



University of Brighton

Working in Partnership with

blueArrow

Service Level Agreement

SERVICE LEVEL AGREEMENT

PURPOSE

The purpose of this Service Level Agreement is to detail the contractual relationship and procedures between Blue Arrow and University of Brighton for both parties to refer to on an ongoing basis. This agreement will be considered a working document and can form a basis for formal review and further enhancement and clarification should the need arise.

JOINING FORM

This Service Level Agreement defines the supply relationship between University of Brighton and Blue Arrow Recruitment Solutions Limited in their appointment as a provider under the Higher Education Collaborative Framework.

This document is intended to be read in conjunction with the Terms & Conditions of the Contract Pack.

The above-named hereby appoints

Agency Name: Blue Arrow Recruitment Solutions Limited

Agreement Start Date: 1st August 2007

AUTHORISED ON BEHALF OF UNIVERSITY OF BRIGHTON

Name: Nancy Wiginton

Position: Personnel Manager

Signature and Date _____

AUTHORISED ON BEHALF OF BLUE ARROW RECRUITMENT SOLUTIONS LIMITED

Name: Olwyn Fitzgibbon

Position: Branch Manager

Signature and Date: _____

SERVICE CHARTER

Blue Arrow Recruitment Solutions Limited Authorisation

The following persons are the Blue Arrow Recruitment Solutions Limited Representatives and are authorised to act on behalf of the Blue Arrow Recruitment Solutions Limited on all matters relating to the Service level Agreement -

Name:	<u>Olwyn Fitzgibbon</u>
Title:	<u>Branch Manager</u>
Contact Details	<u>01273 477953</u>
Name:	<u>Lee Gudgeon</u>
Title:	<u>Key Account Manager</u>
Contact:	<u>07714 392113</u>
Name:	<u>Geoff White</u>
Title:	<u>Regional Director</u>
Contact:	<u>07721 602493</u>

University of Brighton Authorisation

The following people are the University of Brighton's Representatives and are authorised to act on behalf of University of Brighton, on all matters relating to the Service Level Agreement in the areas indicated within brackets after their name: -

Name:	<u>Nancy Wiginton (all aspects of the contract)</u>
Name	<u>David Hall (invoicing and payment issues)</u>
	<u></u>
	<u></u>

CONTRACT MANAGEMENT

Please detail here how the account management team will be arranged and key responsibilities for those involved.

Branch Manager	Olwyn Fitzgibbon	01273 477953
Key Account Manager	Lee Gudgeon	07714 392113
Regional Director	Geoff White	07721 602493

SERVICE CHARTER

ORDERING

The University of Brighton will complete obligations outlined below when ordering & deploying workers;

- Schools/departments will complete the *Temporary Worker Order from Blue Arrow* form PDT and send it to the Personnel Department where an authorisation number will be added. . See Appendix 2 for a copy of the form.
- The order form must specify the estimated length of the assignment. If a booking is to be extended, the school/department will order it from the Personnel Department on a *Temporary Worker Request for Extension form PDTE* and Personnel will forward the request to Blue Arrow. Departments are not to be approached by Blue Arrow to see if extensions are needed.
- If a job type other than those listed on the order form is required, provide clearly written job descriptions including requirements for qualification, skill and experience, for the deployment of workers and assessment of rates.
- Personnel will E-mail the authorised form to olwyn.fitzgibbon@bluearrow.co.uk or Jamie.lyodd@bluearrow.co.uk.
- Once the order is placed, the originator of the order will be the authorised contact for that order except to place an order for an extension.

Blue Arrow will complete the following obligations:

- Orders must not be filled by Blue Arrow unless they are received on the agreed *Temporary Worker Order from Blue Arrow* form PDT and have an order authorisation number, unless otherwise agreed with the Personnel Department.
- Provide key contacts as outlined in the SLA
- Meet locally agreed key performance indicators for the timely fulfilment of bookings received as outlined in Appendix 1
- Ensure the candidates meet all requirements specified by the University on the job description/person specification. Test and reference candidates as described below under *Verification and Deployment*.
- Ensure any temporary Chefs supply their own protective clothing and set of knives.
- Alert the Personnel Department to any workers who have been in an appointment for 9 months so that Personnel can review the situation with the school/department concerned
- Provide the Personnel Department with a monthly Management Information report listing all temporary workers at the university, using the format at Appendix 1

VERIFICATION & DEPLOYMENT

Blue Arrow will:

- Ensure workers' skills have been assessed and tested to meet the standards specified by the University on the order and job description/person specification prior to starting their assignment e.g. Word, PowerPoint, numeracy & literacy, telephone and customer service techniques, manual handling, COSHH, hygiene knowledge/qualification, organisation, reliability, accuracy, etc.
- Ensure all staff working with food in kitchen areas have completed the Food Handlers Questionnaire agreed with the University and check that they have had no recent infection, especially sickness, diarrhoea, chest trouble with cough and phlegm, skin injury, dental problem, and skin, eye or ear infection.
- References will be collected prior to the worker starting the assignment where possible. These references will cover two previous employment periods within the last five years or be supplemented by a personal reference from a person of responsibility or trust (e.g. a teacher if candidate was recently a student) if one of the work references cannot be sought. If references subsequently received indicate that the candidate is not suitable, Blue Arrow will replace the worker without delay.
- Ensure every worker is entitled to work in the UK.
- Carry out CRB checks where required by the University. This will normally be required only for workers in the University's Nurseries and Sports Coaches.
- Confirm delivery of the correct calibre and quantity of workers to the premises on commencement date.
- Wherever possible supply workers who are non-smokers or who will not want to take smoking breaks

- If requested by the university (normally only for longer-term or specialist engagements) supply CVs of a few appropriate candidates so the university can interview them and select the most suitable.

INDUCTION OF TEMPORARY WORKERS

- Prior to commencement of their assignment Blue Arrow will issue each temporary worker with job details provided by the university and a handbook containing relevant university information and policy (see Appendix 5) and discuss the information with them to ensure they have read and understood it.
- The University will ensure temporary workers are introduced into their role appropriately, including undertaking any health and safety requirements.

PRICES AND INVOICING

- Prices will be charged according to the Pricing Schedule in Appendix 4 and the table of generic job types with agreed rates is described in the order form in Appendix 1.
- Prices and invoicing will be in accordance with a VAT Mitigation scheme whereby VAT is charged only on Blue Arrow's commission. Invoices will include separate amounts for NI and holiday pay.
- Blue Arrow will not charge for any worker where the university has lodged a complaint within the first four hours of an assignment.
- Timesheets will be sent directly to the temporary worker and will contain school/department name, cost centre and purchase order and order authorisation number. The temporary worker will have the timesheet signed by the school/department and return the timesheet to Blue Arrow.
- Blue Arrow will ensure an accurate and streamlined invoicing process as agreed with the university. Blue Arrow will ensure a robust checking process to ensure invoices are accurate. Invoices will be submitted monthly in arrears directly to the Payroll Section of the university's Finance Department. Invoices will contain the department/school name, cost centre, purchase order and order authorisation number. There will be one invoice per university cost centre (first 4 digits in the Budget Account Code).

