
|---|------------------------|
| > Performance management | > Strategic resourcing |
| > Organisational design and development | > Business planning |
| > Change management | > Policy development |

Mrs Jo Edwards
t: 01204 903365 r: Z3-46
e: jpe1@bolton.ac.uk

Mrs Claire Symons
t: 01204 903569 r: Z3-46
e: cs19@bolton.ac.uk

Mrs Rose Walker
t: 01204 903583 r: Z3-46
e: rw1@bolton.ac.uk

HR Officer

Sharon manages the HR Administrator team within HR, acts as HR Business Partner to Facilities, oversees employee benefits, coordinates staffing committee issues and supports the HR Director on employee relations matters and other HR projects.

Mrs Sharon Thompson
t: 01204 903584 r: Z3-46
e: st4@bolton.ac.uk

HR IS Officer

Sara provides high quality management information, prepares and presents staff information / metrics for managers, committees and a number of external organisations. She also supports other generalist activities of the service.

Mrs Sara Williams
t: 01204 903576 r: Z3-46
e: slt2@bolton.ac.uk

Pensions Officer

Martin is responsible for the day-to-day management of the TPS, GMPF and USS pension schemes and deals with queries relating to pensions tax allowances, retirement and other pension matters.

Mr Martin Evans
t: 01204 903575 r: Z3-46
e: me3@bolton.ac.uk

HR Administrators

HR Administrators have responsibility for all aspects of operational HR activity and support the HR Business Partners to provide excellent customer service to employees in our Schools / Services. They act as the first port of call on issues such as

- Employment contract administration
- Recruitment
- Advice on HR policies / procedures

Mr Simon Booth
t: 01204 903503 r: Z3-46
e: sb6@bolton.ac.uk

Mrs Kerry Prescott
t: 01204 903574 r: Z3-46
e: kw9@bolton.ac.uk

Mrs Anne-Marie Wilkinson

t: 01204 903580 r: Z3-46

e: ah4@bolton.ac.uk

To find out which HR Business Partner or HR Administrator looks after your School / Service please click [Your HR Contact](#)

5.1 Service Availability

The HR team is available from 8.45 am to 5.00 pm Monday to Friday and respond to enquiries by email, telephone and personal contact except for Bank Holidays and University closure days.

5.2 Description of Key Services

This agreement covers the HR teams commitment to the wider University for the following areas. A detailed summary of each (to include as appropriate standards, turnaround times and KPIs) can be found in Appendix One.

- Employment Law advice
- Probation reviews
- Termination of FTCs
- Retirement
- Pensions
- Payroll services
- Family friendly practices
- Long term absence management
- Occupational Health
- Employee Assistance Programme (EAP)
- Change management
- ET cases
- Employee relations
- Employee concerns (grievances and discipline)
- Performance
- End to End Recruitment and selection
- DBS
- Employee development

6.0 What we need from Service Users

We will treat you with respect and with courtesy at all times and ask that you do the same.

In order that your needs are met in an appropriate and timely manner we ask that you provide full and timely information when you contact the HR team.

7.0 Service Levels/Standards

Hard copy correspondence – will be responded normally within five working days from receipt

Personal callers – if you wish to discuss a HR issue with a member of the team please contact the relevant key contact to arrange a convenient appointment.

Emails - will normally be responded within three working days

Telephone enquires - will be answered normally within 20 seconds. If a telephone voicemail is left we will endeavour to answer your query within two working days after receipt. Where we have to obtain further information before dealing with your query we will give an update on progress if it takes longer than the two working days

7.1 Monitoring Success

The HR Business Partner will hold monthly meetings with the Head of School / Department.

The HR team will carry out an annual review of the services and delivery of the services offered.

8.0 Complaints

We endeavour to minimise errors and will rectify them as soon as they are brought to our attention.

If you wish to comment on our service please click on this link
<http://www.bolton.ac.uk/HumanResources/CSE/Our-Feedback.aspx> or alternatively email us at hr@bolton.ac.uk

The complaints procedure is as follows:

Stage 1

For routine day to day issues where you have a concern please contact your HR Business Partner in the first instance by email or telephone.

