

CONTENTS

Introduction

Welcome letters from Students' Union President and General Manager	2
--	---

Part 1 Terms and conditions of employment

1.1	Contract of employment	3
1.2	Employer	3
1.3	Job location	3
1.4	Data Protection	3
1.5	Salary	3
1.6	Deductions	3
1.7	Hours of work	4
1.7.1	Fixed hours	4
1.7.2	Flexi hours	4
1.7.3	Annualised hours	4
1.7.4	Administrative Contract hours	5
1.8	Leave Entitlement	5
1.8.1	Holiday	5
1.8.2	Holiday rules	5
1.9	Maternity leave scheme	6
1.10	Partners' leave for new parents	6
1.11	Parental leave	6
1.12	Sickness Absence	6
1.12.1	Reporting Sickness Absence	6
1.12.2	You should tell your manager the following details	6
1.12.3	Return to work meeting	7
1.12.4	Payments during sickness absence	7
1.13	Contributory pension scheme	7
1.14	Termination of employment	8
1.15	Grievance procedure	8
1.16	Disciplinary rules and action	8
1.17	Training Courses	9
1.18	Smoke Free Policy	9
1.19	Trade Union Membership	9
1.20	Eligibility to work	9
1.21	Confidentiality	9
1.22	Use of CCTV	9
1.23	Codes of Conduct	10
1.23.1	Dress code	10
1.23.2	Supplier relationships	10
1.23.3	Information technology	10
1.23.4	Students' Union Government	10
1.23.5	Equal Opportunities Policy	10
1.23.6	Environmental Policy	10
1.24	Alcohol and Drugs	10
1.25	Access to Staff Policies	10

Part 2 Facilities and amenities

2.1	Culture	11
2.2	The Campus	11
2.3	Students' Union Membership and U cards	11
2.4	Food	11
2.5	Staff Room	11

2.6	Entertainment	11
2.7	Students' Union Copyshop	12
2.8	Sporting facilities and health matters	12
2.9	IT Facilities	12
2.10	Childcare and holiday playschemes	12
2.11	Counselling, information and advice	13
2.12	Transport, car and bike parking facilities	13
2.13	University Library	13
2.14	University Staff Development Unit	13
2.15	Modern Languages Teaching Centre	13
2.16	'Cycle to Work' Initiative	13
2.17	Adult cycle training	13

Part 3 General administration, policies and procedures

3.1	Pay review	14
3.2	Grading reviews	14
3.3	Income tax	14
3.4	Personal details	15
3.5	Expenses	15
3.6	Flexible Working practices	15
3.7	Leave for personal reasons	15
3.7.1	Paid Leave: Compassionate, Public Duties, Jury Duty, Statutory Time Off	15
3.7.2	Unpaid Leave: Medical/Dental Appointments, Illness of children/dependents, other personal reasons	16
3.8	Staff Development and Lifelong Learning	16
3.9	Communication	17
3.9.1	We want to keep you informed	17
3.9.2	We want to know what you think	17
3.10	Information and Consultation	17
3.11	Insurance and Protection of Property	17
3.12	Equal Opportunities Policy	18
3.13	Harassment and Discrimination	18
3.14	Internal Job Opportunities	19
3.15	Health and Safety – maintaining a safe work place	19
3.15.1	Emergency Arrangements	19
3.15.2	What to do in case of fire	19
3.15.3	What to do if someone is hurt or ill	20
3.15.4	Reporting accidents	20
3.15.5	Electrical equipment	20
3.15.6	Lifting and carrying	20
3.15.7	Working above floor level	20
3.15.8	Use of display screens (VDUs)	21
3.15.9	Noise exposure	21
3.15.10	General behaviour	21
3.15.11	Other employment	21
3.15.12	Further information on safety matters	21

Part 4 Useful telephone numbers and addresses

1 INTRODUCTIONS



First of all I would like to welcome you to the Students' Union on behalf of the whole Students' Union Officer team.

The Students' Union is unique in the way it operates - 'driven by students and supported by staff'. No matter what position you hold in the organisation, a part is played in delivering what is in the best interest of the Students' Union's members. It is impossible for us as elected representatives to make the changes

we wish to see without staff to deliver this. The contribution that you make towards the Students' Union means that it can continue to evolve and grow.

The Officer Team and I look forward to working with you closely over the coming year, and hope that we can carry on developing the Students' Union together to make this the most 'outstanding student-led organisation in the UK'.



Joshua Forstenzer
President 2010/11



Dear Colleague

I am pleased to introduce the latest edition of our Staff Handbook, which is being distributed to all permanently contracted staff. It sets out the basic information you need as an employee, including your terms and conditions of employment as well as what we offer in terms of facilities, amenities and employment policies – in short why it is a great place to work! This booklet, together with staff briefings, reflects the priority we place on communications with all of our staff.

The University of Sheffield Students' Union continues to enjoy a national reputation for being one of the best students' unions in the UK. All of our staff play a vital role in building that reputation, and are essential to our continuing success. Our mission statement is "to act in the interests of all our members" and we are proud of the wide range of services and activities that contribute to achieving that goal. Every member of staff has an equally important part to play. Whatever department you work in, and whatever you do, your efforts make a difference to the Students' Union and to our students.

The Students' Union has many similarities with other organisations but there are some significant differences, two of which I would highlight in particular. Firstly we are 'student led' in that we work actively to involve all our students in setting the direction and priorities of the Students' Union. Secondly, we are 'value-driven' which means that the way we do things is as important as what we achieve. Our values, which are shown on the inside cover of this handbook, were agreed by students and provide the framework within which we should all be working as staff.

The way that you do your job therefore has enormous impact on the image of the Students' Union, and the success of our services. We offer generous conditions of employment and provide comprehensive training for which we are recognised as an 'Investor in People'. In return we expect high standards from you.

I hope that you enjoy your time working for the Students' Union. It is your contribution, individually and collectively, that sets us apart.



Steve Hubbard
General Manager

PART ONE

TERMS AND CONDITIONS OF EMPLOYMENT FOR PERMANENT MEMBERS OF STAFF

1.1 CONTRACT OF EMPLOYMENT

This part of the handbook, together with your letter of appointment, forms your contract of employment. Please read both documents carefully before signing the endorsement at the bottom of your letter of appointment.

Please note that any information in Italics in Part 1 does not form part of your contract. Any of the benefits and policies may be varied or withdrawn by the Students' Union.

1.2 EMPLOYER

You are employed jointly by the University of Sheffield Students' Union and SUSU Services Ltd.

1.3 JOB LOCATION

Your letter of appointment states where you are based to carry out your job. However, you may be relocated to carry out your duties at any other premises of the University of Sheffield Students' Union.

1.4 DATA PROTECTION

Staff are required at all times during their employment to comply with the provisions of the Data Protection Act 1998 and with any policy introduced by the Students' Union to comply with the Act.

You consent to the processing by the Students' Union of personal data relating to you as necessary for the performance of your contract and/or the conduct of the Students' Union's business.

You explicitly consent to the Students' Union processing any sensitive personal data relating to yourself including any self-certificates, doctors' certificates (doctors' 'fit note'), medical reports, details of trade union membership or details of criminal convictions as necessary for the performance of your contract and/or the conduct of the Students' Union's business.

1.5 SALARY

Your letter of appointment states the salary which you earn before any deductions are made. Your salary (less deductions) is paid directly into your bank account in equal monthly instalments on the last working day of each month.

1.6 DEDUCTIONS

Tax and National Insurance are deducted from your salary each month, plus any deductions which are required by statute (eg attachment of earnings orders). You are provided with an itemised pay slip which shows your gross pay, any additional payments and any deductions. Currently your payslip is issued by the University of Sheffield, although it is the Students' Union and SUSU Services Ltd who actually employ you. The University run the payroll for us as our agents.

The Students' Union has the right to deduct from your salary, (or any payment due to you on termination of your employment) any sums due to the Students' Union, including:

- any overpayments made to you or any remuneration or other payments made by mistake of fact or law
- any loans or bills for Students' Union services unpaid on the last day of employment

Other deductions which may be made are those authorised by you. These could include the following:

- 1 Repayment of training costs incurred for which a Repayment of Fees Form has been completed and signed.
- 2 Pension Scheme payments
- 3 Trade Union subscriptions
- 4 Westfield Health Scheme payments
- 5 Charitable donations
- 6 Parking permit fee
- 7 Childcare vouchers

If you think that there is an error in your salary payment, and your Line Manager is unable to help you, please contact the Payroll and Insurance Manager (telephone 2228575) or the Payroll Clerk (telephone 2228653) in the Finance Office.