TEMPORARY TO PERMANENT VACANCIES

University of Brighton can expect Blue Arrow to:

- Provide Temporary to Permanent Services upon receipt of the request from the Institution.
- Ensure the university's contact is offered the option of extending the engagement of the temporary worker to 13 weeks to avoid paying a transfer fee as described in the pricing schedule in Appendix 4.
- Charge for services in accordance with the pricing schedule of this agreement specified in Appendix 4

QUALITY AND PERFORMANCE ISSUES

The University of Brighton will:

- Raise any performance issues with their Blue Arrow contact as soon as they occur, providing quantitative and factual information and confirming the details of any verbal complaint by e-mail.
- Allow a reasonable amount of time for Blue Arrow representatives to visit their staff on the job to monitor performance and resolve any issues.
- Inform Blue Arrow immediately of any accidents involving Blue Arrow staff.

Blue Arrow will:

- Handle all disciplinary and performance issues with their staff as soon as they are reported and monitor the situation until the university is satisfied with performance.
- Replace any workers that are deemed to be unsuitable by the university as soon as practicable, ensuring the replacement meets university requirements.
- Not charge the university for the temporary worker if the performance problem was reported to Blue Arrow within 4 hours of the temporary worker starting work at the university. This will be reviewed in December 2007 to ensure the university is receiving reasonable compensation for unsatisfactory service.

- Keep a record of the factual details of all performance issues and provide a report for each service review meeting. The data recorded will include generic data such as department, date, type of job, type of complaint, (using generic categories such as reliability, absence, quality, etc. as well as a more specific, detailed description) action taken (also generic) and produce a summary report for the university when providing other reports.
- Meet with university representatives at least quarterly (unless another timescale is agreed) to review the service against this SLA, plan any improvements and deal with any issues.
- Conduct occasional site visits to agency staff to monitor quality of performance and resolve any issues raised.

Management Information

Blue Arrow will produce management information reports on a monthly basis as requested by the university. The reports will include the following:

- Spend per month and year to date by University schools/departments
- Total hours per month for each Category and level of temporary workers (by school/department)
- Length and Reason for booking (by University school/department and category of worker)
- Number of complaints/replacement of temporary workers (including nature of complaints – generic list)
- For each type and level of temporary job, proportion of temps provided by Blue Arrow and by each support supplier (no. of times and % of all temporary supply)
- Equal Opportunities Report
- Performance Against Key Performance Indicator Report
- Feedback report

SUPPORT SUPPLIERS

The appointment of secondary Suppliers will be completed in line with the requirements of the University. They will be enlisted by Blue Arrow in accordance with the timescales described in the *Support Supplier Booking/Vacancy Allocation Guide* in Appendix 3.

Blue Arrow have a dedicated department that can assist with any support supplier queries. All support suppliers will be required to sign a panel vendor agreement which is in line with the contract and SLA between the university and Blue Arrow, including cost saving schemes, etc. Blue Arrow will endeavour to work with the university's preferred suppliers wherever possible. Initially Blue Arrow will approach the suppliers listed below:

Hays	Tiger Lily (for nursery assistants)
Tate	Plan Personnel (catering and chefs)
CIP	Kelly Services (catering & cleaning)
The Workshop (Eastbourne)	Manpower (general admin)
Reed Employment	Stop Gap (specialist Marketing and Media)
Josephine Sammons	Dune (Brighton)
(Eastbourne)	Accountancy Additions (Finance)
Allied Security (Security staff)	

blueArrow



University of Brighton

Monthly Review

November 2006

By:

Lee Gudgeon

National Account Manager

Olwyn Fitzgibbon

Branch Manager



INVESTORS IN PEOPLE



OLYMPIC & PARALYMPIC EMPLOYMENT NETWORKS



Official sponsor and recruitment partner



Agenda

- Spend
- Category of temporary workers
- Length and reason for booking
- Quality assurance review
- Equal Opportunities Report
- Performance against key performance indicators
- Feedback
- Other Business
- Date of next meeting

Expenditure Figures

Department name and cost centre monthly summary	Hours	Sales	Comm	Perms	Comm
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Monthly Total Blue Arrow

Monthly Total Support Suppliers

November	Total
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Category of temporary workers

Category	Number of Assignments	% of all assignments	Total hours	Total cost
Secretarial and General Admin				
Technical				
Marketing				
Accountancy/financial				
Information Technology				
Project Management				
Library				
HR				
Catering				
Portering				
Chef/assistant chef				
Nursing/Care				
Cleaning				
Courier/Driver				
Other				
Total				

Reason for Booking

Reason	Number	%	Total weeks	Total hours	Total cost
Special leave (e.g. Maternity/ Paternity)	0	0			
Interim while perm recruitment is in process	0	0			
Short-term work Load	0	0			
Sickness	0	0			
Project	0	0			
Skill Shortage (recruitment failed)	0	0			
Total	0	0			

Length of Booking

Category	No. <1 week	No. 1-2 weeks	No. 2-4 weeks	No. 4-8 weeks	No. 8-13 weeks	No. >13 weeks	No. ongoing
Secretarial and General Admin							
Technical							
Marketing							
Accountancy/financial							
Information Technology							
Project Management							
Library							
HR							
Catering							
Portering							
Chef/assistant chef							
Nursing/Care							
Cleaning							
Courier/Driver							
Other							
Total							

Equal Opportunities Report

To be developed

Key Performance Indicators Report

Measurement	Target	Result	Comments/reasons for not meeting target
No of bookings taken vs. bookings filled	All		
Response time from initial enquiry	30 minutes		
No of references sent to UOB for professional assignments that are booked for longer than 3 months	100%		
Satisfaction surveys sent, at the end of assignment	100%		
Satisfaction surveys received back	50%		
Quality of surveys received back on temporaries rating	90% V.Good 10% good		
Accuracy of invoicing	100%		

Feedback

Visits

Any Other Business

Date of next meeting



University of Brighton

Temporary worker order from Blue Arrow

Form PDT

Please use block capitals except where otherwise requested on the form

Name of request originator		Telephone number	
School/Department		Budget account code	
Temporary worker reports to		Location/site	
Start date		Anticipated end date	
Days of work & hours per day		Efin purchase order number	
Reason for request <input type="checkbox"/> Sickness absence <input type="checkbox"/> Special Leave (eg Maternity/Paternity) <input type="checkbox"/> Skill shortage (recruitment was unsuccessful) <input type="checkbox"/> Project <input type="checkbox"/> Short-term workload <input type="checkbox"/> Authorised recruitment in progress			
If covering recruitment, post no.		If covering absence, whose?	
Job type (see job descriptions, rates and charges overleaf) <input type="checkbox"/> General Assistant <input type="checkbox"/> Clerical Assistant <input type="checkbox"/> Administrative Assistant <input type="checkbox"/> Senior Administrator <input type="checkbox"/> Nursery Assistant <input type="checkbox"/> Kitchen Porter <input type="checkbox"/> Catering Assistant <input type="checkbox"/> Chef <input type="checkbox"/> Senior Chef <input type="checkbox"/> Cleaner <input type="checkbox"/> Other job type (list key job tasks, skills, experience & qualifications required & whether CRB check is needed) • • • • • • • • •			

School/department authorisation

The school/department's **authorised signatory** should e-mail this form to Personeltemp@bton.ac.uk. Personnel will e-mail it to Brighton@bluearrow.co.uk. Blue Arrow will contact the originator of the order.

Personnel Department authorisation

If 'Other' job type, agreed hourly rate incl charges: £	Authorisation number A	Date
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Generic job descriptions for temporary workers

The descriptions below represent the most typical temporary roles required by the university. An hourly rate for each has been agreed. If you require a different role, describe it where indicated on the form. **Please note that the charge rates are exclusive of VAT.** For a breakdown of rates see appendices of the Service Level Agreement on [staffcentral/Personnel/Temporary and fixed-term work](#).