Your complaint will be acknowledged and you will normally receive a response within five working days (annual leave permitting)

Stage 2


If your complaint is regarding the service/actions of the HR Business Partner or if your complaint at stage 1 has not been resolved satisfactory, then please email the HR Director, Chris McClelland (c.mcclelland@bolton.ac.uk) with full details. He will deal with the complaint as quickly as possible and you will have a response in writing normally within five working days (annual leave permitting)

9.0 Date of Agreement

Effective from 1st September 2016

9.1 Signatories to Agreement

Chris McClelland
HR Director
University of Bolton

A handwritten signature in black ink, appearing to read 'Chris McClelland', is written over a horizontal line.

No.	Key Services	What you can expect from HR	What we expect from you - our stakeholders	Monitoring arrangements
	Employment Law Advice	<ul style="list-style-type: none"> Take account of relevant employment law when giving advice on all HR matters Keep all HOS/HOS informed about new developments in employment and practical application 	<ul style="list-style-type: none"> Operate in accordance with employment law Seek advice from HR where necessary 	Monthly meeting between HRBP
	Resourcing (i.e. Recruitment and Selection)	<ul style="list-style-type: none"> Provide advice in relation to recruitment and selection Assist in job / role design and conducting job evaluations Support stakeholder in completing a request to fill a vacancy form and supporting the request before it is sent to Staffing Committee Agree the recruitment schedule Approve and place advertisement in agreed media Invite candidates Issue contract documentation upon receipt of satisfactory pre-employment checks Request references Inform unsuccessful candidates 	<ul style="list-style-type: none"> Contact HR to discuss potential recruitment Complete a request to fill a vacancy supported by relevant stakeholder and HRBP which will be sent to the Staffing Committee Prepare job description/person specification and draft advert Agree the recruitment schedule Conduct shortlisting Notify HR of candidates Conduct interview in accordance with Make conditional offers to successful candidates Provide detailed feedback to unsuccessful candidates upon request 	HR Recruitment Tracker Recruitment Policy
	Probation	<ul style="list-style-type: none"> Provide advice in relation to probationary procedure Provide advice in respect of potential dismissal on the grounds of capability 	<ul style="list-style-type: none"> Ensure understanding of probationary procedure Conduct probationary meetings Advise HR of any concerns or issues Provide HR with all relevant documentation 	HR Probation Tracker
	Fixed-Term Employment	<ul style="list-style-type: none"> Provide reminder to line manager before the ending of a fixed-term contract Provide advice upon receipt of relevant information from line manager in respect of consultation or potential dismissal process Consult with the line manager to determine 	<ul style="list-style-type: none"> Inform HR whether contracts will expire or whether they will be renewed Conduct individual consultation with relevant employees regarding the end of their fixed term contract 	Monthly meetings between HR and Head of School or Service Fixed-Term tracker