If, on leaving the Students' Unions employment you owe the Students' Union any time (e.g. holidays taken in excess of entitlement, hour deficits/flexitime) your final salary will be adjusted accordingly and/or you may be required to make a balancing payment to the Students' Union.

1.7 HOURS OF WORK

You have been appointed to work a specified number of hours on a particular basis. Your hours will usually fall within one of the following categories (any differences will be stated in your letter of appointment):

- Fixed Hours
- Flexi Hours
- Annualised Hours
- Administrative Contract Hours

1.7.1 Fixed hours - you work a specified number of hours per week. The times when you work your hours may be subject to change according to operational demands. Any changes will be agreed with you by your line manager. You are occasionally required to work reasonable additional hours, for which you will be paid in addition to your basic salary or granted time off in lieu.

1.7.2 Flexi hours - you are required to work your weekly hours within a system whereby you must work certain core times of the day, but your start, finish and break times are flexible. *The current rules relating to flexitime, which are subject to change, are given below. They are based on a full-time (35 hours per week) post.*

You must work your inner core hours and start and finish within your outer core hours:

Inner core hours

1000 hrs - 1200 hrs

1400 hrs - 1600 hrs

You must work these hours

Outer core hours

(start)

0800 hrs - 1000 hrs

(finish)

1600 hrs - 1800 hrs

Flexitime operates within these hours

You must take a lunch break of at least 30 minutes, usually between the hours of 12 noon and 2 pm and the break should not be longer than 1 hour unless approved by your Line Manager. Some departments have slightly different inner and outer core hours, and you will be told about these about your Line Manager, if this applies to you.

Within the limits of flexibility outlined above you will be expected to work 140 hours per 4 week period. A maximum of 7 hours may be carried forward from one 4 week period to the next. Any hours in excess of the 7 will be deleted from the balance to be carried forward. You may not have a negative balance in excess of -7 hours, unless specifically agreed by your Line Manager.

*You may take up to one day's or two half-days' leave, in addition to annual leave entitlement, in any single 4 week period, provided that sufficient hours have been worked and **that the request is authorised in advance by your Line Manager.***

You must operate your flexitime responsibly and ensure that adequate cover is maintained in your area of work.

If you are required to be away from your normal workplace for business reasons, for example to attend a conference, a business meeting or a training course, you will be paid for your usual basic hours of work i.e. a standard allowance of 7 hours per day would be credited for a full day's authorised absence for a full-time member of staff. Travelling time is not credited.

If you are a part-time member of staff, hours and rules are calculated on a pro rata basis, i.e. if you work 50% of full-time hours, you will be expected to work 70 hours per 4 week period and carry forward no more than 3.5 hours.

1.7.3 Annualised hours - you are required to work a greater number of hours during the 31 weeks of University semesters and shorter hours during the University vacations. This is due to the seasonal variation in workload. Your letter of appointment will state the number of hours which forms your basic working week, upon which your salary is calculated. At the end of the holiday year (i.e. the end of the summer vacation) you should aim to have a balance of zero hours, but you will be allowed to carry forward a +/- balance of no more than your basic weekly hours. It is your responsibility to monitor your hours, and to contact your Line Manager if you anticipate that you will not be able to achieve an end-of-year balance within these limits. Any balance in excess of your basic weekly hours will be forfeited, unless it has been agreed in advance by your Line Manager. In this case, any hours carried forward in excess of your basic weekly hours will be paid to you in October at your normal basic hourly rate at the end of the summer vacation.

Your hours of work will include evenings and weekends for which no enhanced rates will be paid. You will be required to complete detailed records of your hours worked every four weeks and submit them to your Line Manager within the specified timescale (one week after the end of the four-week period).

Upon leaving the Students' Union, your final pay will be adjusted depending upon the number of hours you have worked over the year. If you have worked more hours than those for which you have been paid at this point in the year, you will receive settlement for these additional hours upon leaving. However, if

you have worked less hours than those for which you have been paid upon leaving the Students' Union, your final pay will be reduced accordingly, and/or you may be required to make a balancing payment to the Students' Union.

- 1.7.4 Administrative contract hours** - you will be required to work your basic weekly hours and you will also be expected to work reasonable additional hours, which may include evenings and weekends, necessary to fulfil your responsibilities, for which no additional payment will be made and for which time off may not be appropriate.

FOR ALL STAFF:-

Unless another method of time recording is in place in your department, you will be required to clock in and out as you arrive and leave work and as you take a lunch break. Currently, there are three clocking in points: one in the main reception, another in The Interval Bar entrance, and the third in the Bar One area (in the corridor leading to the cellar). Your Line Manager will arrange to provide you with a clock card.

1.8 LEAVE ENTITLEMENT

ALL LEAVE, PAID OR UNPAID, MUST ALWAYS BE AGREED IN ADVANCE WITH YOUR LINE MANAGER.

1.8.1 Holidays

Your holiday entitlement is dependent upon your salary grade and for clerical and ancillary staff, long service days are awarded. The number of days to which you are entitled is given in your letter of appointment. You are also entitled to statutory days off and certain customary closure days awarded by the Students' Union. Any differences to these entitlements will be stated in your letter of appointment. Please note that staff working at the Fox and Duck pub will need to check their holiday entitlements with their Line Manager.

Statutory days are as follows:

- Easter - Good Friday and Easter Monday
- May Day
- Spring Bank Holiday Monday
- August Bank Holiday Monday
- Christmas Day, Boxing Day and New Year's Day

The Students' Union's customary days may be varied at any time, but are currently as follows:

- Easter Tuesday*
- August Bank Holiday Tuesday*
- 3 days between 27 and 31 December inclusive*

If, for any reason, you are asked to work any of the above days, you will receive payment or time off in lieu in accordance with national agreements, in addition to your normal pay for that day.

If you work all year but on a part-time basis, you are entitled to a pro-rata percentage of the statutory and customary closure days.

If you work on a term-only basis you will either receive holiday pay pro rata to employees working throughout the year, or pro rata holiday entitlement.

If you join or leave the Students' Union during the course of the 'holiday year' you will be entitled to holiday in proportion to the amount of service completed during that current holiday year to the nearest half day. If you have taken more than your due holiday entitlement at the date of leaving your employment, the Students' Union will deduct from your final salary pay equivalent to the amount of excess holidays taken in that holiday year.

1.8.2 Holiday rules

The holiday year runs from Intro Week (currently mid September) each year.

You must fill in your holiday form every time you wish to take some of your holiday leave - even for half a day - giving reasonable notice.

You should not make any holiday bookings until you have received written confirmation on this form from your Line Manager that the holiday you request is acceptable, as the Students' Union cannot guarantee that specific dates requested will automatically be granted.

Normally the majority of your holiday entitlement is allowed to be taken during University vacation periods only, but each department has its peak periods and it may be possible to take holiday at other times. Each Departmental Manager establishes rules for their department defining when staff may take leave - not all departments will be the same. There may also be times during vacation periods where it is not possible for annual leave to be taken in certain departments, e.g. Graduation Week, Intro Week, etc.

You may not carry forward entitlement from one holiday year to the next except in the most exceptional circumstances where this has been agreed with your Line Manager. Payment in lieu of holiday not taken within the holiday year will not be made.

The Students' Union recognises that in addition to absence due to approved holiday, personal sickness and maternity/adoption/parental leave staff may need to request time off for other reasons. Please see section 3.7 covering leave for personal and other reasons.

1.9 MATERNITY LEAVE SCHEME/ADOPTION

All pregnant employees, or those adopting children, are entitled to a maximum of 52 weeks' maternity leave, combining both paid (maximum 39 weeks paid), and unpaid leave regardless of the number of hours worked or length of service.

A more favourable Maternity Leave Scheme for staff who have at least 12 months' continuous service with the Students' Union by the Expected Week of Childbirth is also available. Under this scheme, staff can now be paid for either 39 weeks' leave or 45 weeks' leave. Full details on maternity-related matters are available in a separate document from the Human Resources Office or can be accessed on P:\PERSONNEL\PUBLIC\STAFF POLICIES\Maternity Policy\Maternity Policy – October 2008 and at www.sheffieldstudentsunion.com/hr (user name: staff; password: sh3ffieldun1on)

1.10 PARTNERS' LEAVE SCHEME FOR NEW PARENTS

The Students' Union will grant 2 weeks' paid leave to be available to fathers or recognised partners, to be taken within 3 months of the baby's birth, subject to a qualifying period of 12 months' continuous service prior to the date of birth.

