

HR Service Level Agreement

University of Bolton

1.0 Objective of the Agreement

The purpose of this Service Level Agreement (SLA) is to describe the key services the HR team at the University of Bolton (UoB) provide and the quality standards our stakeholders can expect from us in terms of service delivery.

This Agreement sets out:

- The services we provide to employees and Heads of School/Service;
- The overall standard which we, in HR aim to achieve in the provision of our services;
- A mechanism for resolving any problems relating to the delivery of the service.

2.0 Future reviews and amendments to this Service Level Agreement

This agreement will be reviewed regularly as part of the planning process and any changes will be based on feedback received from key stakeholders..

3.0 Objectives of the Service

Fundamentally supports the strategy of the University of Bolton and objectives of the HR department. This is achieved through gaining an understanding of the organisational needs and the provision of high-quality HR consultancy service to the UoB on people management issues (to include resourcing, development, employee relations, change management, payroll services and pensions).

4.0 Service Users

- Executive Board
- Heads of Schools and Services
- Line Managers
- Trade Unions (i.e. UCU and Unison)
- Core Staff
- New Starters
- Potential Employees
- External Organisations and Suppliers

5.0 Responsibilities – Who we are, what we do

The HR team supports the service users and provides comprehensive strategic and operational guidance and advice relating to all aspects of people management issues in order that School/Services within UoB can effectively manage their key resource – their employees.

The HR team also provides services to subsidiaries under a separate Service Level Agreement.

Chief People Officer

Chris McClelland leads the HR team. As Chief People Officer he is accountable for the development and delivery of the HR strategy and the operational HR service provided to managers and employees of the University. As a member of the University's Executive Board, he provides support and guidance (acting as Senior HR Business Partner) to his colleagues.

Mr Chris McClelland

Tel: 01204 903572, room: Z3-38

E: c.mcclelland@bolton.ac.uk

HR Business Partners

Each HR Business Partner works closely with, and proactively supports, a number of Heads of School/Services on strategic HR-related matters and organisational objectives, such as:

- Performance management
- Strategic resourcing
- Organisational design and development
- Business planning
- Change management
- Policy development

Mr Tim Pearson (Senior HR Business Partner)

Tel: 01204 903569, room: T3-16

E: t.pearson@bolton.ac.uk

Mrs Alex Jones (HR Business Partner & OD Champion)

Tel: 01204 903365, room: Z3-02

E: a.jones@bolton.ac.uk

Mrs Rose Walker (HR Business Partner (Projects))

Tel: 01204 903583, room: T3-16

E: r.walker@bolton.ac.uk

Mrs Eleanor Hanson (HR Business Partner (Job Evaluation & Academic Processes))

Tel: 01204 903583, room: Z3-02

E: e.hanson@bolton.ac.uk

Employee Experience & Resourcing Officer

Simon is responsible for the recruitment and onboarding of employees to the Faculty of Health & Wellbeing and School of Medicine, ensuring high-quality recruitment, selection and induction. Simon also provides ongoing pastoral support to employees within the Faculty/School for the duration of their employee life-cycle.

Mr Simon Booth

Tel: 01204 903503, room: T3-16

E: s.booth@bolton.ac.uk

Pensions Officer

Martin is responsible for the day-to-day management of the TPS, GMPF and USS pension schemes and deals with queries relating to pensions tax allowances, retirement and other pension matters.

Mr Martin Evans

Tel: 01204 903575, room: Z3-46

E: m.evans@bolton.ac.uk

HR Information & Systems Officer

Sara provides high quality management information, prepares and presents staff information / metrics for managers, committees and a number of external organisations. She also supports other generalist activities of the service.

Mrs Sara Williams

Tel: 01204 903576, room: Z3-46

E: s.williams@bolton.ac.uk

HR Operations Manager

Sharon manages the HR Operations team (HR Officer, HR Administrators, HR Assistant), acts as HR Business Partner to Alliance Learning, oversees employee benefits, coordinates staffing committee issues and supports the Chief People Officer on various HR projects.

Mrs Sharon Thompson

Tel: 01204 903584, room: Z3-46

E: s.thompson@bolton.ac.uk

HR Advisor

Kerry works closely with the HR Operations Manager and HR Business Partners (HRBP), to ensure that colleagues across the University are provided with proactive support and advice. She takes the lead in the effective and efficient management of a variety of employee relations case work across the University of Bolton Group, including sickness absence, disciplinary and grievance in support of the relevant HRBP. Kerry also project manages strategic internal HR initiatives as appropriate and acts as dedicated HR Business Partner for UoB Services Limited, UoB Security Limited and the Anderton Centre (under a separate agreed SLA).

Mrs Kerry Prescott

Tel: 01204 903574, room: Z3-46

E: k.prescott@bolton.ac.uk

HR Administrators

The HR Administrators have responsibility for all aspects of operational HR activity and support the HR Business Partners to provide excellent customer service to employees in our School/Services. They act as the first port of call on issues such as:

- Employment contract administration
- Recruitment
- Advice on HR policies and procedures

Mrs Emily Aspden

Tel: 01204 903568, room: Z3-46

E: e.aspden@bolton.ac.uk

Mrs Amy Harrison

Tel: 01204 903580, room: Z3-46

E: a.harrison@bolton.ac.uk

Mrs Munaza Muneeb

Tel: 01204 903570, room: Z3-46

E: m.muneeb@bolton.ac.uk

Graduate Intern

Femi works as part of the HR team via the University's Graduate Intern programme. Femi supports the HR Operations team and also works on a number of projects.