No.	Key Services	What you can expect from HR	What we expect from you - our stakeholders	Monitoring arrangements
		whether or not the post will be extended and next steps.		
	Family Friendly Practices Maternity Paternity Adoption Flexible Working Parental Leave	<ul style="list-style-type: none"> Advise in relation to relevant procedures Provide information to employees regarding entitlement. Advise in relation to Health and Safety Actively advise in relation to absence cover 	<ul style="list-style-type: none"> Advise HR in respect of pregnancies Highlight and discuss any issues arising from pregnancy, maternity or paternity leave Complete risk assessments Seek advice regarding potential contract changes 	Relevant tracker Policies HR Administrator responsible for these services in conjunction with HRBP
	Retirement	<ul style="list-style-type: none"> Provide advice regarding voluntary retirement and succession planning Produce correspondence to employees 	<ul style="list-style-type: none"> Ensure HR is aware of impending retirements Provide relevant documentation to HR 	Monthly meeting HRBP and Head of School or Service
	Employee Relations	<ul style="list-style-type: none"> Providing professional advice on relevant procedures including but not limited to disciplinary, grievance and performance management. Support with investigations, hearings and appeals. Attend hearings and assist with correspondence Record cases for monitoring purposes 	<ul style="list-style-type: none"> Ensure employees are aware of standards of conduct and performance Keep HR informed about ongoing concerns Report any allegations to HR and seek guidance Management of cases with support from HR Follow relevant procedures 	Monthly meeting HRBP and Head of school or Service
	Employment Tribunal Cases	<ul style="list-style-type: none"> Provide legal advice and guidance Instruct external legal advisors where appropriate 	<ul style="list-style-type: none"> Forward any ET1 forms to HR immediately upon receipt Provide copies of all relevant documentation Cooperate fully with HR and external legal advisors to defend the claim Attend Employment Tribunal 	Monthly meeting HRBP and Head of school or Service
	Performance Review	<ul style="list-style-type: none"> Coordinate the Performance Review cycle Advise in relation to poor performance and how line managers may address this 	<ul style="list-style-type: none"> Ensure employees are aware of performance standards and what is expected 	Monthly meeting HRBP and Head of school or Service

No.	Key Services	What you can expect from HR	What we expect from you - our stakeholders	Monitoring arrangements
		<p>through both informal and formal measures</p> <ul style="list-style-type: none"> Advise in respect of potential dismissals 	<ul style="list-style-type: none"> Ensure employees are provided with relevant support Ensure HR are made aware of any concerns and provide relevant documentation Management of cases with support from HR in line with relevant procedures 	
	Long Term Absence Management	<ul style="list-style-type: none"> Proactive management of long-term sickness cases in conjunction with line managers Timely referrals to Occupational Health prepared in conjunction with the line manager 	<ul style="list-style-type: none"> Ensure employees are aware of notification and certification requirements Maintain contact with employees and conduct return to work meetings Provide HR with information to ensure the effective management of cases 	I Trent Sickness Absence Report Meeting with HRBP
	Organisational Change/ Change Management	<ul style="list-style-type: none"> Planning and HR advice to support the implementation of organisational change activity Advising in respect of the business rationale, consultation requirements and HR process Providing correspondence and documentation Producing calculations in respect of redundancy etc. 	<ul style="list-style-type: none"> Consult with HR at the earliest possible opportunity regarding any organisational change Produce relevant documentation including but not limited to the business case Follow procedures and timelines Consult with relevant impacted parties Ensure the proposed changes are managed and delivered effectively 	Monthly meeting HRBP and Head of School or Service
	DBS	<ul style="list-style-type: none"> Maintain the employee personnel file Manage the Single Central Record Instruct student services to commence DBS checks for new starters 	<ul style="list-style-type: none"> Provide HR with all relevant information relating to new starters Engage with student services to provide them with all relevant information including clarification on the level of DBS check required 	DBS Tracker
	Employee Development	<ul style="list-style-type: none"> Provide advice in relation to employee development plans (individual or team) 	<ul style="list-style-type: none"> Advocate and support the development of employees 	STEP programme developed by Student Experience

No.	Key Services	What you can expect from HR	What we expect from you - our stakeholders	Monitoring arrangements
			<ul style="list-style-type: none"> Carry out PR's and review what development is required Discuss with employees any Succession planning issues 	Monthly meeting HRBP and Head of school or Service
	Pensions	<ul style="list-style-type: none"> Provide factual information and education for all employees who are part of: <ul style="list-style-type: none"> -TPS -USS -GMPF 	<ul style="list-style-type: none"> Operate in accordance with Pension regulations To direct any pension related queries to the Pensions Officer To facilitate the communication process surrounding changes to pensions Processes 	Pensions Officer
	Payroll	<ul style="list-style-type: none"> Manage the day-to-day relationship between HR and payroll 	<ul style="list-style-type: none"> Ensure that any claim forms, changes in hour and so on are confirmed to HR in a timely manner and in line with the payroll deadlines as issued by Finance on an annual basis. 	HR Administrators