This also applies to parents of adopted babies.

Prospective parents must give 3 months' notice of their anticipated absence to their Head of Department. While every effort will be made to meet employees' requests for particular dates, some flexibility is expected.

1.11 PARENTAL LEAVE

In addition to the above scheme, there is a statutory right to unpaid parental leave after one year's service with an employer. The statutory right is for mothers and fathers (and any other person who has obtained formal parental responsibility) with children up to the age of 5 years, *but the Students' Union has extended the period when leave can be taken to the end of the child's primary school education.*

The key elements of statutory parental leave are:-

1. 13 week's parental leave for each child (up to a maximum of 4 weeks per year) and 18 weeks for each disabled child.
2. The employee has the right to take parental leave until the child leaves primary school education, or 5 years following placement for adoption
3. Parents of disabled children are able to use their leave over a longer period, up to the child's 18th birthday
4. The employee must remain employed while on parental leave
5. At the end of parental leave, the employee is guaranteed the right to return to the same job as before, or if that is not practical, a similar job which has the same or better status, terms and conditions as the old job.

1.12 SICKNESS ABSENCE

1.12.1 Reporting Sickness Absence

If you are unable to work due to illness you must telephone your relevant manager/supervisor or other nominated person(s) **before or as soon as possible after** the start of the working period that is missed, and normally not later than one hour after your normal start time. For staff starting later in the day, you must inform the Line Manager/deputy before the start of the shift to allow cover to be arranged.

Every effort must be made to speak to the appropriate Line Manager, or deputy where the Line Manager is unavailable, rather than leaving a voicemail message. Only in exceptional circumstances, where it is impossible to contact the manager/deputy, should a message be left with a work colleague. It is not acceptable to leave messages reporting absence with receptionists or anyone else at random.

If you are unable to contact your manager directly because of the seriousness of the illness or injury, ensure that a family member or friend is aware that they should notify your manager. **Employees are required to notify their manager of any sickness absence personally, and should only instruct a family member or friend to do so when there is no alternative.**

Absence not notified in accordance with the above procedure will be treated as unauthorised and will not be eligible for payment, unless the reason is considered acceptable by the Head of Department.

1.12.2 You should tell your manager the following details:

- When you became ill
- The broad nature of your illness
- Whether the illness is due to an accident or injury at work
- Whether medical attention has been/will be sought
- The likely date of return to work (if known)
- Any outstanding and/or urgent work which needs to be dealt with during the absence (if you are well enough to do so and where appropriate).

Where the absence is likely to continue beyond one day, you should continue to keep in touch with your line manager regarding your absence at regular intervals. The manager will agree with you the frequency with which you should maintain contact. For further details see our Managing Absence/Sickness policy (P:PERSONNE\PUBLIC\STAFF POLICIES\Sickness Absence Policy\Sickness Policy Jan 2004.doc) or at www.sheffieldstudentsunion.com/hr (username: staff; password: sh3ffieldun1on).

In the case of sickness absence lasting for more than seven days, you must send a Doctor's 'fit' Note, and subsequent notes which a doctor issues, to the Human Resources Office so that any sickness absence in excess of seven days is certified. Where a doctor has indicated that you may be fit for some duties, your line manager will discuss the possibility of any alternative work/phased return to work. Where any open doctor's statement has been provided a doctor's statement of fitness to resume duties must be obtained before recommencing work.

1.12.3 Return to Work Meeting

Following any sickness absence you must, on the first day of your return to work complete an Employee Absence Statement obtainable from your Line Manager. After completing the form, your manager will meet with you and ask if anything is still affecting you or your work. They will be keen to help you and identify any temporary or permanent adjustments to your work which may be necessary as a result of your illness. Also, they will update you with any news or changes that have occurred during your absence.

Your manager will make a written note of the discussion. You will be asked to sign to confirm that, in your opinion, it is a correct account.

1.12.4 Payments during sickness absence

If you are absent from duty owing to illness you will be entitled to payment in accordance to the following scale:-

Service	Full pay	Half pay
<i>Up to 3 months</i>	<i>n/a - Statutory sick pay only</i>	<i>n/a - Statutory sick pay only</i>
<i>First year (after 3 months)</i>	<i>2 months</i>	<i>2 months</i>
<i>Second and third year</i>	<i>3 months</i>	<i>3 months</i>
<i>Fourth and fifth year</i>	<i>5 months</i>	<i>5 months</i>
<i>After 5 years' service</i>	<i>6 months</i>	<i>6 months</i>

When calculating full sick pay entitlement, the number of days sick leave taken in the 12 months immediately before the first day of the current period of sickness will be deducted from the total sick pay available.

Exclusions from the sick pay scheme

We reserve the right to exclude you from the above sickness payments scheme if the absence has been caused or contributed to by your own conduct.

If your absence has resulted from an accident for which damages are recovered from a third party, you are required to refund the amount paid by us to you in respect of such absence to the University of Sheffield Students' Union forthwith upon receipt of such damages.

In cases where members of staff are ill whilst on annual leave, consideration will be given to re-crediting this annual leave, but this will be at the discretion of the Line Manager and is not granted automatically. To be eligible to be considered for re-claiming the leave, you must have a Medical Certificate stating that the nature of the illness was such that it would have prevented you from attending work and have the support of your Line Manager.

If you are ill during public and customary holidays, or during any other times when the Students' Union is closed, you will not be able to re-claim annual leave.

1.13 CONTRIBUTORY PENSION SCHEME

There are two pension schemes available for permanent staff:

1. USS (Universities' Superannuation Scheme) which is a high-quality final salary scheme. Employee contributions are currently 6.35% of salary (subject to variation), and the Students' Union bears the remaining cost of administering the fund.
2. USPS (University of Sheffield Pension Scheme) which is also a high-quality final salary scheme. You are eligible to contribute to this fund providing you are at least 18 years old. Under the rules, members currently contribute 6.8% (subject to variation) of salary, and the Students' Union bears the remaining cost of administering the fund.

Eligibility for the above two schemes will depend on salary level. However, both schemes are currently under review and rates may change.

Membership of the USS or USPS is available on an opt out basis through Pay Plus for Pensions, which is a salary sacrifice arrangement.

A guide to the Rules and Benefits is available for all members from our Payroll and Insurance Manager (telephone 2228575).

A contracting-out certificate under the Social Security Pensions Act 1975 is in force which covers those employees who are members of the University Pension Scheme.

There are a range of options available should you wish to top up your pension:

Stakeholder Scheme – on the basis of a money purchase top-up. Accrued pension funds can be accessed as a pension any time between the age of 50 and 75, also 25% of the accrued pension may be requested as a cash pay out.

Additional Voluntary Contribution Scheme - on the basis of a money purchase top up, with a choice of funds. Accrued pension funds can be accessed as pension only and must be taken at the same time as the main pension benefits.

All the above pensions are freezable, should you wish to stop paying in or to move to another employer. In most cases pensions are transferable into other employer schemes.

Flexible retirement options are available.

For more detailed information, please contact our Payroll and Insurance Manager on 2228575.

1.14 TERMINATION OF EMPLOYMENT

Permanent Staff

If you are a member of clerical or ancillary staff and you wish to terminate your employment, you are required to give 4 weeks' notice in writing. You are entitled to 4 weeks' notice from the Students' Union for continuous service up to 4 years, and for each year of service thereafter, a further week's notice up to a maximum of 12 weeks, will be given. Appointments may be terminated summarily for serious misconduct or breach of duties.

For staff on administrative grades, the appointment is terminable by 3 months' written notice from either side. Appointments may be terminated summarily for serious misconduct or breach of duties.

The normal retirement age is 65 years, which is when contracts are normally terminated. However, you can request an extension to your contract which will be considered in accordance with the Students' Union's retirement policy. Please contact the Human Resources Office for details.

Staff on temporary or fixed-term appointments

Should you wish to terminate your employment before the date of the expiry of your contract, you are required to give 4 weeks' notice to the Students' Union unless a longer period is stated in your letter of appointment. You will be entitled to 4 weeks' notice from the Students' Union, unless otherwise stated therein. Appointments may be terminated summarily for serious misconduct or breach of duties.

All Staff

The employer reserves the right to ask an employee, either on resignation or dismissal, to leave immediately, in which case they will receive payment in lieu of notice.