* "Pay" is the Temp's pay, "Charge" is the total charge.

Job title	Rates	Job title	Rates
General Assistant Undertake a limited number of specified, routine, daily tasks that do not involve use of IT such as filing, mail shots, photocopying, or shelving books. Accuracy and basic literacy and numeracy required, and commitment to quality standards.	Pay * £6.50	Kitchen Porter Carry out specified, routine daily tasks such as pot washing, cleaning; moving and storing materials; helping to prepare vegetables. Basic hygiene certificate, relevant knowledge of COSHH/PEP and manual handling training required, and commitment to quality standards and good customer service.	Pay * £5.50
	Charge * £8.47		Charge * £7.28
Clerical Assistant Undertake a limited number of specified, routine, daily tasks of repetitive nature such as data entry, filing, photocopying, distributing post, taking messages, copy typing or reproducing documents using templates. Basic IT skills and use of Word and Excel, accuracy and basic literacy and numeracy required.	Pay * £7.00	Catering Assistant Prepare and serve simple foods and beverages, clear and clean dishes, kitchen cleaning, refilling supplies, possibly operating a cash register. Basic hygiene certificate, relevant knowledge of COSHH/PEP & manual handling training required, and commitment to quality standards and good customer service.	Pay * £6.00
	Charge * £9.06		Charge * £7.87
Administrative Assistant Carry out a range of largely routine office tasks such as arranging & minuting meetings, word processing, filing, photocopying, maintaining databases, compiling statistical information, ordering stationery. Requires prior work experience at a similar level and range of activities plus a good level of: organisation; numeracy; written and verbal communication; accurate and fast typing/keyboarding; and a good knowledge of Word, Excel and PowerPoint.	Pay * £7.50	Assistant/Commis Chef Prepare and cook a range of food; maintain a high standard of preparation and portion control; contribute to stock control; maintain records; comply with all food hygiene and safety regulations. City and Guilds 707/1 or equivalent, basic food hygiene certificate and at least one year's practical experience in a similar role required. Provide own set of knives.	Pay * £7.00
	Charge * £9.65		Charge * £9.06
Senior Administrator Undertake a broad range of administrative activities to ensure delivery of a service, eg: minute formal committee meetings; deal with correspondence; explain procedures; process orders or claims; develop and manage databases such as budget or course records; manipulate and analyse data to produce statistical reports using templates; use initiative to search for and provide information or resolve problems. Requires demonstrated administrative experience at a similar level; advanced use of Excel; competent use of Word; excellent numeracy and accuracy; competent written communication skills; and ability to use a large, complex IT system.	Pay * £8.00	Senior Chef Produce a range of dishes to suit both counter and conference markets; supervise the work of service and kitchen staff; assist with food and menu planning, stock planning, ordering and control; comply with all food hygiene and safety regulations; ensure temperature control. City and Guilds 707/1 and 706/2 or equivalent, intermediate food hygiene certificate and at least one year's experience in a similar role required. Provide own set of knives.	Pay * £9.00
	Charge * £10.25		Charge * £13.98
Nursery Assistant Assist in the activities and programmes promoting the physical, social, intellectual and emotional development of children, maintaining a safe and healthy environment. Nursery Nurse Exam Board, BTEC National Diploma in Caring (Nursery Nursing), Pre-School Learning Alliance, and CRB check required .	Pay * £6.50	Cleaner Clean classrooms, corridors, offices, toilets, residential kitchens, etc. Dusting, vacuuming, washing, polishing, emptying bins and assisting in an annual deep cleaning programme. Ensure all office and/or residential areas are secured. Relevant COSHH knowledge, commitment to a high standard of cleaning and tidiness, reliability and ability to work quickly and thoroughly required.	Pay * £6.00
	Charge * £10.93		Charge * £7.87

Support Supplier Booking/Vacancy Allocation Guide
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Assignment Start Date	Defined	Discipline	Support Supplier Booking Allocation
Same Day	Assignment to start on the same day as order is placed	Catering	BA assess if candidate available, contact Support Supplier if unable to fill within 30 minutes.
Next Day	Assignment to start on the day following order placement	Catering	BA assess candidate availability, contact Support Supplier if cannot identify suitable candidate within 4 hours
Standard	Assignment to start within 10 business days from order placement	Catering	Contact Support Supplier 5 business days prior to assignment if BA unable to complete
Short Term Future	Assignment to start within 11-15 business days from order placement	Catering	Contact Support Supplier 5 business days prior to assignment if BA unable to complete
Long Term Future	Assignment to start after 15 business days from order placement	Catering	Contact Support Supplier 5 business days prior to assignment if BA unable to complete
Same Day	Assignment to start on the same day as order is placed	Office	BA assess if candidate available, contact Support Supplier if unable to fill within 30 minutes.
Next Day	Assignment to start on the day following order placement	Office	BA assess candidate availability, contact Support Supplier if cannot identify suitable candidate within 4 hours
Standard	Assignment to start within 10 business days from order placement	Office	Contact Support Supplier 5 business days prior to assignment if BA unable to complete
Short Term Future	Assignment to start within 11-15 business days from order placement	Office	Contact Support Supplier 5 business days prior to assignment if BA unable to complete
Long Term Future	Assignment to start after 15 business days from order placement	Office	Contact Support Supplier 5 business days prior to assignment if BA unable to complete
Next Day	Assignment to start on the day following order placement	Industrial	BA assess candidate availability, contact Support Supplier if cannot identify suitable candidate within 4 hours
Standard	Assignment to start within 10 business days from order placement	Industrial	Contact Support Supplier 5 business days prior to assignment if BA unable to complete
Short Term Future	Assignment to start within 11-15 business days from order placement	Industrial	Contact Support Supplier 5 business days prior to assignment if BA unable to complete
Long Term Future	Assignment to start after 15 business days from order placement	Industrial	Contact Support Supplier 5 business days prior to assignment if BA unable to complete
All	All assignments	Finance and Specialist	Support Supplier to be contacted immediately. Communication to be managed through Blue Arrow
Salaries of £25K+	Permanent placements for roles relating to £25k and over	All Disciplines	Support Supplier to be contacted immediately. Communication to be managed through Blue Arrow

Other Permanent Business	Permanent Placements	All Disciplines	Support Supplier to be contacted prior to vacancy start date. Each vacancy to be treated on individual basis
High Volumes	Bookings relating to in excess of 10 candidates	All Disciplines	Support Supplier to be contacted prior to booking start date. Each booking to be treated on individual basis

University of Brighton Pricing Schedule for a Managed Vendor Agreement (Exclusive of VAT)

Category 1

* For those temporary workers working within Clerical, Admin, Catering and Light Industrial positions the charge will be as follows.

