



On-call Policy

This policy is applicable for all Professional Services staff.

The purpose of this policy is to ensure that the University meets its obligations under the Working Time regulations and Health and Safety legislation, and to consider the welfare of those staff working out of hours at the University. In addition, it is important that staff are treated fairly and consistently and with respect and understanding.

The University recognises the importance of supporting business critical services outside of core hours and that effective response and resolution is provided to matters requiring urgent attention. Therefore this policy aims to balance the needs of the individual with the operational needs of the organisation and provide a framework to ensure that the basis of these on-call arrangements and the associated allowances and payments are consistent and fair across all departments of the University.

Managers who are looking to introduce on-call and call-out arrangements in their areas should seek advice from their HR Business Partner in the first instance, to establish the contractual status and implications of the proposed arrangements and the actions required.

Scope of the policy

This Policy applies to all professional services employees across all grades, including fixed term, temporary and permanent members of staff within the University. It applies to members of staff who participate in an approved out of hours (on-call rota) or call-out arrangements to deliver business-critical services outside of core hours. It does not apply to staff who are participating in planned events outside of core business hours such as open days or graduation or for those whom it is an expectation of their role that they will work outside core hours.

The University recognises that an individual's personal or domestic situation may require understanding by their line manager. Therefore consideration for individual circumstances will be given when discussing out-of hours arrangements and on-call rotas.

Use of on-call rotas and systems

Out of Hours (On-Call) Rotas will be used where there is a need to ensure that essential University systems and services are appropriately supported outside of the core business hours.

The manager of each area will ensure that the relevant equipment required to perform the service out of hours is made available to employees who are expected to be on-call and that employees who are participating in an on-call rota possess the relevant skills to provide the service required. The On-Call rota must be agreed in advance of the work to be undertaken.

An on-call rota may be used for short periods of time to provide cover during exceptional periods e.g. when the University is closed during the extended Christmas break.

Definitions

Out of hours - on-call

An employee is on-call when, as part of an established arrangement which is approved by the line manager, they are available outside of core service hours to work as required and to physically attend the university site if the matter cannot be dealt with remotely.

For each period of on-call, the employee will receive a payment in accordance with the agreed on-call rate for the business area.

Out of hours - call-out arrangements

Call out is where an employee on-call is called upon to carry out work.

An employee will consider to have been called out, and therefore attract the relevant payment from the moment a phone call is received. This will apply whether the employee is required to leave the house to carry out the work or not.

Emergency out of hours - call-out arrangements

To address an emergency situation, irrespective of whether they are part of an established on-call rota or not, there may be occasions where staff who are not on the On-Call rota who may be asked to attend the University site, for example to attend at a major event/evacuation. An emergency is defined as a matter that requires urgent

attention before the start of the next working day.

In these circumstances, staff will also receive a call-out payment for the actual hours worked but will not receive the on-call payment.

Line manager responsibilities

Managers must ensure that:

- Rotas for “out of hours work” meet requirements of the service, and ensure that the rotas for “out of hours work” are cost effective and are kept within budget limits set by the Department
- Rotas for out-of-hours work comply with the Working Time Regulations 1998 in particular with rest periods and compensatory rest and health assessments where applicable. See further details on Guidance on Working Time Regulations.
- That departmental arrangements for on call are discussed and agreed with HR, reviewed on an annual basis and communicated clearly in writing, within the department.
- The operation of on-call schemes against service requirements are reviewed regularly to ensure that the out of hours service is being delivered in the safest and most cost effective way and take into account specific operational requirements (e.g. staff absence or vacant posts).
- Sufficient notice is given to staff of the dates and times that they are required to work on out-of hours on call rotas. At a minimum, 4 weeks notice must be given of the need to be on-call.
- Equal and fair treatment of all staff, in line with the needs of the service.
- Claims for on call and call out payment are strictly monitored and that University Policy and process for the authorisation and payments is closely followed.

Employee responsibilities

An employee who is on-call or called out must:

- Be directly contactable by telephone or email and remain in an area of mobile phone or internet connectivity at all times
- Respond to a contact communication (e.g telephone call, text, email, system alert within 15 minutes).
- Where specified by the line manager have access to a mobile device that is

connected to the internet within 30 minutes from being informed of a matter requiring attention in order to access systems and address the matter remotely.

- Remain fit and capable to carry out the duties required.
- Be able to attend at the site from home, or if not at home, within an hour travelling time to Newton Park if the matter cannot be dealt with remotely. (Acknowledging that it may take longer to travel to other sites)
- Operate within the policies and procedures of the University at all times when on-call or called to work.
- Keep other on-call employees and the on-call senior manager informed and updated of progress in dealing with an issue and escalate key decision points to the on-call senior manager as appropriate and;
- Keep the rota organiser informed of any changes to their contact details, any booked annual leave or any other circumstances preventing them from carrying out on-call duties.
- Agree to reasonable adjustments of the rota, in light of changing operational requirements such as staff absence or vacant posts

Subject to the above it is not necessary for employees to remain at their home while on-call.

Where an employee feels that due to their personal health reasons, a meeting with a manager of the same gender would be more appropriate, they should let their line manager know so that alternative arrangements can be made. NB the online Forms can be transferred to another manager for completion.

Where an employee has been absent as a result of a known disability, the line manager should explore during the return to work discussion whether there are any reasonable adjustments that can be made or if an occupational health referral may be needed.

If the line manager decides that there are ongoing issues it may be appropriate to inform the employee that they will be commencing a more formal attendance management process.

HR responsibilities

- To provide training, advice, guidance and support as necessary.
- To support line managers in undertaking reviews of the On-Call process and Policy, and review local arrangements to ensure consistent and fair practice.

Payment arrangements

Payment rates

Call out payments for all grades beneath those of Senior Manager (minimum 2 hours call out payment):

| Mon-Sat | Sunday | Bank holidays |
|----------------|---------------|----------------------|
| Time + ½ | Time x 2 | Time x 2 |

On Call Rota Payments:

Paid 0.8% of annual salary for each calendar week on call, to a maximum of no more than 1:3 weeks on call

Those on Senior Manager contracts receive no additional payment as per their contract:

To participate in an on-call rota whereby senior management share responsibility for providing emergency cover when the University closes

Claims and payment

Claims for Call out payments should be made using the University's overtime claim form.

Heads of Department will complete and submit to Payroll the On-call rota payments form for staff who are rostered to be on call.

Payments made in relation to on-call and call-out arrangements will not form part of contractual remuneration, nor will they be consolidated into base pay.

On call and Call out payments will be identified separately on payslips.

On-Call and call-out payments made under this policy are not pensionable and are subject to deductions for taxation and national insurance.