1.15 GRIEVANCE PROCEDURE

If you have a grievance, complaint or problem in relation to your employment you should, in the first instance, approach your Line Manager. Most problems are resolved through informal discussions.

If, however, the grievance is not settled satisfactorily, reference should be made to the Procedure Agreement made between the Students' Union and the relevant Trade Union for your area of work. Further details are available in a separate Disciplinary and Grievance Procedure booklet available from the Human Resources Office or online at www.sheffieldstudentsunion.com/hr (user name: staff; password: sh3ffieldun1on).

1.16 DISCIPLINARY RULES AND ACTION

If the need for disciplinary action should arise, this will be carried out in accordance with the Procedure Agreement made between the Students' Union and the relevant Trade Union for your area of work. Further details are available in a separate Disciplinary and Grievance Procedure booklet available from the Human Resources Office or online at www.sheffieldstudentsunion.com/hr (user name: staff; password: sh3ffieldun1on).

The procedure is in place in order to ensure fairness and consistency in the treatment of all employees and to assist the Students' Union to function effectively. We hope that any difficulties that the Students' Union has with a member of staff can be resolved informally through discussions and guidance from your Line Manager. However, if this is not possible and your work performance is considered to be unsatisfactory, the appropriate disciplinary procedure will be followed.

If an incident occurs involving alleged gross misconduct (such as serious breach of contract, physical violence, harassment or an actionable offence against the Students' Union) you may be instantly suspended pending an inquiry.

1.17 TRAINING COURSES

You will be required to attend any training courses which may be arranged for you. You are also required to attend your annual Performance Development Review (PDR) meeting. For further information on this, ask your line manager and see section 3.8.

1.18 SMOKE FREE POLICY

You are required to comply with the terms of the Smoke free Policy, introduced with effect from 1 July 2007 in line with government legislation. This states that smoking is prohibited throughout the entire building with no exceptions, including Students' Union vehicles. This policy applies to all employees, members, other customers, consultants, contractors, or visitors. A copy of the full policy is available on P:\PERSONNEL\PUBLIC\STAFF POLICIES\Smokefree Policy\Smokefree Policy July 2009 or online at www.sheffieldstudentsunion.com/hr (user name: staff; password: sh3ffieldun1on).

The only external areas where staff based at Western Bank may smoke are:

Up to 10 pm

- the area under the bridge on the concourse
- the staff smoking area in the Interval garden (see your Manager for exact location)

After 10 pm

- the area under the bridge on the concourse
- the staff smoking area in the Interval garden (see your Manager for exact location)
- the smoking area on the Fusion terrace
- the smoking area on the Octagon terrace

For staff at the Fox and Duck, the designated smoking area is in the Fox and Duck garden.

Staff at the Students' Union Nursery – refer to Children's Services Manager for suitable external location.

In addition, smoking will not be permitted in any Students' Union vehicle.

Please note that staff must have their uniform and staff badges covered up at all times when smoking in any of the above designated areas.

In all outside areas staff are expected to dispose of cigarette waste properly and safely in the bins provided.

Any member of staff who does not comply with the policy will be subject to disciplinary action under the Students' Union's Disciplinary and Grievance procedure. Persistent contravention of the smoking rules will be deemed to be gross misconduct.

1.19 TRADE UNION MEMBERSHIP

The Students' Union places emphasis upon the value of good employee relations, and wishes to share information and seek views from staff. The Students' Union has Procedure Agreements with the following Trade Unions: Unite The Students' Union and UNISON, and encourages its staff to join one of these Unions. UCU and GMB are also represented on campus. The contact details of the Trade Union representatives will be in your welcome pack upon commencement of your employment.

1.20 ELIGIBILITY TO WORK

In order to comply with legislation governing the right to work in the UK, you are required to present valid documentary evidence that you are eligible to work in the UK **on or before** your first day of work. This rule applies to all staff regardless of nationality. All documents provided must be originals. We are required to take a copy of the documents provided which will be kept securely on your personal file. Failure to produce satisfactory documentary evidence will result in the withdrawal or postponement of your offer of appointment. A list of acceptable documents was enclosed with your contract.

Staff who have a time limit on their stay in the UK (e.g. those who are on a student visa or residence permit) will be required to produce their passport for an update check at least once every 12 months once they have started work. If this is the case, the Students' Union's HR department will write to inform you when the update check is due.

1.21 CONFIDENTIALITY

You must not disclose to any unauthorised person any confidential information relating to the Students' Union, its activities or employees.

1.22 USE OF CCTV

The Students' Union uses CCTV in its buildings in order to detect crime and to provide protection for staff. As a member of staff, you should be aware that you may be filmed during the course of your employment for the above purpose. Cameras will not be used in areas where they are unduly intrusive to personal privacy (eg in changing rooms or rest rooms).

1.23 CODES OF CONDUCT

You are required to comply with codes of conduct on the following matters:

1.23.1 Dress code

You must wear the appropriate uniform (where specified) when on duty. In all cases, you are required to dress smartly and appropriately for your job. If you have any special requirements relating to uniform (e.g. due to religious/cultural grounds), suitable arrangements will be made. For more information, contact your Line Manager. You must wear your staff badge where it is clearly visible. The Human Resources Assistant will provide you with your badge once you have started work and had your photograph taken.

1.23.2 Supplier relationships

You should not accept business gifts, other than single items of very small value such as diaries, pens or calendars.

1.23.3 Information Technology

Staff are required to comply with the terms of the University's IT Regulations and Code of Practice. They cover various aspects of misuse of IT facilities, including unauthorised modification of computers, disclosing your password to others, and inappropriate use of e-mail, all of which are prohibited. Inappropriate use of the Internet is also prohibited. Staff members who contravene the code will be subject to disciplinary action which could involve dismissal. The University Code of Practice document is on the University's web site at <http://www.shef.ac.uk/cics/codeofpractice>; alternatively contact the Students' Union IT Manager on 2228509 for further details. Please see also Section 2.9 for further details on our IT facilities.

1.23.4 Students' Union Government

To protect the democratic structure of the Students' Union, staff employed by the Students' Union may not participate in its government or publicly express personal views on decisions unless specifically exempted from this requirement by Staffing Committee.

1.23.5 Equal Opportunities Policy

You are required to carry out your duties in accordance with this policy (see Part 3, paragraph 3.12 for further information).

1.23.6 Environmental Policy

Staff are required to comply with the terms of the Environmental Policy agreed by the Students' Union. The policy can be found on the Students' Union website – go to www.sheffieldunion.com/about/ethical-and-environmental/environmental-policy.php; please also see P:\PERSONNEL\PUBLIC\STAFF POLICIES\Environmental Policy and Code of Practice, or ask for a copy from your line manager.

Please help by remembering to switch off lights and equipment when not required and to dispose of rubbish by recycling where possible.

1.24 ALCOHOL AND DRUGS

You must not drink whilst on duty or attend work under the influence of drugs or alcoholic drink.

1.25 ACCESS TO STAFF POLICIES

All staff policies are available on our staff internet page www.sheffieldstudentsunion/hr as well as on the shared network P drive, which is used by all union departments. The policies are stored at P:\PERSONNEL\PUBLIC\Staff Policies.

Please note you will need the user name staff and password sh3ffieldun1on to enter the staff section of the website.

PART TWO

FACILITIES AND AMENITIES

Please note this section of the Handbook is not part of your contract. Any of the benefits and policies may be varied or withdrawn by the Students' Union.

2.1 CULTURE

The atmosphere amongst staff at the Students' Union is very open; everyone is on first name terms. We are a hard working multi-cultural team which openly welcomes and supports diversity. Many of the excellent facilities at the Students' Union and University are accessible to staff as well as students.

2.2 THE CAMPUS

The Students' Union is basically a small village with a comprehensive mix of outlets - there are very few things which are not available under our roof.

Amongst our many 'outlets' we have a gift/clothing shop, box office, a cinema, a pub, Coffee Revolution, bars and catering facilities, a copy shop, and a pool room. There are also banks/cashpoint facilities in or nearby the Students' Union.

2.3 UNION MEMBERSHIP AND U CARDS

All permanent staff are automatically members of the Students' Union and temporary staff may be granted membership. To enter the Students' Union building after 6pm you will need to show your staff ID badge or Associate U Card. The U card is obtainable from the U Card Office in the CICS building on Leavygreave/Hounsfield Road. They will create a card for you – you don't even have to supply a photograph – this will also enable you to use several other services, such as the library. You can also sign a guest into the Students' Union building if you have a U card. Details of how to acquire one of these cards will be given to you at your induction training.