Indicative Pay Rate to Worker	WTR £	WTR %	ROP+WTR	EMP.NI£	EMP.NI%	COMM £	TOTAL
£6.00	0.55	9.2	6.55	0.57	9.5	0.75	7.87
£7.00	0.64	9.2	7.64	0.67	9.5	0.75	9.06
£8.00	0.74	9.2	8.74	0.76	9.5	0.75	10.25
£9.00	0.83	9.2	9.83	0.86	9.5	0.75	11.44
£10.00	0.92	9.2	10.92	0.95	9.5	0.75	12.62
£12.50	1.15	9.2	13.65	1.19	9.5	0.75	15.59
£15.00	1.38	9.2	16.38	1.43	9.5	0.75	18.56

* The types of job titles that the above category will cover are: Admin, Secretary, PA, Accounts Payable/Receivable, Customer Service, Data Entry, Labourer, Groundsman, Porter, Waiter, Catering Assistant, Comi Chef, Sous Chef, and Chef De Partie etc

Category 2

* For those temporary workers working within Finance, Professional, Head/Senior Chefs and Qualified Tradesmen, Accountancy (Part and Qualified Accountants), Procurement, HR, Marketing, Product Support, Head Chefs, Learning Assistants, Health Workers, the charge will be as follows

Indicative Pay Rate to Worker	WTR £	WTR %	ROP+WTR R £	EMP.NI£	EMP.NI %	COMM £	TOTAL
£10.00 - £13.99	0.92 – 1.29	9.20	10.92 – 15.28	1.28 – 1.79	12.8	3.00	15.20 – 20.07
£14.00 - £19.99	1.29 – 1.84	9.20	15.29 – 21.83	1.79 – 2.56	12.8	4.50	21.58 – 28.89
£20.00+	1.84	9.20	21.84	2.56	12.8	5.00	29.40

Category 3

* For those temporary workers working within specialist IT the charge will be as follows

Indicative Pay Rate to Worker	WTR £	WTR %	ROP+WTR R £	EMP.NI£	EMP.NI %	COMM £	TOTAL
£10.00 - £13.99	0.92 – 1.29	9.20	10.92 – 15.28	1.28 – 1.79	12.8	4.00	16.20– 21.07
£14.00 - £19.99	1.29 – 1.84	9.20	15.29 – 21.83	1.79 – 2.56	12.8	5.50	22.58 – 28.89
£20.00+	1.84	9.20	21.84	2.56	12.8	6.00	30.40

Limited Company Workers

Where staff are supplied on a self-employed basis, utilised mainly in the IT /IS market, workers are responsible for their own National Insurance and Holiday Contributions. Therefore the Commission would be applied to the pay rate.

Transfers

For any staff transferring onto Blue Arrow's books in order to remain working for the member institution (e.g. groups of workers doing occasional work such as Student Ambassadors), Blue Arrow will be delighted to discuss a reduced margin. Blue Arrow are also able to offer discounted rates for payroll services.

Temporary Staff Transfer to Permanent Position (Category 1 of above pay schedule).

Temporary staff will be allowed to transfer to the permanent position with the member institution free of charge following 13 weeks continuous employment through Blue Arrow. Any person applying to an openly advertised position and who is successful through a competitive process will not attract a temp to perm fee.

Please note for Clerical and Admin staff the temporary to permanent fees will be as follows:

<i>Weeks of Continued Full Time Employment</i>	<i>%</i>
0 – 4 weeks	10%
5 – 8 weeks	7%
9 - 12 weeks	5%
13 weeks +	Free Of Charge
Where Blue Arrow applies an introduction fee the University shall have the option to be able to elect to retain the flexible employee for an extended period of hire. The extended period of hire shall be a maximum of 13 weeks or the equivalent to the time already spent on assignment i.e. 13 weeks. At the end of this period the flexible employee will be able to transfer to the University free of charge.	

Please note for both accountancy and finance, IT and specialist staff (including scientific) the temporary to permanent fees will be as follows:

<i>No of weeks worked</i>	<i>Salary banding</i>	<i>Fee</i>
0 – 26 weeks	Up to £25,000pa	12.5% of starting salary
	£25,001 - £50,000	15% of starting salary
27 – 52 weeks	Up to £25,000pa	10% of starting salary
	£25,001 - £50,000	12% of starting salary
53 weeks +	All	Free of charge

Rebate & Volume Discounts

Please find detailed below the Rebates or Discounts offered by the supplier for volume spend by the Member Institution.

<u>Level of spend where rebate or discounts are applicable</u>	<u>Rebate – Option 1</u>	<u>Discount – Option 2</u>
£	%	
0-150,000	0%	
150,001-300,000	0%	
300,001-600,000	0%	
600,001-1,000,000	0.5% of band	3p ph (i.e. margin = 72p ph)
1,000,001- 2,000,000	1% of band	6p ph (i.e. margin = 69p ph)
2,000,000+	1.5% of band	9p ph (i.e. margin = 66p ph)

Rebates or Discounts will apply to the individual member institution when the spend milestones have been reached within a 12 month period.

e.g. Member Institution A spends £600,000 in the first nine months of year on option 2 (discount). From that point on the margin will be reduced to 3p per hour until the next milestone is reached when the 6p per hour discount commences at £1,000,001 + etc. **This discounting option is exclusive to Blue Arrow.**

Permanent Fees & Rebate Scheme

The following fees will apply to Category 1 staff listed in the above pricing schedule

Salary	Percentage of Annual Salary
Up to £17,000	10% Fee
£17,001 to £25,000	12.5% Fee
£25,001 +	15% Fee

Rebate Scheme for the above permanent fees:	
Up to 2 weeks	Free replacement or 100% rebate
2 to up to 4 weeks	Free replacement or 75% rebate
4 to up to 8 weeks	50% rebate
8 to up to 12 weeks	25% rebate
Over 12 weeks	No rebate applicable

A fee of **15%** will apply to any category of permanent recruitment in the professional sector

Rebate Scheme for the professional sector	
Up to 2 weeks	Free replacement or 100% rebate
2 to up to 4 weeks	Free replacement or 75% rebate
4 to up to 8 weeks	50% rebate
8 to up to 12 weeks	25% rebate
Over 12 weeks	No rebate applicable



University of Brighton

Temporary Workers Handbook

blueArrow

About University of Brighton

The University of Brighton is a community of approximately 19,000 students and 2,100 staff based on four campuses in Brighton and Eastbourne. They have one of the best teaching quality ratings in the UK and a strong research record, factors which contribute to their reputation as a leading post-1992 university.

Academic faculties

There are six faculties, each containing 3 schools, as follows:

Faculty of Arts and Architecture

School of Architecture and Design
School of Arts and Communication
School of Historical and Critical Studies

Faculty of Education and Sport

Chelsea School
School of Education
School of Languages

Faculty of Health

School of Applied Social Science
School of Health Professions
Institute of Nursing and Midwifery (INAM)

Faculty of Management and Information Sciences

Brighton Business School
School of Service Management
School of Computing, Mathematical and Information Sciences
Centre for Research in Innovation Management (CENTRIM)

Faculty of Science and Engineering

School of Engineering
School of the Environment
School of Pharmacy and Biomolecular Sciences

Brighton & Sussex Medical School

Brighton & Sussex Medical School
Institute of Postgraduate Medicine

Admin and support departments

Business Services

Promotion and development of research and consultancy, facilities and services, courses and training for business, entrepreneurship support, business partnerships

Centre for Learning and Teaching (CLT)

Professional development for academic staff

Estate and Facilities Management

Facilities, maintenance, management and development of university estate

Finance

Income, payroll, purchasing, contracts, accounting, planning

Health and Safety

Training, first aid, occupational health, information, guidance and policy

Information Services

Computing, networking, library and media services, learning technologies, computer store and staff training

Internal Audit

Independent appraisal

Marketing and Communications

Media relations, publications, web, advertising, events, alumni, development

Personnel

Recruitment, staff development, employment policy and strategy

Registry

Student recruitment and admissions, student administration and record systems, academic standards, international development, European exchange programmes, research support

Residential and Catering Services

Accommodation, restaurants and catering, conferences

Sport and Recreational Services

Classes, facilities, competitive sport, coaching awards and scholarships

Strategic Planning Unit

Planning, widening participation, community partnerships

Student Services

Careers, childcare, counselling, disability and dyslexia, finance and welfare, health, study support, worship

Vice-Chancellor's Office

Senior Management Team: Academic Affairs, Business and Marketing, Finance and the Registrar and Secretary

About your job at the university

There is some information in this book about your assignment which you should find useful. Please read this information in conjunction with the Blue Arrow Flexible Employee Handbook, which you would have been given at registration.

