

UNIVERSITY OF SUSSEX

TERMS AND CONDITIONS OF EMPLOYMENT FOR ITS ASSOCIATE STAFF

1. GENERAL

You will work under the general direction of the head of department or his/her nominee and must conform to the department's requirements, for example regarding attendance, discipline, equal opportunities, Health and Safety etc.

2. LOCATION

Your principal place of work is the University of Sussex campus at Falmer, Brighton. However you may be required to serve at any location used by or in association with the University of Sussex. Any change in your location will be determined following reasonable consultation with you or your representative.

3. DUTIES

As an ITS Associate member of staff you will normally fall into one (or more) of the following categories:

IT Assistant (grade 1)

The purpose of the post is to check and maintain computers, printers, AV and other IT equipment. In the course of your work you will be required to visit rooms in all areas of campus. You will undertake routine tasks under instruction from your line manager.

IT Assistant (grade 2)

Duties as described in IT Assistant above. In addition you will be expected to provide routine preventative maintenance of AV and IT equipment, assessing faults and fixing minor problems, and providing AV support to staff when requested.

IT Assistant (grade 3)

Duties as described for IT Assistant above. In addition you will carry out project based tasks. You will be required to have a good level of IT technical experience and be competent in the use of various Microsoft products, email and the internet.

IT Assistant (grade 4)

Duties as described for IT Assistant above. In addition you will lead project based tasks and be responsible for leading the team/being the senior member.

Help Desk Advisor (grade 3)

The purpose of the post is to assist and support individual staff and students to use software and hardware equipment provided by IT Services.

You will be required to communicate technical issues and information effectively and appropriately as you will provide support to both staff and students over the phone and in person. When appropriate, for problem solving and on-going issues, you will be required to liaise with application specialists for detailed information.

Help Desk Advisor (grade 4)

Duties as described in Help Desk Advisor above. In addition you will be expected to contribute in communicating information and on-going issues to colleagues and to proactively contribute to updates and amendments to information provided by IT Services. You will also have greater expertise in resolving more complex issues.

IT Assistant Trainer (grade 2)

You will be part of a training team which delivers a programme of information on technology services provided by IT Services. You will be required to assist lead trainers by welcoming attendees and handing out resources at the sessions. You will also be required to support students and staff during the practical sessions and to assist the lead trainers as required or directed by your line manager.

IT Trainer (grade 3)

You will be part of a training team which delivers a programme of information on technology services provided by IT Services. You will be required to deliver clear and accurate presentations to students and staff in information technology, as directed by your line manager.

IT Expert Trainer (grade 5)

Duties as described in IT Assistant Trainer and IT Trainer above. In addition you will be required to prepare, deliver and develop suitable training material in specialist areas.

Administrative Support (grade 3)

The purpose of this role is to support the Unit for project based tasks as required. You will be required to offer an excellent level of clerical and administrative support, be computer literate and skilled in the use of various Microsoft products, email and the internet.

The following duties apply to all posts:

You may be asked to work outside normal office hours during the day, evenings and at weekends.

You will be expected to attend training sessions and to keep abreast of IT policies and procedures following the guidelines set out by IT Services.

You may also be asked to complete other tasks commensurate with your role.

Please refer to your line manager for full details of the role.

4. HOURS OF WORK

Your working hours will be as specified by your line manager or nominee.

5. RATES OF PAYMENT

ITS Associate Staff are paid on hourly rates based on the University's single pay spine, according to the grade for the type of work you are carrying out. These are increased in line with the nationally agreed pay award and are published at <http://www.sussex.ac.uk/humanresources/documents/its-pay.pdf>.

In addition, you will be paid the statutory annual holiday entitlement, equivalent to 28 days. This will accrue during each term at the rate of 12.1% of your hourly rate, and will be paid separately after the end of each academic term. (The University will assume that you will take your holiday during the University vacation periods or during quieter periods in agreement with your line manager.)

Travelling expenses to the usual place of work are not normally payable. If you are required to travel on University business, you may be eligible to claim travelling expenses in accordance with the University's Travel Expenses scheme
<http://www.sussex.ac.uk/finance/documents/expense-form-rules-regs.pdf>.

6. METHOD OF PAYMENT

Payments for hours worked will be made by Human Resources (Payroll) upon receipt of a completed Personal Details Form, and authorisation by ITS. Payments will be made monthly in arrears by direct credit transfer into a bank or building society account.

7. CONTINUOUS SERVICE

Your continuous service date shall be the date from which you have been employed by the University without a break. For the purposes of determining continuity of service, breaks for vacation periods at Christmas, Easter and in the summer shall be ignored. Further information can be obtained from Human Resources (Personnel).

8. PROBATIONARY PERIOD

All ITS associates are subject to a three month probationary period. This is monitored within ITS.

9. NOTICE PERIODS

The appointment may be terminated at any time by notice in writing on either side, or on the part of the University by payment in lieu of notice. The length of such notice is subject to the statutory minimum period of notice as detailed below:

Length of service	Statutory notice period
Less than 2 years	1 week
At least 2 years but less than 12 years	1 week's notice for each year of continuous employment
12 years or more	12 weeks

10. PENSION

If this is your only employment with the University, you are entitled to participate in either the University's money purchase pension scheme (SGSS) (for grades 1 to 6) or the Universities' Superannuation Scheme (USS) (for grade 7). Details are available from Human Resources (Personnel).

If your ITS work is in addition to a substantive post with the University, you may be entitled to contribute to the same pension scheme for both posts. Please contact Human Resources (Payroll) for further information.

11. MATERNITY/PATERNITY/ADOPTION ENTITLEMENTS

You will be entitled to the appropriate University or statutory maternity, paternity and adoption pay and leave provisions provided you meet the eligibility criteria. Further details are available on the Human Resources family friendly pages at
<http://www.sussex.ac.uk/humanresources/personnel/familyfriendlypolicies>.

12. OTHER ABSENCES

If you are unable to attend work due to unavoidable circumstances you must notify your line manager (or nominee) or other appropriate person in advance and as soon as possible. With the exception of sickness, payment will only be due for hours actually worked.

In cases of sickness, you will be eligible for Statutory Sick Pay provided you meet the eligibility criteria. Further details are available from Human Resources (Payroll).

Absence due to sickness must be reported to your line manager (or nominee) in accordance with the University's sickness policy.

13. GRIEVANCE AND DISCIPLINE

The University's grievance, disciplinary and capability procedures will apply to this appointment and further details are available from Human Resources (Personnel). If you have a grievance relating to your employment, in the first instance you should apply in writing to the head of department or nominee for the purpose of seeking redress. If your grievance concerns the head of department then you should write to the Director of ITS.

15. APPRAISAL

Ongoing performance evaluation is carried out on a termly basis and the opportunity for an annual appraisal is given to all ITS employees.

16. SOURCE OF OTHER TERMS AND CONDITIONS

Your terms and conditions are also prescribed by collective agreements made between the University and its recognised trade unions. You are also expected to abide by University policies relating to such matters as Health and Safety, Equal Opportunities, Data Protection, Insurance, and Intellectual Property Rights.

17. VARIATION

Your contracted hours of work will be subject to variation by the University in response to changes in circumstance. Such variations will be made in consultation with you.

This contract may be varied and agreements reached as a result of national or local negotiations between the employer(s) and the recognised trade unions shall, where adopted by the University, be automatically incorporated into your contract.

*Human Resources
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