

September 2011

Flexible working hours scheme for IST&L staff

Version 1.1

Amendments

As a result of the merger of IS&T and Library, and the resulting harmonisation of the two flexi schemes in operation, the following sections have been amended: 4.1, 4.2, 4.11, 4.13, 5.2, 5.4 (Aug 2011)

1. INTRODUCTION

- 1.1 The University supports the principle that staff should enjoy a work-life balance. The University seeks to establish a scheme that creates a mutual benefit for staff and the organisation, recognising both the operating needs of the University services, whilst at the same time allowing for a degree of flexibility in working patterns in order that staff may accommodate other commitments and interests outside work.
- 1.2 It is a fundamental requirement of the Flexitime Scheme that the efficiency of the IST&L Unit and the levels of service provided are maintained. Staff are expected to cooperate to ensure minimum staffing levels are maintained during the normal working day, including the lunch period and other breaks, to facilitate contact with internal and external customers.
- 1.3 Working within the framework of a 36 hour 15 minute week, the Flexitime scheme enables staff to organise their working hours by mutual agreement, in such a way as to allow some degree of freedom as to when they work.
- 1.4 For times, other than those fixed times where staff are scheduled to operate a service and must be present, the flexitime scheme removes the concept of lateness.

2. PRINCIPLES

- 2.1 The Flexitime Scheme will operate within a number of guiding principles as follows:
- 2.2 The Scheme applies to all IST&L staff subject to the demands of the service and management requirements. This will mean that certain posts, or groups of posts may be excluded or restricted within the scheme where attendance for the standard working day or part of the working day is imperative (for example, where staff are recruited for specific hours or shifts). However, exceptions will be limited, and the scheme will be applied as widely as possible.
- 2.3 The Scheme applies equally to part-time staff. Precise operational arrangements will need to be determined by agreement with the Head of IST&L, with advice from the Human Resources Manager to ensure a consistent application of the Scheme, irrespective of individual work patterns.
- 2.4 It is primarily the individual's responsibility to ensure that, on average, they work for the 36 hour 15 minute per week expected.
- 2.5 There will be opportunities for staff to work longer hours on some days,

subject to workload requirements, thereby accumulating credit time.

- 2.6 IS&T Managers are responsible for administering and managing the Flexitime Scheme within their own areas of responsibility.
- 2.7 For the purpose of the flexitime system the IST&L managers responsible for operational areas are: team leaders, Network and Systems Development Manager, Head of IS&T, Library Manager
- 2.8 The Scheme will operate in accordance with the Working Time Regulations which sets out a maximum weekly working time of 48 hours including overtime, and rest breaks where the working day is longer than 6 hours.
- 2.9 In respect of staff aged 16 to 18, the Regulations stipulate that there must be a minimum rest break of 30 minutes where the working day is longer than 4 hours.

3. SCHEME APPLICATION

- 3.1 The success of the Scheme depends on the common sense and goodwill of both staff and managers/supervisors. Staff will arrange their working time with due regard to their own workload and that of their team and the IST&L unit, and will be expected to avoid large fluctuations in the distribution of their hours of work.
- 3.2 It will be necessary for discussions to take place between individuals, teams and line managers to mutually agree working patterns for the team, which will facilitate satisfactory cover during standard service hours. Whilst the Scheme does not specify those times when staff must be present, it is essential for managers/team leaders and teams to work together to plan satisfactory levels of cover in order to provide an effective service. The manager/supervisor will ultimately be responsible for the efficient operation of the service.

4. SCHEME OPERATION

4.1 The Working Week

The working week of 36 hours 15 minutes will operate within a system band width of between 7:30 am to 9:15 pm, with a minimum lunch break of 30 minutes. However, this is the electronic system bandwidth only, and Teams Leaders will set the appropriate bandwidth times within their team operations to suit the needs of their service. For example, where the team bandwidth starts at 8:00am, members should NOT clock in before 8am. Time accumulated outside the team bandwidth will normally be discounted from credit hours.