Local Blue Arrow Branch Contact Details:

Olwyn Fitzgibbon Branch Manager Brighton Branch 01273 477953

Or e-mail olwyn.fitzgibbon@bluearrow.co.uk or brighton@bluearrow.co.uk

Reporting Absenteeism

Please contact Olwyn Fitzgibbon on the above number as soon as you are aware you will not be attending work. They will contact the manager you report to at University of Brighton.

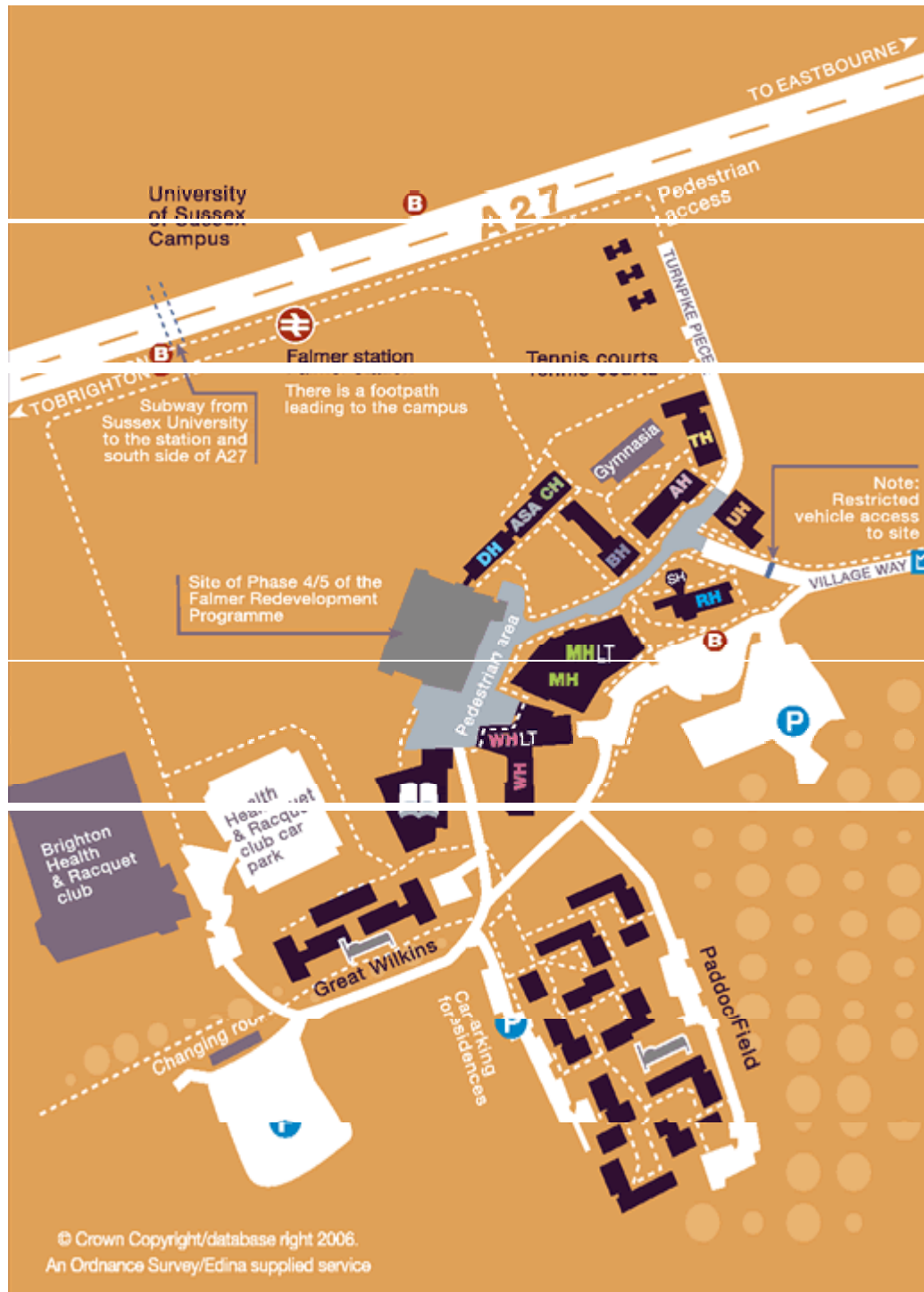
Booking Holidays

You need to agree holiday dates with the manager you report to at the university and then please complete the form at the end of the pack.

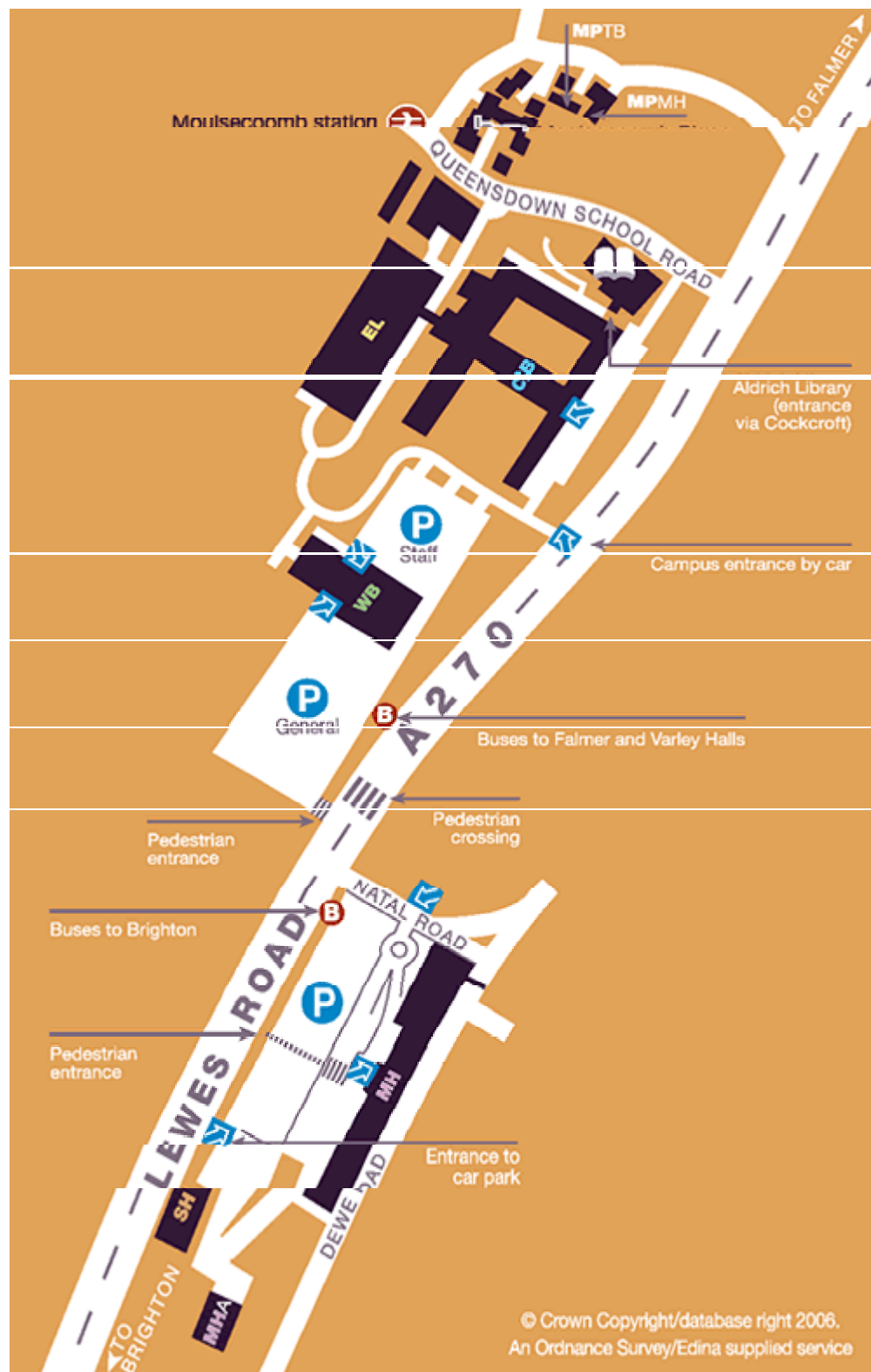
Getting to University of Brighton (Brighton Sites)