Mr Olufemi Kusimo

Tel: 01204 903579, room: Z3-46

E: o.kusimo@bolton.ac.uk

HR Assistant

Pragna works as part of the HR team, supporting both the HR Operations team and as a data assistant, supporting the HR Information & Systems Officer.

Mrs Pragna Chauhan

Tel: 01204 903571, room: Z3-46

E: p.chauhan@bolton.ac.uk

To find out which HR Business Partner or HR Administrator looks after your School/Service, please click here: [HR-Support-Allocation-01.09.2023.pdf \(bolton.ac.uk\)](#)

5.1 Service Availability

The HR team is available from 8.45 am to 5.00 pm, Monday to Friday, and respond to enquiries by email, telephone and personal contact, except for Bank Holidays and University closure days.

5.2 Service Availability

This agreement covers the HR teams' commitment to the wider University for the following areas. A detailed summary of each (to include, as appropriate, standards, turnaround times and KPI's) can be found in Appendix One:

- Employment Law advice
- Probation reviews
- Termination of fixed-term contracts
- Retirement
- Pensions
- Payroll services
- Family friendly practices
- Long term absence management
- Occupational Health
- Employee Assistance Programme (EAP)
- Change management
- ET cases
- Employee relations
- Employee concerns (grievances and discipline)
- Performance
- End to end recruitment and selection
- DBS
- Employee development

6.0 What we need from Service Users

We will treat you with respect and with courtesy at all times and ask that you do the same.

In order that your needs are met in an appropriate and timely manner, we ask that all key stakeholders provide full, accurate and timely information when contacting the HR team.

This includes, but is not limited to, communication by email whereby it is expected members of the HR team and key stakeholders adhere to the [Internal Email \(Staff to Staff\) Use Policy and General Email Guidance for Staff](#).

7.0 Service Levels/Standards

Hard copy correspondence – will be responded normally within five working days from receipt.

Personal callers – if you wish to discuss a HR issue with a member of the team, please contact the relevant key contact to arrange a convenient appointment.

Emails – will normally be responded to within three working days.

Telephone enquiries – will be answered normally within 20 seconds. If a telephone voicemail is left, we will endeavour to answer your query within two working days after receipt. Where we have to obtain further information before dealing with your query, we will give an update on progress if it takes longer than the two working days.

In order that HR can provide all stakeholders with an effective and efficient service as set out in this Service Level Agreement, we ask that stakeholders avoid chasing up outcomes to queries that are within the timescales set out.

7.1 Monitoring Success

The relevant HR Business Partner will hold monthly meetings with their respective Head of School/Service.

The HR team will carry out regular reviews of the service and delivery of the services offered to key stakeholders.

8.0 Complaints

We endeavour to minimise errors and will rectify the as soon as they are brought to our attention.

If you wish to comment on our service, in the first instance, please email us at hr@bolton.ac.uk.

The complaints procedure is as follows:

Stage 1:

For routine day-to-day issues where you have a concern, please contact your HR Business Partner in the first instance by email or telephone. Your complaint will be acknowledged and you will normally receive a response within five working days (annual leave permitting).

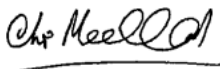
Stage 2:

If your complaint is regarding the service/actions of the HR Business Partner, or if your complaint at stage 1 has not been resolved satisfactorily, then please email the Chief People Officer, Chris McClelland (c.mcclelland@bolton.ac.uk) with full details. He will deal with the complaint as quickly as possible and you will have a response in writing, normally within five working days (annual leave permitting).

9.0 Date of Agreement

Effective from 1 April 2024

9.1 Signatories to Agreement



Mr Chris McClelland
Chief People Officer
University of Bolton

Appendix 1

Key Services	What you can expect from HR	What we can expect from you – our stakeholders	Monitoring arrangements
Employment Law Advice	<ul style="list-style-type: none"> • Take account of relevant employment law when giving advice on all HR matters • Keep all Heads informed about new developments in employment and practical application 	<ul style="list-style-type: none"> • Operate in accordance with employment law • Seek advice from HR where necessary 	Monthly meeting between HRBP and Head of School/Service
Resourcing (i.e. Recruitment & Selection)	<ul style="list-style-type: none"> • Provide advice in relation to recruitment and selection • Assist in job/role design and conducting job evaluations • Support stakeholder in completing the Online Staff Request Form (OSRF) and supporting the request before it is sent to the Staffing Committee • Agree the recruitment schedule • Approve and place advertisement in agreed media • Invite candidates • Issue contract documentation upon receipt of satisfactory pre-employment checks • Reference requests • Inform unsuccessful candidates • 	<ul style="list-style-type: none"> • Contact HR to discuss potential recruitment • Complete the OSRF, supported by relevant stakeholder and HRBP which will be sent to the Staffing Committee • Prepare job description/person specification and draft advert • Agree the recruiting schedule • Conduct shortlisting • Notify HR of candidates • Conduct selection processes and any UoB policy/procedure in accordance with best practice • Make conditional offers to successful candidates • Provide detailed feedback to unsuccessful candidates upon request 	Stonefish e-recruitment system Recruitment Policy
Probation	<ul style="list-style-type: none"> • Provide advice in relation to probationary procedure • Provide advice in respect of potential dismissal on grounds of capability 	<ul style="list-style-type: none"> • Ensure understanding of probationary procedure • Conduct probationary review meeting in line with relevant policies/procedures • Advise HR of any concerns or issues • Provide HR with all relevant documentation 	HR Probation tracker