4.2 Core Hours

Core hours are the times at which it is expected that staff will be in work, unless flexi leave has been agreed or there other reasons for absence. Core hours exist to enable the team leader to be able to predict and plan staffing levels. Core hours will be determined in consultation with the teams depending on the activities and rotas that need to be covered. For this reason the team core hours may be reviewed and adjusted to achieve a balance between flexibility and predictability. The core hours for each team are

10:00 am - 12:00 pm and 2:00 pm - 4:00 pm, unless there is justification otherwise from Team Leaders.

4.3 Weekend Working

At times it may be necessary for staff to work at weekends. This may be to support enrolment, to carry out scheduled maintenance or to respond to incidents and failures.

Planned weekend working must be approved in advance by the Head of IST&L. All unplanned working will be subject to review and approval after the fact and staff should be able to demonstrate a clear requirement for the hours worked.

The scheme does not extend to work or activity carried out off campus unless by agreement with the Head of IST&L..

4.4 Overtime

Staff who are required to work on a Saturday or Sunday as part of a scheduled activity e.g. Service desk, enrolment activities etc. and who are on a grade where overtime payments are allowed (below AC1/6), will be compensated at the following rates

Saturday @ 1.5 x normal time
Sunday @ 2 x normal time

Staff on senior officer grades and above (AC1/6) will be given back time at the equivalent overtime rate.

4.5 Lunch Break

All staff are entitled to and should take a lunch break during a normal working day. This should normally be within 4.5 hours of commencing work.

The minimum lunch break allowed under the scheme is 30 minutes, the maximum lunch break is 2 hours. Staff are required to clock in and out at lunch time. By default, a 1 hour lunch break is recorded if staff do not clock in and out. Retrospective amendments may be requested when staff have not had the opportunity to clock the lunch hour.

When determining lunch arrangements, the same considerations will apply in respect of ensuring and maintaining adequate levels of cover.

4.6 Accounting Period/Blocks

The scheme is based on a 4-week accounting period. The total of contracted (full time) hours, which must normally be worked in any one accounting period, is 145, subject to the provisions for carrying over credits or debits, and authorised absences.

4.7 Achieving a Balance Over a Four Week Period

At the end of a 4 week accounting period, the total hours accumulated should be no more than 159 hours, 30 minutes (i.e. 2 days in credit), and no less than 137 hours 45 minutes (i.e. 1 day in debit).

Within the accounting period it may be possible to vary the working day, subject to agreement, in order to work longer or shorter days.

4.8 Standard Time

For the purposes of crediting annual leave, sickness and other authorised absences, the following standard times will apply:

Week	36 hours 15 minutes
Day	7 hours 15 minutes
Half-day	3 hours 38 minutes

In the case of part-time staff, the standard hours credited will be determined by individual work patterns.

4.9 Accumulation of Credit Time

Accumulation of credit time will be determined by the circumstances and available workload. All hours worked within band times should be recorded as credit hours.

Staff should avoid accruing more than 11 hours credit time during a five-day period. If in exceptional circumstances this becomes necessary, the staff member should discuss this with his/her line manager.

4.10 Carry Over Allowance

The maximum number of hours to be carried over to the next accounting period is:

Credit	14 hours 30 minutes (2 days)
Debit	7 hours 15 minutes (1 day)

4.11 Credit Leave

Credit leave may be taken subject to the needs of the service and to the prior approval of the manager/supervisor. Credit leave is permitted to a maximum of 2 standard working days each accounting period.

When agreeing credit leave, managers will give first priority to staff who are working in extended hours services, including approved weekend working

Subject to agreement, time accumulated can be used by either taking half day (3 hours 37 minutes) or a complete day (7 hours 15 minutes) credit leave, or by working a shorter working day.

Where a part time staff member works less than 4 hours on any one day, this will be deemed for recording purposes to be equivalent to one day credit leave.

4.12 Debit Time

Staff are not encouraged to accumulate debit time and in any event must not carry forward a debit of more than 7 hours 15 minutes.

Any debit hours in excess of 7 hours 15 minutes at the end of the settlement period will trigger a review and discussion between the staff member and their team leader and to examine any problem and may result in time deducted from annual leave. If there are debit hours in excess of 7 hours and 15 minutes when a member of staff reaches the end of their contract, a deduction from salary will be considered.