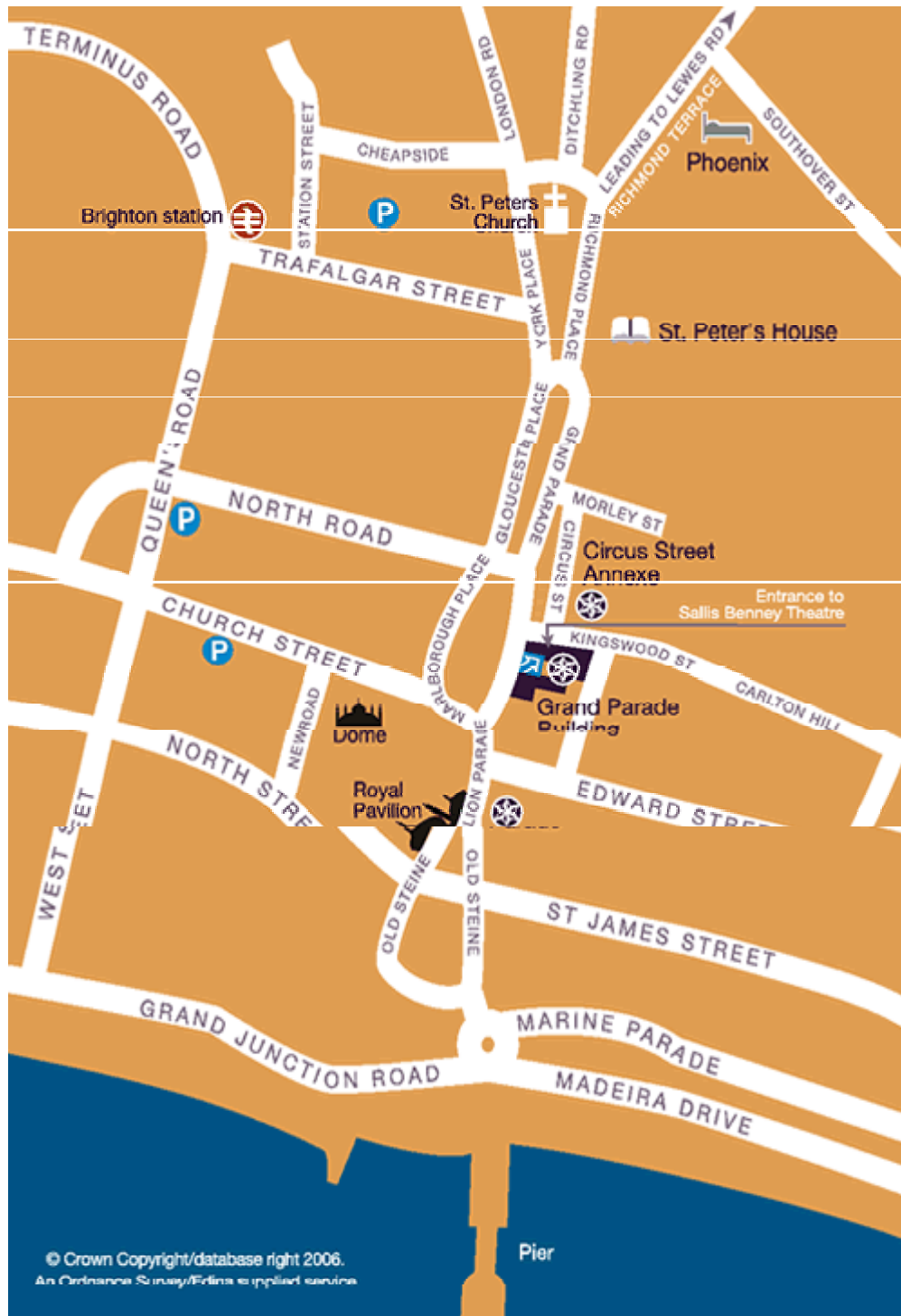
Falmer Site - Brighton



Moulsecoomb site - Brighton



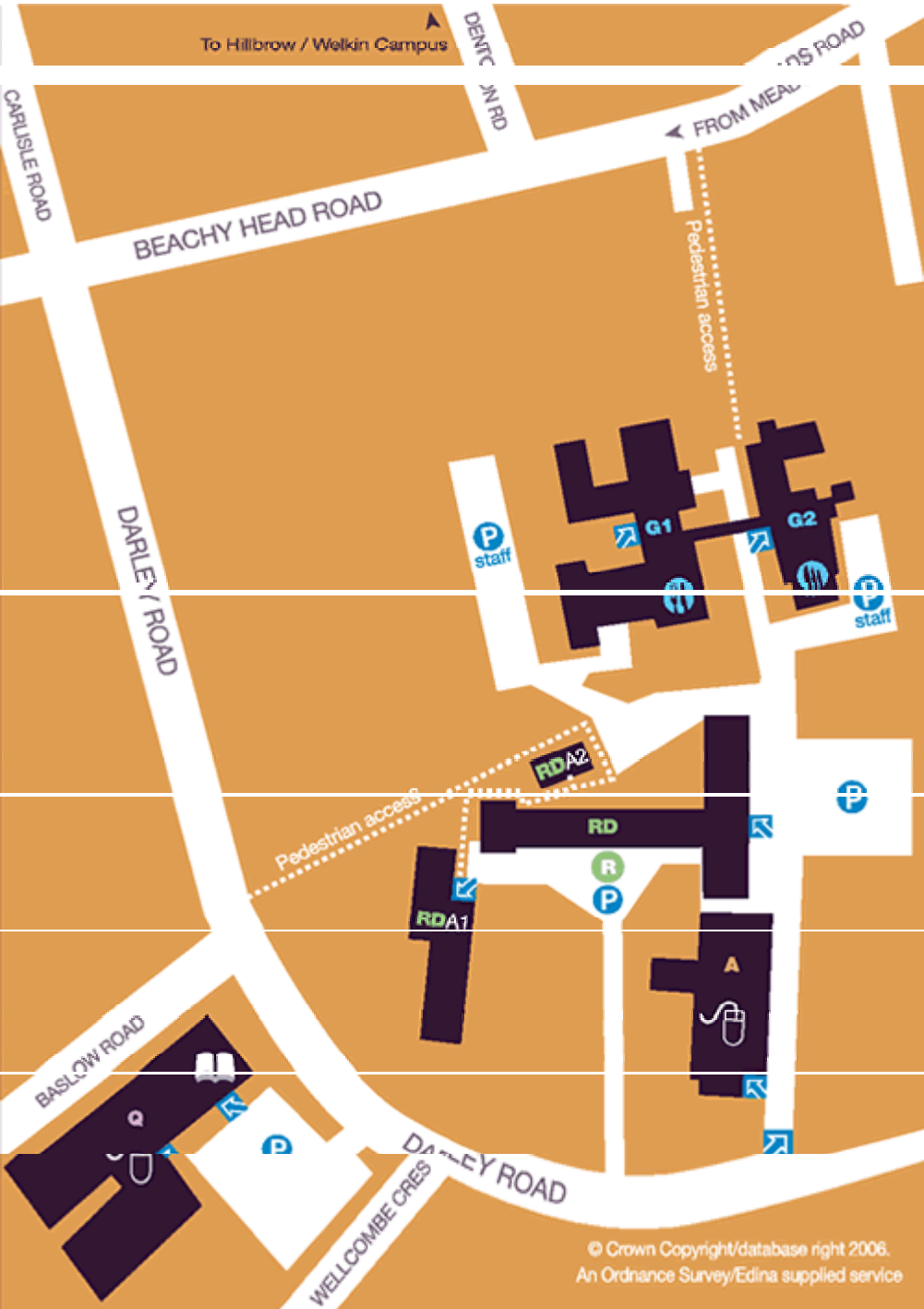
Grand Parade Site - Brighton



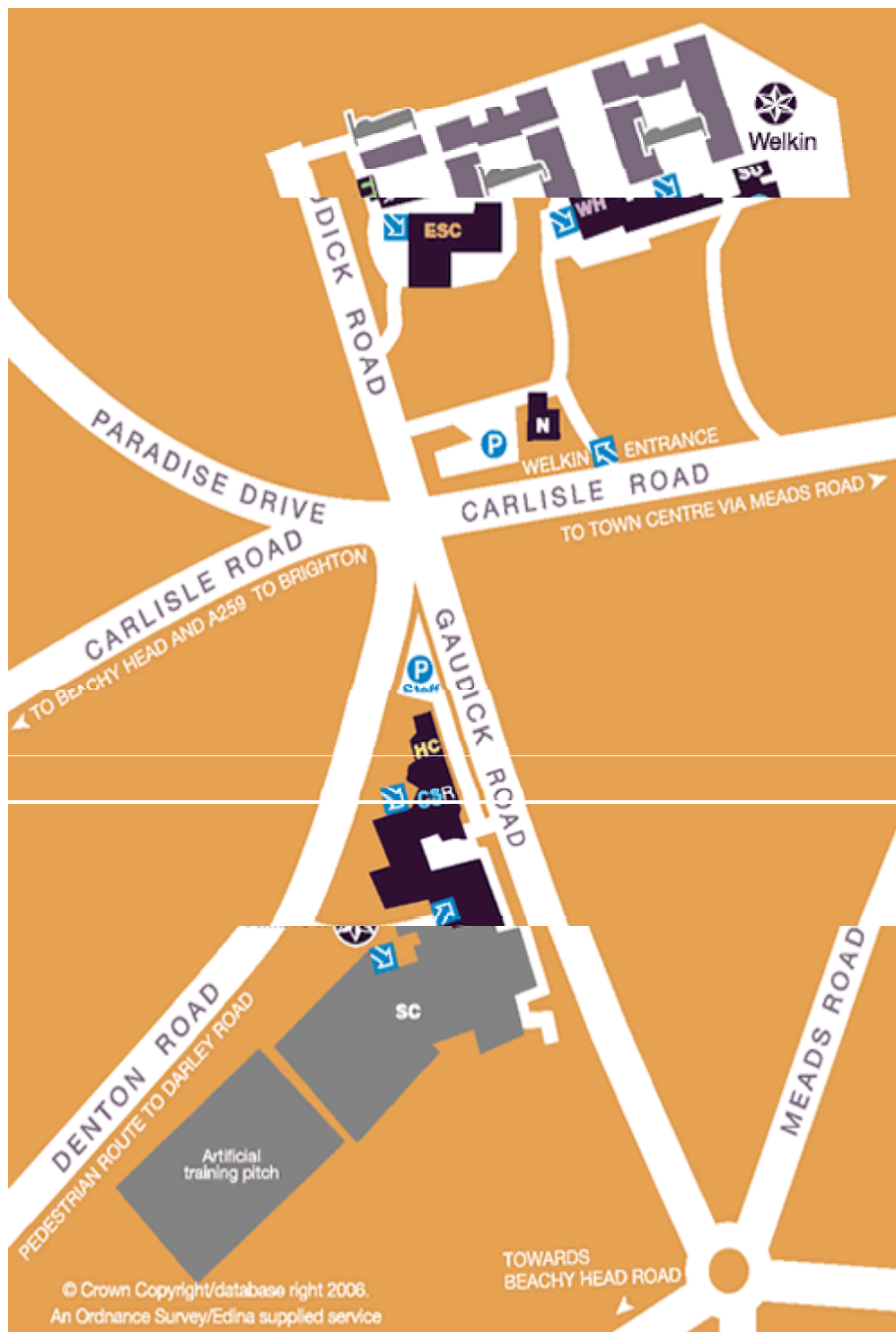
Getting to University of Brighton Eastbourne Site



Darley Road site - Eastbourne



Hillbrow and Welkin Site - Eastbourne



Car parking

The university's environmental policy encourages students, staff and visitors to use public transport or other alternatives to cars wherever possible. Parking can be a significant problem and car parks get very full. All sites are well-served by bus and train. If you wish to use any of the university's car parks you will need to get a parking sticker for your car window from the Premises Office on your site. The manager you report to will give you information. Car parking at Falmer is limited to permit holders.

1

Buses

Eastbourne station to Darley Road

Eastbourne Buses 01323 416416

Bus no.s 8, 8a every 20 minutes

Stagecoach 712 to Brighton every 15 mins, journey time 1 hour 20 mins.

Grand Parade . Moulsecoomb . Falmer

Brighton & Hove Buses 01273 886200

Bus no.s 25, 25A, 28 49A & 729 12 buses per hour

Grand Parade . Moulsecoomb only

Bus no.s as above plus 10, 24 & 49 24 buses per hour

Free Falmer/Varley mini bus

You can park at Varley and travel on to Falmer free on the minibus. It runs every 15 minutes from 08.15 to 17.45.

2

Trains

The Brighton to Hastings line stops at Moulsecoomb and Falmer sites. The Eastbourne sites are a short walk from Eastbourne station.

Places to eat

Each site has catering outlets that sell a range of hot and cold meals, snacks and beverages. A wide range of diets can be catered for.

