



University of Sussex Human Resources Service Statement and Standards

Introduction

The HR Division at the University of Sussex is committed to providing a range of high quality people management services to all of our stakeholders and partners - our 'customers.' Our stakeholders / partners include senior managers, eminent academics, researchers, scientists, medical staff, technicians and a wide range of professional services and other support staff. We also of course provide services to external customers, not least all of those who apply to work at our University. We also put great store on our place in the local community. We will work continuously to develop and build relationships and partnerships with local schools, Colleges and the wider community.

Our services range across six broad areas; attraction; recruitment and selection, on-boarding, development; employment; leaving – see **Appendix 1**.

We recognise that each of our partners will have their own very specific needs. We operate a number of service level 'contracts' which set out the specific standards which apply to particular areas of our University (Schools / Divisions etc). We also seek to understand the needs of specific stakeholders who may be harder to reach via normal communication methods.

This document sets out the key principles which we will apply in delivering our services and also how we will work with our partners to measure ourselves against these standards.

Human Resources Service Standards - Key Principles

We will aim to ensure our services comply with the following principles:

- We will work continuously to improve our processes and to make these simple, efficient and accessible;
- We will remember that at the end of every HR 'process' is an individual; we will endeavour at all times to provide a personalised service; we will treat each person with courtesy and respect;
- We will use different channels to provide access to our services which will include both 24/7 digital self-service access and personal face to face meetings, as appropriate;
- We will invite feedback on our services via our 3Cs policy – (comments, compliments and complaints) - and we will learn and take action in response to feedback to improve the services we offer;
- We will work with all our HR colleagues via leadership, training and example to encourage a 'customer focused' approach in all that we do;
- We will work collaboratively to ensure that we deliver joined up' and consistent services;
- • We will develop bespoke service contracts which recognise the needs and requirements of both HR and our stakeholders / partners in order to deliver optimum services. An example of one of these contracts is attached as **Appendix 4**.

Our main service standards are set out in **Appendix 2**. These will be published on our HR web site and we will give feedback on how we are performing against these standards. (These standards will be kept under review by the HR Leadership Team and may be changed periodically).

We will consult regularly with our stakeholders and partners in line with our 'customer survey plan' (**see Appendix 3**) using different channels, (formal, informal, quantitative and qualitative) so that we can respond positively to any concerns and in order to meet changing needs.

Measuring our Performance and Progress

We will develop a range of meaningful indicators / metrics by which we can measure improvements or shortfalls in delivering on these principles We will hold ourselves to account against these principles in the following way:

- We will develop and keep under review an annual customer survey plan (**see Appendix 3**);
- We will develop and maintain an annual survey or indicator by which our overall efficiency can be judged year on year;
- We will keep a simple record of how many of our key HR processes are currently fully digital / electronic and we will work to increase this year on year;
- We will make termly reports to our HR Leadership Team on the number of comments, compliments and complaints received and we will publish these on our web site along with any information on changes we have made to the way in which we deliver as a result;
- We will publish service standards / contracts as these are agreed for specific areas;
- We will ensure all HR staff receive training in the importance of customer care;
- We will keep these principles and actions under regular review so that they remain appropriate and meaningful

Comments and Feedback

If you wish to comment on this document or any aspect of our services or standards, please submit your comments to the Deputy Director of Human Resources (Business Services and Transformation), your HR Business Partner or alternatively submit your comments to HRcomments@sussex.ac.uk

Siobhan O'Reilly
Director of Human Resources

Version	Date	Author
7.0	March 2021	Matt Naish

University of Sussex – Human Resources - Summary of services across the Employee Life Cycle



1. Attraction

- Benefits
- Referrals
- Employer branding

2. Recruitment

- Advertising vacancies (Agency, external, internal, compliance with UKVI)
- Application
- Selection (shortlisting, interviews etc.)
- References
- EDI data
- HESA data
- Salary
- Right to work
- Job evaluation
- Offer and appointment
- Issuing of contract and T&Cs
- Occupational Health assessment

3. On-boarding

- Induction (department, University)
- School / Division specific induction
- Access (cards, ITS)
- Initial (mandatory) training
- Welcome sessions
- HESA coding
- DSE / Occupational Health referrals
- Transport e.g. parking vouchers

4. Development

- Personal Development Plans
- Appraisals
- 1:1s
- Training courses (external / internal)
- Additional responsibilities (e.g. acting up / stand in)
- Succession planning
- Talent pipeline

5. Employment

- Promotions
- Probation
- Secondments
- Re-grading
- Flexible working
- Pay: DPR, incremental increase, cost of living rise, payslips
- Return of information to HMRC, pension providers and other external agencies, e.g. DWP
- Pension
- Employee Relations cases (grievance, disciplinary etc.)
- Family friendly (maternity/paternity leave etc.)
- Leave (sickness, holiday)
- Fixed term contract extension
- Changes to personal data (e.g. address)

6. Leaving

- Redundancy
- Resignation
- Retirement
- Termination / dismissal
- Exit interview
- Redeployment
- Death in service



HR Division Service Standards

These standards (below) are our main service standards, by which we will measure and review our performance on an ongoing basis. Performance will be reviewed on a regular basis via reports to the Human Resources Leadership team (HRLT). In addition to these standards, specific service level agreements / contracts will be put in place with Schools and Divisions, as appropriate.