2.4 FOOD

Lunchtime treats range from barbecues in the terrace garden, normal fast food (including gourmet pasties) through to interesting international cuisine served in the Interval Continental Café Bar, (which doesn't stop at simply meeting our lunch time needs – their chefs continue serving into the evening, over the weekend and include an exciting vegetarian menu and even Sunday lunches).

You can also buy food and drinks from New Leaf, Fusion Bar & Grill, The Proper Pasty Company outlet, and from Bar One Food in Bar One, plus the Students' Union Shop and Coffee Revolution.

2.5 STAFF ROOM

There are staff room facilities located on level three of the Students' Union building above the Interval Café Bar. Here you can eat, drink, have a chat or watch TV during breaks on comfortable settees and chairs. In the staff kitchen there are fridges, a sink, water boiler, toasters, and microwave ovens; tea and coffee are also available. Male and female locker and changing rooms are located on the same level.

2.6 ENTERTAINMENT

There is a dazzling array of entertainment options happening in our five venues, ranging from live music and club nights through to literature festivals, salsa lessons and one-off events. The best way to stay on the pulse is by visiting the website (www.sheffieldstudentsunion.com), Twitter (www.twitter.com/sheffieldsu), or our Facebook group (www.facebook.com/sheffieldstudentsunion) and of course there are posters and flyers around the building. Incidentally, our Box Office is the biggest gateway to the city's entertainments – theatre, arts, day trips, gigs and festivals.

Staff are not eligible to join Student Clubs and Societies. Occasionally, however, there is the opportunity to sample some of the varied activities through the student 'Give It A Go' scheme, if there is late availability. Tickets can be bought by staff on the day of the event only. The weekly programme of varied options is listed in the website.

If you are on e-mail, you will also receive regular invitations to lunchtime/evening seminars hosted by the University, e.g. the Music Department arranges regular concerts and details of these are also displayed in the staff room.

2.7 UNION COPYSHOP

Copy Shop is the Students' Union's photocopying outlet. Staff provide an essential copying, binding, typesetting and laminating service, colour copying, and not forgetting the mouse mat printing service. If the job you require is for Students' Union business, the staff at the counter will help you to complete the job sheet; please remember to include a budget code. A full copying service is also available for personal use for anything from party invitations to booklets at competitive rates.

2.8 SPORTING FACILITIES AND HEALTH MATTERS

U-Sport at the Goodwin Sports Centre (a 10-minute walk from the Students' Union), provides swimming and sauna/steam-room facilities in addition to fitness classes, a climbing wall, football pitches, tennis/squash courts and sports hall, available 7 days a week on a "pay as you go" basis. Discounts are available to staff with U cards prior to 5pm. There is a leaflet with details of how you can join in our Welcome Pack available to all new employees.

In addition, S10 Health is a gym facility offering discounted membership for Students' Union staff (monthly/annual memberships are available, providing free access to all S10/U Sport facilities). Please check for both leaflets in your Welcome Pack. For further information contact the centre itself on 2226999.

Occupational Health Service (provided by the University) is located at: 10-12 Brunswick Street, Sheffield S10 2FN, and may be able to help you with work related health matters. For further information please discuss the matter with the Human Resources Manager (telephone 2228590) who will contact OHU on your behalf in the first instance.

2.9 IT FACILITIES

The Students' Union has its own IT Department to supervise the running of our networked computers that provide access to a wide range of software, shared file storage, networked printing, and the internet, to facilitate the work of Students' Union staff. Registration is required for electronic mail, and for use of the UNIX system. The Students' Union's IT Department will register you if your job requires the use of these systems.

Everyone using a Students' Union PC will receive an IT induction training session as soon as possible.

If you are a PC user you should note that you are required to have an eye-test at a minimum of two year intervals if you use a VDU for at least an hour per day, or a significant part of your normal work. (Health and Safety (Display Screen Regulations) 1992). Please contact the Human Resources Department for details of how to claim for the cost of such tests.

Staff in the IT Department are available during normal office hours to assist you with any IT-related problems or queries you may have. Telephone either 2228509 or 2228510.

Students' Union website

The Students' Union website provides a wide variety of information for students and staff. You can find details of current Students' Union campaigns, descriptions of the Students' Union's democratic structure and committees, and listing of upcoming gigs and events.

<http://www.sheffieldstudentsunion.com>

Students' Union Job vacancies are also advertised on this website.

University Corporate Information & Computing Services (CICS)

CICS offers a wide range of computing facilities for all members of University staff. There are open access areas through the University. Students' Union PC users can also access teaching/training packages provided by CICS. Visit the CICS website (<http://www.shef.ac.uk/cics/>) and A to Z of CICS to select 'Courses' for further details and information on how to register. You must get permission from your Line Manager before you start on any of these courses.

2.10 CHILDCARE AND HOLIDAY PLAYSCHMES

We have an exceptional Nursery a few minutes' walk from our campus currently caring for 64 children aged 6 months to 5 years and employing 22 experienced staff. The OFSTED inspectors commended our Nursery for its wide range of well-planned, stimulating activities and the amount of time staff spend in warm interactions.

The Nursery also provides a holiday Playscheme for children in full-time school (up to 12 years of age) during school holidays (excluding Christmas).

It is also possible to purchase Childcare Vouchers, which qualify for relief from Income Tax and National Insurance contributions up to a certain amount – please contact the Payroll and Insurance Manager on telephone 2228575 for details.

2.11 COUNSELLING, INFORMATION AND ADVICE

The University Counselling Service (36 Wilkinson Street) have a counsellor dedicated to staff dealing with issues such as bereavement, stress, etc. For further information telephone 2224134. Fax 2224090. E-mail ucs@sheffield.ac.uk

The Student Advice Centre is happy to be approached by staff who wish to discuss financial/housing matters. Please ring for an appointment on extension 28660.

2.12 TRANSPORT, CAR AND BIKE PARKING FACILITIES

There is great demand for car parking spaces. Students' Union staff may apply to use University car parks on an annual basis. There are a range of permits available; a charge is made for certain types of permit. Permits are issued by the University's Estates Department (telephone 2229060). If you have an e mail account you should apply on line at <http://parking.shef.ac.uk/user/default.asp>. If you do not have an e-mail facility, then please obtain an application form from the Human Resources Office (telephone 2228577). Wheel clamping occurs if you park without a permit.

There are ample **cycle secure points** and showers, should you wish to commute by bike, and the Cycle Forum gives you an opportunity to feed in comments about the University's facilities for cyclists - see <http://www.shef.ac.uk/cycleforum/>. The University supports National Bike Week.

The University negotiates discounted rates for its staff with Sheffield First Bus Company and these discounted rates can be passed on to Students' Union Staff. Please contact telephone 2229060 or e mail roompark@sheffield.ac.uk for more details.

2.13 UNIVERSITY LIBRARY

The University library service is available to staff. The libraries have 1,000,000 books and periodicals, an on-line catalogue (accessible via their Web site – www.shef.ac.uk/library/) and an extensive Video and DVD collection (no rental charge). To take out books and other items you will need a U Card.

2.14 UNIVERSITY STAFF DEVELOPMENT UNIT

The Students' Union has access to the University's Staff Development Unit training courses. The facilities available are face-to-face training workshops, e-learning courses or reading and CD information on specific topics. For further information on what is available please contact the HR Department on 28577 or email unionhr@sheffield.ac.uk.

2.15 MODERN LANGUAGES TEACHING CENTRE

The **Modern Languages Teaching Centre**, situated in the Arts Tower, provides facilities for foreign language study for all members of staff, including language laboratories and rooms equipped with work stations for computer-assisted learning and video materials. A small annual fee is charged for using these facilities. Call at the drop-in centre and their Reception will issue an enrolment card immediately once you pay their fee. For more information telephone 2220630.

2.16 CYCLE TO WORK INITIATIVE

This scheme allows you to pay for a bicycle and cycling safety accessories usually spread over a period of 3 years, directly from your wages. Some of the suppliers to the University also offer additional discounts or free servicing. For more detailed information, visit the University website (<http://www.shef.ac.uk/hr/reward/mybenefits/payplus/bikes>) but please note that all enquiries or arrangements must be made via the Students' Union's Payroll and Insurance Manager on telephone 2228575.