Banks

There are banks and cash machines within easy reach of all university sites as follows:

Eastbourne Barclays & Nat West Meads village – easy walking distance

Falmer Cash machine in Westlain House

Barclays & HSBC branch offices on University of Sussex campus just across the road

Grand Parade All major banks – town centre is within easy walking distance

Moulsecoomb Barclays branch office, plus Barclays & Nat West cash machines in Cockcroft Building entrance foyer

Code of Conduct

3

For all queries on the code of conduct for staff please consult the Blue Arrow Flexible Employee Handbook which you would have been given at registration.

Smoking Policy

Smoking inside enclosed or partially enclosed areas is a criminal offence. Smoking is not allowed in any university buildings or vehicles. From 1 September 2007 smoking will only be allowed outdoors in

university grounds in specifically designated, clearly identified smoking areas. Until 1 September 2007 smokers are asked to smoke outside well away from buildings so that smoke cannot drift into buildings through openings. They are also to stay well away from stairways or pathways so that people accessing university facilities are not subjected to drifting smoke.

Health & Safety

The Health and Safety at Work Act 1974 and other associated legislation requires that you're the Manager you report to at the university gives you induction training. Some of this information you should receive on your first day. Legislation also requires that records of this induction training are kept. To ensure that you receive this information please complete the Health and Safety questionnaire at Appendix 2 with the manager you report to at the university and return it to Blue Arrow's Safety Officer, Directorate of Human Resources.

All staff and temporary workers have health and safety responsibilities. They must take reasonable care of the health and safety of themselves or anyone else that may be affected by what they do or do not do. If you identify a hazard, bring it to the attention of the manager you report to at the university

Further information is available in the *Health and Safety Policy* on 'staffcentral', the university's intranet. School/departmental health and safety policies are also available.

Dress code

The University does not seek to dictate the dress code of its employees, other than those who are provided with a uniform and/or protective clothing. However employees must ensure that their dress is appropriate for the situation in which they are working and that they present a professional image. This may reflect their ethnicity and lifestyle, but should not be provocative or cause offence to those with whom they have contact.

4

Use of equipment

Please check with the manager you report to at the university before using university equipment for non-work purposes. This includes the use of telephones for private calls, the internet and any other equipment given to you to do your work. Please note that data is collected from all telephone extensions and misuse of this system will be noted.

As a general summary, the following conduct is deemed to constitute unacceptable use of computing facilities—

- Use of an account registered to another person.
- Loan of an account to another person.
- Attempting to obtain the password of another person's username.
- Causing damage, either wilfully or through negligence, to computing equipment, systems software, programs, data or other stored information, on computing systems at the University of Brighton or those of other organisations at which a user may be temporarily located as part of his/her work or studies.
- Disclosure of any account details to a non-member of the university which could facilitate unlawful use of university computing facilities.
- Transmitting copies of confidential information outside the university without good reason.
- Bringing computer-based pornographic material into the university, either on removable media (e.g. floppy disk, ZIP disk, CD-ROM, USB storage device) or over the network. The transfer of such material over networks and its display constitutes an offence under the Obscene Publications Act 1959.
- Harassment of any member of staff or student by circulating or displaying pornographic or other offensive material.
- Using software or attaching hardware to the university's data network that enables the routing of voice conversations, and associated video, using "Voice Over IP" (VoIP) protocols without the prior

agreement of the Director of Information Services.

The following conduct is deemed to constitute unacceptable use of e-mail, newsgroups, blogs, Instant Messaging, bulletin boards and other similar electronic communication tools–

- Forging, or attempting to forge, the identity of the sender of a message or a posting.
- Using electronic communications to bully or harass, or using language which might lead to a complaint of discrimination on the grounds of sex, race or disability.
- Distribution of defamatory or other material which might lead to a claim for libel.
- The use of language likely to cause offence to the recipient.
- The conduct of correspondence which could lead to the inadvertent formation of a contract binding upon the university.

Equal Opportunity Policy

The University of Brighton is committed to creating a stimulating and supportive learning and working environment based on mutual respect and trust. We will continue to celebrate and value diversity within the community of staff and students, to promote equality of opportunity and to challenge and strive to eliminate unlawful discrimination.

All staff and students have rights and responsibilities in relation to the promotion of equality and not to discriminate unfairly either directly or indirectly against members or prospective members of the community.

Data Protection guidelines

Introduction

If your job at the university involves the collection and use of personal information about individuals, you need to be aware of the requirements for handling personal data. Any information relating to a living person and which can be identified as referring to him or her is included, whatever the format – electronic, paper, film, tape, text, still and moving image.

Sensitive personal data has a very specific meaning in terms of the Data Protection Act: information relating to race; political opinion; religious belief; trade union membership; physical or mental health; sexuality; and any criminal history. Extra care should be taken in the handling and storage of sensitive personal data.

Collection and Storage

Only information which is really necessary should be collected. Precautions should be taken to prevent any unauthorised access to personal data. Any information relating to named individuals should be handled and stored securely:

- desks or filing cabinets should be locked
- computers should be password-protected
- data storage devices containing personal information should be kept safe
- papers and files should not be left out on desks or tables
- information on computer screens should not be accessible/visible to other than authorised users
- “sensitive” data should be secure and subject to very limited access.

Personal data should not be removed from the University or stored elsewhere unless such use is recognised and authorised. Off-site security must conform to University standards as outlined above.

Disclosure

No information should be given to any third party, including parents or other relations, partners, friends, colleagues and fellow students, without permission of the member of staff or student. This includes disclosing whether or not a person works or studies at the university and whether requested by

telephone, e-mail or letter. Take the name and telephone number of the caller and refer the matter to the manager you report to at the university.

Disposal

Records must be disposed of securely through shredding or incineration to ensure no accidental disclosure to any third parties. Particular care and caution must be exercised in the reuse and disposal of computers.

Further information

Please refer any queries to the manager you report to at the university. Further information on Data Protection is available on 'staffcentral', the university's intranet.

Holiday Request Form
<u>To be Actioned by Temporary Worker</u> In advance of completing this form to request time off work, please check with your agency the amount of holiday you have accrued will cover your requirements.
<u>To be Completed by Temporary Worker</u> Date requested: Name: Temporary Post: Dates Holiday Required:
Once you have completed the above section, please forward to the manager you report to at the university for authorisation.
<u>To be Completed by the university manager</u> Manager's Name: Manager's Signed Authorisation For The Above Holiday To Be Taken:
<u>To be Actioned by Temporary Worker</u> Once the sections above are complete, forward this to your agency to calculate and pay your accrued holiday.

Blue Arrow

Health and Safety Questionnaire for temporary workers

Appendix 2

The temporary worker should complete this questionnaire with the manager s/he reports to at the university and return the form to Blue Arrow.

PLEASE PRINT

Name of new temporary worker	
Start date of new temporary worker	
School/Department	
Name of person carrying out induction training	
Date questionnaire completed	

Safety and First Aid	Blue Arrow Employee's Initials	University Manager's Initials
Health and Safety Policy explained		
Function of Safety Manual explained		
Fire and Emergency Procedures explained		
Location of Fire Fighting equipment/Fire Call Points		
Location of First Aid Equipment		
Names of nearest First Aider(s)		
Accident/Incident reporting procedures		
Name of Directorate/School Safety Advisor		
Name of Union(s) Safety Representative if applicable		
Specific safety precautions relevant to the job		
Specific health risks relevant to job eg; DSE, COSHH		
Training for specific safety/health risks arranged		
Safety hazards-general		
Use of Personal Protective Equipment if applicable		

Signature of temporary worker _____