Our business address is: HR Business Services Team, Room SH 338, Sussex House, University of Sussex, Falmer, Brighton, BN1 9RH

Our main telephone number is: 01273 877769 (Internal extension: 7769)

Further contact details can be found on our HR web site contacts page.

For any comments, compliments or complaints about our service please contact a member of the team or e-mail HRcomments@sussex.ac.uk

Area of service	Standard(s)	Measures and reporting
HR Division: Out of hours services / HR Systems	Basic web based out of hours services will be available 24/7 (excepting when access is restricted for Payroll processing). This will include: <ul style="list-style-type: none"> ➤ My View ➤ On-line access to Payslips Access to HRcomments@sussex.ac.uk	We will report and record publically any periods in which the service was not available (excepting when access is restricted for Payroll processing).
HR Division: Data breaches	<ul style="list-style-type: none"> ➤ Our aim is to maintain an error rate of zero for reports to the ICO. 	Any / all data breaches will be reported immediately to HRLT and the Data Protection Manager and a record will be maintained of all breaches.
HR Division – responses to phone calls	Phone calls to the Department will be answered in under 10 seconds	Telecoms monthly Tiger report
HR Division – unanswered phone calls	Unanswered phone calls will be less than 5% of all calls to the Division	Telecoms monthly Tiger report
HR Division - Complaints	Complaints will be resolved within 10 working days (unless more complex)	Complaints log
HR Business Services:	Shortlisting packs containing applications, job description and	Breaches of the standard will be

Shortlisting	shortlisting form will be available to recruiters 2 working days after the closing date of the advertisement.	reported to HRLT on a monthly basis.
HR Business Services: New starter offers (in line with statutory obligation for a written statement of main terms to have been received by the first day of appointment.	Written employment offers will be sent to new starters 3 working days from receipt of a completed appointment form with full contact information for the preferred candidate – subject to appropriate documentation / procedures being provided / completed by Recruiting Managers – and no later than the first day of employment. Minimum turnaround for new starters is 5 working days due to RTW checks.	Breaches of the standard will be reported to HRLT on a monthly basis.
HR Business Services: Contract changes (in line with the statutory obligation for any changes to be notified in writing within 4 weeks)	Written changes to contract will be sent to employees 3 working days after receipt of fully completed documentation.	Breaches of the standard will be reported to HRLT on a monthly basis.
HR Business Services: Family friendly letters	Written changes will be sent to employees 5 working days from receipt of fully completed documents.	Breaches of the standard will be reported to HRLT on a monthly basis.
HR Business Services: Termination of Employment	Employee resignations will be acknowledged in writing 5 working days after receipt of documents.	Breaches of the standard will be reported to HRLT on a monthly basis.
HR Business Services: Employee confirmation requests	Employee confirmation requests (e.g. mortgage references, special leave requests, visa confirmation letters etc) will be sent 10 working days after receipt of the request. This timeframe will be extended if HR Business Services need to contact other agencies or retrieve information from archives.	Breaches of the standard will be reported to HRLT on a monthly basis.
Payroll: Statement of earnings	Requests for statement of earnings should be made by email to the relevant Payroll Assistant.	Breaches of the standard will be reported to HRLT on a monthly basis.

	Statements will be sent within five working days.	
Payroll: Requests for travel etc payments	Requests for funds to be paid directly into a bank account alongside salary will be acknowledged within five working days.	Breaches of the standard will be reported to HRLT on a quarterly basis.
Payroll: e-mail enquiries	All enquiries will be acknowledged within three working days and dealt with within five working days. Responses requiring a longer time period will be acknowledged and a time frame for response provided within three working days.	Breaches of the standard will be reported quarterly to HRLT.
Payroll: Overall error rate	The overall error rate for Payroll (over / under-payments) shall be < 0.5% of Payroll	Breaches of the standard will be reported quarterly to HRLT and the Director of Finance
Payroll: Payment of Salary	Salaries will be paid on the last working day of the month except December when payment is made by the last working day before the closure period.	100% (reported by exception)
Payroll: Provision of Payslips	Payslips will be available for substantive staff via My View one day before pay day. For workers on casual payroll payslips will be posted the working day before pay day.	100% (reported monthly to HRLT)
Payroll: Provision of P60s (HMRC tax document)	For substantive staff employed at the University on 5 April each year, a P60 will be provided via My View by 31 May each year.	100% (reported monthly to HRLT)
Organisational Development: Induction	100% of all new staff will have access to Learnupon within 2 weeks of commencing employment at the University.	Breaches of the standard will be reported quarterly to HRLT.
Organisational Development: Compliance E-learning	At least 60% of all staff attending OD workshops are very satisfied that all learning objectives have been met	Quarterly reports to UEG
HR International:	Requests for restricted Certificates for Sponsorship (CoS) made to the UKVI will be submitted by the 4 th of each month – approved CoS will be issued to applicant within 3 working days.	Breaches of the standard will be reported monthly to HRLT.