2.17 ADULT CYCLE TRAINING

The Students' Union offers free cycle training through Pedal Ready, the city's cycle training co-operative. The training can be taken during office hours, subject to agreement from your line manager. The lessons are on a one-to-one basis, and suit all ability ranges from absolute beginners to experienced cyclists. Once you have agreed the time with your line manager you can book a session – the form can be downloaded from <http://www.shef.ac.uk/content/1/c6/07/84/62/121Uni.doc>

PART THREE

GENERAL ADMINISTRATION, POLICIES AND PROCEDURES

3.1 PAY REVIEW

Most posts are linked directly either to the previous Universities' Administrative, Clerical or Ancillary national grades. Some posts are fixed salaries whereas others are on incremental scales which carry a full or partial range of points, paid annually on the anniversary of appointment. In addition the Students' Union has its own local rates. All salary scales are currently reviewed on 1 August each year.

Where settlements are delayed by national negotiations, pay awards are normally backdated to the usual review date.

3.2 GRADING REVIEWS

Occasionally duties and responsibilities change during the course of employment and staff may have their salaries reviewed via the grading procedure, which is as follows:

The annual review of gradings is carried out by the Students' Union's Staffing Committee in May of each year based on recommendations from Line Managers, and any decision to re-grade is usually effective from the following 1 August.

<i>By 1 February</i>	Recommendations from Line Managers must be submitted to Staffing Committee and staff may ask if their manager has made a submission on their behalf.
<i>By 1 March</i>	Staff may, if the Line Manager has not done so already, ask to be re-graded. This must be done in writing to the General Manager and may be done with or without the support of the appropriate trade union representative.
<i>May</i>	Staffing Committee makes a decision about an individual's application for re-grading.
<i>By 1 June, or asap</i>	Staff are to be informed of outcome of decision. If the decision is not to re-grade, the staff member may appeal, in consultation with a Trade Union representative where appropriate, and must inform their Line Manager of their intention to appeal (staff may only appeal if they have, on 1 August of the current year, had 1 year's service in their current grade, and not had a grading appeal heard within the previous 2 years).
<i>By 1 July</i>	The member of staff must submit a 'statement of case' to the General Manager. A panel consisting of two members chosen by the Students' Union and 2 members chosen by the relevant Trade Union will consider the appeal and the panel's decision will be final.
<i>1 August</i>	New re-graded salary is paid from this date where approved.

3.3 INCOME TAX

If you have problems with your income tax or tax code, you should contact the local tax office, the details of which are as follows:

HMRC
PAYE
Sheffield 1
Concept House
5 Young Street
Sheffield
S1 4LA
Telephone number: 0845 366 7802
<http://www.hmrc.gov.uk/index.htm>

If you contact the tax office for any reason, you will need to quote your National Insurance number, which is printed on your payslip.

3.4 PERSONAL DETAILS

When you commence employment with the Students' Union, you will be asked to fill in a New Starter form giving personal details such as full name, address, next of kin etc. It is important that you keep the Human Resources Department informed of any changes to these details, and that you also notify the Payroll department of any changes to your bank details.

The information you provide will be held in a confidential computerised database system. Access to this information is restricted (Data Protection Act 1998).

3.5 EXPENSES

The Students' Union will reimburse reasonable expenses incurred directly in the course of employment unless these may be claimed from other sources. Receipts should always be provided.

Full details on reimbursement of expenses can be found in the following document available on the p:drive:
P:\FINANCE\public\Finance procedures\Union General\Expenses\Expense claims procedure 200710

Overnight stay allowances are given in Section E9 and mileage allowances for car/motorcycle/bicycles are in Section E5. Please refer to these BEFORE making travel arrangements as there are strict rules relating to what forms of transport are permitted and under what circumstances mileage may be reimbursed.

If you are not able to access this computer file, please ask your line manager to provide you with a paper copy or to access the information for you.

3.6 FLEXIBLE WORKING PRACTICES

The Students' Union is committed to helping staff achieve a balance between work and personal commitments, and has adopted a range of flexible working options, which include flexible working hours, reduced hours, job-sharing, part-time and/or term-time working, and, in limited cases, career breaks or secondments. The Students' Union will consider requests for any of these systems, and where possible will try to accommodate individual needs. Each request is considered individually and may not be possible in every case. You should approach your Line Manager in the first instance to discuss this informally and you will be asked to put your formal request in writing.

3.7 LEAVE FOR PERSONAL REASONS

ALL LEAVE, PAID OR UNPAID, MUST BE AGREED IN ADVANCE WITH YOUR LINE MANAGER

The Students' Union recognises that people may need to request time off for or changed working arrangements for a wide range of reasons such as:

- dental and medical appointments
- caring for a member of the family
- need to visit relatives abroad
- to honour a religious obligation, etc.

Where possible, managers will approve individual requests. Please help by giving as much notice as possible.

3.7.1 Paid Leave

Compassionate leave

Requests for compassionate leave will be considered in the light of individual circumstances. Paid leave will only usually be granted in connection with the death or sudden serious illness of an immediate relative, i.e. parent, grandparent, child, brother, sister, or partner. The amount of paid leave granted will be discretionary, and will depend upon the circumstances of each case. All requests will be approved by the Human Resources Department to ensure consistency across the organisation. (Requests for unpaid compassionate leave will be met wherever possible.)

Public duties

Employees, who have obtained advance agreement of the General Manager before undertaking voluntary public service, shall be granted special leave with pay not exceeding 18 days in any period of 12 months for the purpose of carrying out duties, such as:

Justice of the Peace

Member of a local authority

Member of any statutory tribunal

School Governor

Any special leave authorised for public duties may be taken in days or half-days, as required, with the prior agreement of the employee's Head of Department or their nominee for each absence from duty. Such

agreement may be subject to extraordinary or emergency requirements within the Department but will not be unreasonably withheld.

An employee who is appointed Chairperson, or equivalent, or a public body and thereby attracts additional duties may be granted up to an additional 6 days' paid leave for carrying out such additional duties, including any magisterial duties.

Employees who are granted paid special leave from the Students' Union to fulfil public duties should undertake to refund to the Students' Union any fees or allowances paid to them by the public body concerned (excluding travelling and subsistence expenses). If the attendance allowance is greater than a day's pay, then special leave will not be granted and unpaid leave will be permitted instead. No travelling or subsistence shall be paid for by the Students' Union.

Jury Duty

Employees who are called for Jury Service shall be granted leave to attend and will receive the usual amount of salary (either from the Students' Union or from the Government).

STATUTORY TIME OFF

Staff are also legally entitled to take reasonable time off for the following purposes:

- Trade Union activities, including training
- Duties/training of employee representatives elected for the purpose of consultation in a collective redundancy or business transfer situation
- Public duties (unpaid)
- To look for work/make arrangements for training during notice of redundancy
- Antenatal care (paid)
- Duties/training of pension scheme trustees
- Young employees (16 and 17 year olds) to undertake particular courses of training leading to a 'relevant academic or vocational qualification'.

3.7.2 Unpaid leave

- **Medical and Dental Appointments**

Where possible employees are expected to make appointments **outside working hours**. Subject to the prior approval, employees are allowed reasonable time off for essential medical and dental appointments. **Time missed for dental or non-urgent medical appointments must be made up as soon as possible.** (Please note that paid time off will normally be granted for urgent medical treatment and urgent hospital appointments, subject to the prior approval of the Head of Department).

- **Illness of children or other dependant relatives**

The Students' Union will grant unpaid time off for the care of children or dependant relatives subject to providing notification to your Line Manager at the earliest possible opportunity. Time missed will either need to be made up as soon as possible, taken as annual leave or alternatively a deduction from pay will be made.

- **Other personal reasons**

If time off is granted for other personal reasons, this will be unpaid - time missed will either need to be made up as soon as possible or alternatively a deduction from pay will be made.

Please note that staff who take unpaid leave in excess of 2 weeks will have their holiday entitlements adjusted.

3.8 STAFF DEVELOPMENT AND LIFELONG LEARNING

The Mission statement for the Students' Union is 'to act in the interest of all our members'. The Students' Union believes that by having a well-trained and motivated staff, the services and activities provided for members will be enhanced, bringing us closer to achieving our Mission Statement. The Students' Union has been awarded the Investors in People award, demonstrating our high commitment to staff development.

All departments carry out one-to-one Personal Development Review (PDR's) meetings. These ensure that staff get regular feedback from their managers about their performance and the Students' Union provides the support and development needed by teams and individuals.