Staff intending to take annual leave that will extend to the end of one accounting period or carry over into the next, must ensure that any debit carried forward is within the maximum allowed.

4.13 Authorised Absence

Staff are required, as far as is reasonably practicable, to arrange personal appointments at a time outside core hours. Examples of such appointments are routine visits to the dentist, doctor, optician, bank, school or a professional adviser. In an emergency or when an appointment cannot be made outside core time (e.g. a hospital appointment to see a consultant) a member of staff will normally be credited with the hours they are absent from work. Line managers will be entitled to see appointment cards when requested.

- a. Staff members absent through sickness or annual leave will be credited with their normal working day (pro rata), which for most staff will be 7 hours 15 minutes.
- b. Staff Development: full-time staff will be credited up to their normal working day; part-time staff, who work less than 7 hours 15 minutes per day, will be credited with their normal working day or the duration of the course, if the latter is greater.

5. RECORDING ARRANGEMENTS

- 5.1 To ensure the smooth operation of the Scheme, accurate records must be maintained by clocking in and out of the flexi-time recording clock and keeping personal reconciliation forms.
- 5.2 All authorised absences should also be accounted for within the system and adjustments must be verified by the team leader. In the case of uncertainty, the flexitime system administrator can provide guidance.
- 5.3 In the case of manual records, staff are responsible for accurately recording their working hours on a record sheet, and are required to note their attendance, absences, credits and debits for each day, signing to authenticate their times. At the end of each accounting period, the record should be submitted to the manager/supervisor for authorisation.

- 5.4 In the case of the electronic clocking system, staff are expected to make manual adjustments for missed clockings, holidays, flexi leave, conferences etc. using the web client, for which training will be provided. All changes will be verified and authorised by the team leader or the flexitime system administrator.

6. HEALTH AND SAFETY

- 6.1 The Flexitime Scheme takes account of the Working Time Regulations. The Regulations were adopted following recognition that working for too long, without sufficient rest periods, is damaging to workers' health. Accordingly, there are restrictions on workers' daily, nightly and weekly working hours and protection for those who are required to work beyond these limits.
- 6.2 The legislation enables employers to be fairly flexible in the organisation of working time, recognising that adjustments need to be made to reflect particular service needs. However, managers will still need to bear in mind the general duty of care they owe to staff in addition to these Regulations.
- 6.3 Managers/supervisors must also take account of health and safety factors when considering working arrangements that would involve staff working alone at the beginning or end of the band width. Where necessary appropriate risk assessment must be completed.

7. GENERAL

7.1 Transfers and Resignations

Leavers must clear credit hours before leaving; payment in lieu will not be made. Debit hours cannot be accrued during notice periods. Where debit hours have not been cleared, adjustments will be made to deduct payment from final salary.

Staff transferring between teams are allowed to carry credit or debit across to their new role. However, where staff transfer to other areas debit or credit must be cleared before leaving; payment in lieu may be considered, or agreement may be sought with the receiving department to carry over debit/credit as conventional hours.

7.2 Misuse of the Flexitime Scheme

The successful operation of the Flexitime Scheme depends on trust. Wilful misuse or abuse of the Scheme will be regarded as grounds for action under the disciplinary procedure.

Examples of abuse of the Scheme include, persistent accumulation of debit hours in excess of the maximum balance; infringement of any of the rules for operation; recording working hours or clocking-in on behalf of another staff member; falsifying records of hours; seeking to undermine the spirit of the scheme, through actions which mitigate the mutual benefit to the staff member and University.

8. REVIEW

The Human Resources Manager and the Head of IST&L will monitor and review the operation of the Flexitime Scheme.

The Scheme will be the subject to review in the first 6 months of operation and then to general review every 12 months. It may be changed by the University management should service levels fall, operational needs change or in the case of wide scale misuse of the scheme. In extreme cases it may be necessary to introduce alternative working arrangements. This will be done in partnership with staff representatives.