	<p>Requests for Certificates for Sponsorship (CoS) will be issued to applicant within 3 working days provided UKVI criteria has been met and evidenced.</p> <p>All enquiries will be acknowledged within three working days and dealt with within five working days. Responses requiring a longer time period will be acknowledged and a time frame for response provided within three working days.</p>	
Pensions: Contributions processing	USPSS, USPASS and NHS contributions will be remitted no later than 19 th of the month.	Breaches of the standard will be reported directly to HRLT.
Pensions: e-mail enquiries	All enquiries will be dealt with within five working days. Responses requiring a longer time period will be acknowledged and a time frame for response provided.	Breaches of the standard will be reported quarterly to HRLT.
Pensions: Quotation requests	Quotation requests will be completed within five working days.	Breaches of the standard will be reported quarterly to HRLT.
Area of service	Standard(s)	Measures and reporting
HR Division: Out of hours services / HR Systems	<p>Basic web based out of hours services will be available 24/7 (excepting when access is restricted for Payroll processing). This will include:</p> <ul style="list-style-type: none"> ➤ My View ➤ On-line access to Payslips <p>Access to HRcomments@sussex.ac.uk</p>	We will report and record publically any periods in which the service was not available (excepting when access is restricted for Payroll processing).

HR Customer Survey, Feedback and Consultation Plan

The Human Resources Leadership Team will review the HR Customer Survey plan on an annual basis. The survey plan sets out the programme by which we will obtain regular customer views and feedback on our services.

	T1 (Sep – Dec)	T2 Jan - April	T3 May - July	Comments
Employee exit survey	√	√	√	
Manager (panel) recruitment survey	√	√	√	
Equalities Fora / Networks		√		Will link in with existing staff fora
Participate in the annual Professional Services Survey		√		

Example Service Level Agreement / contract

PAYROLL DEPARTMENT SERVICE CHARTER

1 Introduction

The Payroll team aims to provide a timely, reliable and accurate Payroll function to the University. In this document we set out our commitment to deliver our service within timescales.

2. Our Service and Contacting Us

Opening Hours

The Payroll team are available between 9.00 am and 5.30 pm Monday to Friday. (Excludes Public Holidays and University Minimum Service Days)

Telephone

Payroll Reception: 01273 877505 (Internal extension: 7505)

Email

[Please see the staff pages for the relevant contact for your area](#)

Our Address

Payroll Office
Room SH 338
Sussex House
University of Sussex
Falmer, Brighton
BN1 9RH

3. HR Technology

Resource Link Aurora (RLA) is our integrated HR/Payroll system.

(Please note our access to RLA is restricted a certain times each month to secure the monthly payroll. Access to My View will also be restricted when the monthly payroll is being actioned. Monthly payroll deadlines are available at:
<http://www.sussex.ac.uk/humanresources/payrollandpensions/payrollandpensionsdocumentandsandforms>

4. Service Commitments

Payment of Salary

All salary and related payments will be paid on the last working day of the month, with the exception of December when the University pays on the last working day before the closure period.

Pay dates can be found on the monthly payroll deadlines section of the staff pages.

Payment of Casual Forms, Relocation Expenses and other Payments

Forms should be submitted to the Payroll office in line with the monthly payroll deadlines. All forms submitted to Payroll will be processed in time for the pay run which follows the next available processing deadline.

All forms must be completed correctly and in full to avoid payment delays. Where incorrect or incomplete forms are received the authorising manager will be contacted within five working days. The form will be treated as having been received on the day that the correct information is received.

Payslip and P60 Access

Payslips will be made available to all substantive post holders via the MyView self-service portal on the day before pay day.

Workers paid via the casual payroll will not have MyView access and will receive paper payslips via post to the address provided on their claim form. Paper payslips will be posted by the working day before pay day.

P60s will be made available for substantive staff via MyView by 31st May annually.

Requests for Statement of Earnings or Copy Payslips

Payslips can be accessed and printed from the MyView portal. Staff requiring originals can print their payslips and bring them to the Payroll Office to be stamped and signed. This will be handled as a walk in service and will be done whilst you wait.

Requests for statement of earnings should be made by email to the relevant Payroll Assistant. Statements will be sent within five working days. These will only be emailed to staff Sussex email addresses; Statements issued on requests made from non-Sussex emails will be posted within five working days.

Travel Loan Requests

Requests for funds to be paid directly into a bank account alongside salary will be acknowledged within five working days and staff will be informed of when they should expect to receive funds.

Where a cheque has been requested a cheque will be raised and made available within 20 working days. Staff will be required to collect their cheque in person and will be required to bring photographic ID upon collection.

Email and General Enquiries

All enquiries will be acknowledged within three working days and dealt with within five working days. Responses requiring a longer time period will be acknowledged and a time frame for response provided within three working days.

Termination of Employment and Leaving Arrangements

P45's for leavers will be posted by the working day before pay day in the month the employee leaves their employment.

5. Feedback

Comments and complaints about the service provided by the Payroll team should be directed to the Head of Payroll & HR Business Systems in the first instance.

Payroll Section
Human Resources
February 2021