All members of staff, starting with the General Manager, have PDR meetings with their Line Manager. These meetings review staff performance over the last year, and set objectives for the next year. They help staff achieve the required standards of their role and encourage development – this may be done through a range of methods, e.g. learning and training activities, team working, coaching and mentoring.

Staff will be encouraged and supported by their line manager, colleagues and the Students' Union to achieve the best possible results. Equally, we expect that employees will contribute to their own learning and training and will work with their line manager to identify ways of working to the best of their ability.

The Students' Union has a Training and Development Policy providing a framework to ensure that appropriate training and development opportunities are available for all staff. Managers will also provide an annual training needs analysis identifying the training needs of the department.

For further information on any of the above, please speak to your Line Manager.

3.9 COMMUNICATION

The Students' Union believes that regular communication between managers, departments and individuals is vital. Day-to-day issues should be discussed on a regular basis to keep things running smoothly and efficiently.

3.9.1 We want to keep you informed

All staff are encouraged to attend the two Staff Briefings that occur annually. These meetings are repeated several times to facilitate all staff attending.

We e-mail news bulletins to all staff and display them on departmental notice boards.

All new vacancies are displayed on our website.

We also send out a staff survey to all staff every two years and use your feedback to inform our decisions, make changes where appropriate and improve our communications with our staff.

3.9.2 We want to know what you think

We are keen to hear your suggestions and ideas for possible improvements in your area of work and the Students' Union as a whole. Please use either or both of the available channels:

Tell your Line Manager who will then pass it to a member of SMT (Senior Management Team).

E-mail talkback@sheffield.ac.uk - suggestions/comments sent to talkback are processed confidentially by the Head of Marketing & Communications.

3.10 INFORMATION AND CONSULTATION

The Information & Consultation of Employees Regulations 2004 apply to our organisation. They give employees the right to be informed and consulted about the business they work for and to request that adequate arrangements are put in place to ensure that they will be informed and consulted about matters which will affect their employment.

The Managers at the Students' Union are aware of the topics/situations about which employers must (under the regulations) inform and consult their staff with a view to reaching agreement, and are committed to complying with the regulations. This commitment is only a small part of our overall commitment to communicate with all our staff.

Topics we will tell you about:

- recent or probable developments in our activities or economic situation (the competitive environment in which the Students' Union operates, trading conditions, the outlook of the sector, the level of demand, and the state of the Students' Union's order book/financial situation based on its accounts) where these developments are likely to affect employment within the Students' Union, or lead to substantial changes in work organisation or employees' contractual relations;
- probable development of (or threats to) employment;
- any decisions likely to lead to substantial changes in work organisation or contractual relations.

We also involve all staff in drawing up our business plans. Each department calls a meeting in January/February each year, providing an opportunity for everyone to participate in the process by making suggestions regarding their department, the Students' Union's key objectives, and direction for the following year. Many ideas expressed are incorporated in departmental business plans (agreed each April/May).

Note: this relates to all collective issues; individual issues should continue to be dealt with under the appropriate pre-existing provision (Discipline and Grievance procedure, Talkback, etc).

3.11 INSURANCE AND PROTECTION OF PROPERTY

All enquiries regarding insurance should be directed to the Payroll and Insurance Manager (in the Finance Department – telephone 2228575), with the exception of vehicle insurance which is the responsibility of the Box Office and Welcome Desk Manager (telephone 2228783).

In accordance with legal requirements, the Students' Union has employers' liability and public liability insurance to protect both employees and visitors to our premises. This may give rise to claims against the Students' Union for negligence. **You are not authorised to admit liability for the Students' Union and under no circumstances must you do so.**

The Students' Union also has insurance for its own furniture and equipment. Managers and individual staff must inform the Payroll and Insurance Manager of any new equipment in their department, and any disposals.

If you, in your capacity as a staff member, plan to organise a special event (e.g. Playscheme or any activity which may produce additional risks for the Students' Union) you should seek advice from the Payroll and Insurance Manager relating to extra insurance cover.

Please take every step to ensure that the Students' Union's property is secure and not left unattended in unlocked rooms. Should you discover any loss or damage to the Students' Union's property, contact the Payroll and Insurance Manager immediately on telephone 2228575. All thefts must be reported to the police.

The Students' Union does not take responsibility for insuring the personal belongings of staff members. Please store your personal possessions in a safe place. If you do not have access to lockable desk, locker or cupboard, please contact your Line Manager immediately. Do not leave valuables under your desk, or in full view. **Please ensure that you lock your office or area even if you are leaving it unattended for only a few minutes. The Students' Union building is open to the public. Even areas not normally entered by non-staff are vulnerable.**

If, despite precautions, a theft occurs, report the incident to the Payroll and Insurance Manager and your Line Manager, and in many cases it will also be necessary to report it to the police (Hammerton Road Station). In most cases, your own property insurance should cover your losses. It is a good idea to check that your property insurance cover is adequate.

3.12 EQUAL OPPORTUNITIES POLICY

The Students' Union is committed to ensuring equal opportunities for all, treating **all** people with dignity and respect and aims to eliminate unfair and discriminatory practices. All employees and job applicants will be treated in the same way** regardless of, amongst others, gender, colour, nationality, including citizenship, ethnic or national origin, age, socio-economic status, marital/parental status, family circumstances/commitments, sexual orientation, physical or mental disability, political or religious beliefs, spent or irrelevant convictions, or TU membership.

The aim of the policy is to ensure that no job applicant or employee receives less favourable treatment on any grounds which are not relevant to good employment practice. The Students' Union recruits staff purely on their relevant merit and ability, by ensuring fair recruitment and selection procedures. We give equal access to training and development opportunities and therefore aim to provide a developmental environment free from unfair discrimination.

The Students' Union embraces the principles contained in the Race Relations Amendment Act (2000) in relation to our staff, in that it is committed to tackling race discrimination, promoting equality of opportunity and good race relations between people of all racial groups in all aspects of recruitment and selection, training/development and the implementation of our staff policies.

** Positive Action may also be taken to help redress any imbalances which may occur in the Students' Union or specific departments, from time to time actively assisting groups that experience disadvantage in education and employment to benefit from working for the Students' Union.

Full policy wording is available at www.sheffieldstudentsdunion.com/hr (user name: staff; password: sh3ffieldun1on).

3.13 HARASSMENT AND DISCRIMINATION

Acts of discrimination, harassment and breaches of the spirit of the equal opportunities policy are regarded as serious disciplinary offences, and will be dealt with quickly and effectively.

Definition of Harassment

Harassment occurs when a person subjects another person to unwanted attention/behaviour on the grounds of their gender, colour, nationality, ethnic or national origin, age, socio-economic status, marital/parental status, family circumstances/commitments, sexual orientation, physical or mental disability, political or religious beliefs, spent or irrelevant convictions, or TU membership, that has the purpose of violating their dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. Examples include, but are not limited to, offensive racial language, insulting or intimidating behaviour, requests for sexual favours, other verbal or physical conduct of a sexual nature, and general bullying.

Definition of Discrimination

Discrimination consists of treating a person less favourably than others on any of the above grounds.

Dignity at Work Policy

harassment and victimisation. This can be obtained from P:\PERSONNEL\PUBLIC\STAFF POLICIES\Dignity At Work\Dignity At Work Policy and Procedure.pdf

Employees who complain of discrimination or harassment are encouraged to take their complaint through the established grievance procedure or through the procedure as outlined in the Dignity at Work policy. Such complaints will be treated very seriously. If you have any queries or want to report an incident, please contact the Human Resources Manager on telephone 2228590 or the Human Resources Officer on telephone 2228588.

3.14 INTERNAL JOB OPPORTUNITIES

Details of job vacancies are advertised on our website. Further details and application forms are available from the Human Resources Office. You can also email unionhr@sheffield.ac.uk or telephone the Jobline on 2228503 and leave your name, address and job reference number; the information requested will be sent by post. Application forms can also be downloaded directly from the website (www.sheffieldstudentsunion.com).

3.15 HEALTH AND SAFETY – MAINTAINING A SAFE WORK PLACE

The Students' Union is committed to keeping all staff safe at work and we take our obligation, to provide a safe working environment, seriously. **However, you also have a duty to take reasonable care of your own safety, and not to put others at risk by what you do, or fail to do.**

The Students' Union depends on you to help keep everyone safe. If you notice a health and safety risk where you work, such as a broken chair or a hole in a carpet which could cause an accident, please report it to your Line Manager or to the Assistant Facilities Manager on 2228564. Also, any other building problems, such as broken windows, blocked sinks or faulty plugs. **Don't wait for someone to have an accident before you report it.** If you spill liquid on the floor, or find a spillage, deal with it immediately or ensure that a free standing warning notice is placed over the hazardous area and/or arrange for it to be cleaned up immediately.

A detailed Health and Safety Policy booklet is in your Welcome Pack, or is available from the Human Resources Office. You will receive safety training during your induction.

Please establish as soon as possible:

- **the approved fire exit nearest your normal place of work (indicated by green signs)**
- **the locations of First Aid boxes**
- **who are first-aid trained personnel.**

It is an offence to misuse or interfere with safety equipment.

3.15.1 Emergency arrangements

In every emergency, the best way to get help is to **dial 4444** (which will get you through to the University Emergency Control Centre) on any Students' Union telephone, dial 0114 2224444 from a mobile telephone/a public telephone line, contact Students' Union Reception on 2228500 or during the evening contact Students' Union Security on 2228507.

Tell the Emergency Control Centre the exact location of the incident. Do not ring off until they tell you to do so, or it is unsafe to remain where you are.

3.15.2 What to do in case of fire

On discovering a fire

1. Raise the alarm by breaking the glass at a red fire alarm call point OR shouting "Fire".
2. If it is safe to do so, call the Fire Services (via the University Control Centre) by:
 - Dialling 4444 on any office telephone and reporting the exact location of the fire (i.e. Students' Union, level and office or area);
 - Inform them of any special hazards (e.g. paint store, bar, cellar);
 - Inform them of any casualties or persons unable to escape.

Please note that Nursery and other 'off-site' staff need to phone 999 to alert the Fire Brigade, then contact Campus Control as above.

3. **Only if it is safe to do so**, tackle the fire with the appropriate extinguisher/other equipment. Human safety must come first, so never attempt to tackle a fire if you are alone or if this would endanger you or your colleagues.

If the fire is to be left, close doors and windows to prevent it spreading.

On hearing the alarm

1. Shut down equipment if safe to do so. Close doors and windows, but do not lock them unless the room contains a safe/till, stock or other valuable equipment, or confidential information.
2. Leave the building by the nearest available exit.
3. Assemble under the lowest part of the concourse bridge (so the fire tenders can gain access).

All staff should

- Commit the emergency procedures to memory.
- Locate the Fire break glass or telephone nearest to their work area (for summoning assistance).
- Locate the nearest fire extinguisher or equipment appropriate to the activity being undertaken.
- Know their nearest escape route – follow the green signs. REMEMBER lifts should not be used after the alarm is sounded.

All new staff must attend a Fire Training session as soon as possible after appointment, followed by an annual refresher session. For your refresher, you can attend in person or complete the University Safety Services web-based course which can be found at <http://www.sheffieldfiretraining.co.uk>. The log in name is 'sheffieldun' and the password is 'fire'. Training sessions are held periodically, and details are available on the University website.

Fire doors must be kept shut at all times and never wedged open.

3.15.3 What to do if someone is hurt or ill

If a qualified First Aider or an Appointed Person is available, send for them quickly. A list of first-aid trained personnel is in your Welcome Pack. You can also find the name of the nearest First Aider by looking inside the lid of a First Aid box. Students' Union Reception also keeps a list of all current First Aiders. There are First Aid boxes at Reception and in all main trading outlets. Our evening security supervisors are all trained in basic first aid.

Call an ambulance if you think one is needed by ringing 4444 telephone or by informing the Students' Union duty officer via Reception on 2228500.

The Students' Union is keen to have as many trained First-Aiders as possible. A wide range of courses are available throughout the year. If you are interested in completing a course, please contact the Assistant Facilities Manager on telephone 2228564.

3.15.4 Reporting accidents

If you or someone with you has an accident at work or near miss, however slight, it must be reported to Reception immediately, preferably in person, and an accident report form must be completed.

3.15.5 Electrical equipment

Inspect any electrical equipment before use. If you find any worn cables, loose or broken plugs, or anything else which seems to be wrong, do not use the equipment. Report it to your line manager or the Technical Manager on telephone 2228558. Make sure that you switch off the equipment and the power sockets before disconnecting. Do not drag on flexes and, as far as possible, avoid trailing leads across areas where people walk. Use lead covers where this is unavoidable. Also remember that water and electrical equipment can be a lethal combination. All electrical equipment is required to be PAT tested on an annual basis.

3.15.6 Lifting and carrying

All staff who lift regularly as part of their job should receive training in Manual Handling. Please contact your Line Manager for details of courses.

If you need to lift or carry as part of your job, it is important to do so correctly to avoid injury. Never attempt to lift something which is too heavy or awkward. Always get help if you think that you need it. In normal lifting, remember to keep a straight back and use your leg muscles to do the work. Avoid trying to hurry, twisting or over-reaching.

3.15.7 Working above floor level

Please never stand on chairs, stools, tables or boxes and be careful not to over-reach on steps or ladders. Ladders must always be lashed or "footed", and not used at too steep an angle. Make sure that they are in good condition and on a firm, stable surface. You should not use a ladder unless you have been trained in its correct use.

3.15.8 Use of display screens (VDUs)

If you are a PC user, you should request a workstation assessment from our IT Department at your earliest convenience. Please note that **you are required to have an eye-test at a minimum of two year intervals if you use a VDU for at least an hour, or in a significant part of your normal work** (Health and Safety (Display Screen Regulations) 1992).

For further information about IT/workstation assessments, please contact the IT Department on 2228509 or 2228510. For further information about eye tests, please contact the HR Department on 2228577.

3.15.9 Noise Exposure

The Students' Union adheres to the Control of Noise at Work Regulations 2005. Staff working in designated areas, including Bars and Venues, will be required to wear personal hearing protection. Any staff members who will be affected will be notified of the requirements before starting work. Failure to conform to the regulations may result in disciplinary action being taken. For further information, please contact the Technical Manager on 2228558.

3.15.10 General behaviour

Running, throwing and similar 'fooling around' are strictly prohibited. Even in an emergency, it is important to walk quickly rather than run.

3.15.11 Other employment

Under the Working Time Regulations 1998 the Students' Union is required to take all reasonable steps to ensure that workers do not exceed an average of 48 hours' weekly working time. We therefore request you to notify us if you are currently employed elsewhere or should you gain additional employment in the future.

3.15.12 Further information on safety matters

If you have any doubts or queries, please consult your Line Manager or the Facilities Manager on telephone 2228551.

PART FOUR

USEFUL ADDRESSES AND TELEPHONE NUMBERS

University of Sheffield Students' Union

Western Bank
Sheffield S10 2TG
Telephone (0114) 222 8500 (Reception)

University Campus Control (Emergency)

Internal Ext: 4444

Payroll & Insurance Manager

Ext: 28575
Telephone: (0114) 222 8575

Human Resources Department

Ext: 28577
Telephone: (0114) 222 8577

Students' Union Room Bookings

Ext: 28554
Telephone (0114) 222 8554

IT Department

Ext: 28509/10
Telephone (0114) 222 8509/222 8510

Bar One

Ext 28581
Telephone 222 8581

Interval Bar Office

Ext: 28587
Telephone (0114) 222 8587

Fusion Bar

Ext 28582
Telephone 222 8582

Coffee Revolution

Western Bank
Sheffield S10 2TG
Telephone: (0114) 273 7744

Students' Union Nursery

93 Brunswick Street
Sheffield S10 2FL
Telephone: (0114) 273 9361

Fox and Duck

227 Fulwood Road
Sheffield S10 3BA
Telephone (0114) 263 1888

HMRC

(formerly the Inland Revenue)

PAYE
Sheffield 1
Concept House
5 Young Street
Sheffield S1 4LA
Telephone: 0845 366 7802

Trade Union Representatives:

Unite the Union, contact: Martin Bentley,
e mail: m.d.bentley@shef.ac.uk, telephone 222 2133

Or
Dave Crowe
e mail: d.j.crowe@sheffield.ac.uk, telephone 222 4085
www.unitetheunion.com

Unison, contact: Sue Cresswell
e mail: s.cresswell@shef.ac.uk, telephone 222 8829 (Fridays only)
www.unison.org.uk

GMB, contact: Sue Hill
e mail: sue.hill@gmb.org.uk, telephone 276 8017
www.gmb.org.uk

UCU, contact: Gillian Brown
e mail: gillian.brown@shef.ac.uk, telephone 222 6425
www.ucu.org.uk