Fixed-term Employment	<ul style="list-style-type: none"> • Provide reminders to line manger before the ending of a fixed-term contract • Provide advice upon receipt of relevant information from line manager in respect of consultation or potential dismissal process • Consult with line manager to determine whether or not the post will be extended and next steps 	<ul style="list-style-type: none"> • Inform HR whether contracts will expire or whether they will be renewed • Conduct individual consultation with relevant employees regarding the end of their fixed-term contract 	Monthly meetings between HR and Head of School/Service Fixed-term tracker
Family Friendly Practices: Maternity, Paternity, Adoption, Flexible Working, Parental Leave	<ul style="list-style-type: none"> • Advise in relation to relevant procedures • Provide information to employees regarding entitlement • Advise in relation to Health & Safety • Actively advise in relation to absence cover 	<ul style="list-style-type: none"> • Advise HR in respect of pregnancies • Highlight and discuss any issues arising from pregnancy, maternity or paternity leave • Complete risk assessments • Seek advice regarding potential contract changes 	Relevant tracker Policies HR Administrator responsible for these services in conjunction with HRBP
Retirement	<ul style="list-style-type: none"> • Provide advice regarding voluntary retirement and succession planning • Produce correspondence to employees 	<ul style="list-style-type: none"> • Ensure HR is aware of impending retirements • Provide relevant documentation to HR • Consult with those who may approaching a relevant retirement date regarding their career plans 	Monthly meeting between HR and Head of School/Service
Employee Relations	<ul style="list-style-type: none"> • Providing professional advice on relevant procedures including, but not limited to, disciplinary, grievance and performance management • Support with investigations, hearings and appeals • Attend hearings and assist with correspondence • Record cases for monitoring purposes 	<ul style="list-style-type: none"> • Ensure employees are aware of standards of conduct and performance • Keep HR informed about ongoing concerns • Report any allegations to HR and seek guidance • Management of cases with support from HR • Follow relevant procedures 	Monthly meeting between HRBP and Head of School/Service
Employment Tribunal Cases	<ul style="list-style-type: none"> • Provide legal advice and guidance • Oversee Employment Tribunal cases and notify the Registrar's Office as/when appropriate • Instruct external legal advisors where appropriate 	<ul style="list-style-type: none"> • Forward any ET1 forms to HR immediately upon receipt • Provide copies of all relevant documentation • Cooperate fully with HR and external legal advisors to defend the claim • Attend Employment Tribunal 	Monthly meeting between HRBP and Head of School/Service

Performance Review	<ul style="list-style-type: none"> • Coordinate the Performance Review cycle • Advise in relation to poor performance and how line managers may address this through both informal and formal measures • Advise in respect of potential dismissals 	<ul style="list-style-type: none"> • Ensure employees are aware of performance standards and what is expected • Ensure employees are provided with relevant support • Ensure HR are made aware of any concerns and provide relevant documentation • Management of cases with support from HR in line with relevant procedures 	iTrent Sickness Absence Report meeting with HRBP
Long Term Absence Management	<ul style="list-style-type: none"> • Proactive management of long-term sickness cases in conjunction with line managers • Timely referrals to Occupational Health prepared in conjunction with the line manager 	<ul style="list-style-type: none"> • Ensure employees are aware of notification and certification requirements • Maintain contact with employees and conduct return to work meetings • Provide HR with information to ensure the effective management of cases 	iTrent Sickness Absence Report meeting with HRBP
Organisational Change / Change Management	<ul style="list-style-type: none"> • Planning and HR advice to support the implementation of organisational change activity • Advising in respect of the business rationale, consultation requirements and HR process • Providing correspondence and documentation • Producing calculations in respect of redundancy etc. 	<ul style="list-style-type: none"> • Consult with HR at the earliest possible opportunity regarding organisational change • Produce relevant documentation including, but not limited to, the business case • Follow procedure and timelines • Consult with relevant impacted parties • Ensure the proposed changes are managed and delivered effectively 	Monthly meeting between HRBP and Head of School/Service
DBS	<ul style="list-style-type: none"> • Maintain the employee personnel file • Manage the Apprenticeship Staff Summary Record (ASSR) • Conduct DBS checks for new starters (where relevant) 	<ul style="list-style-type: none"> • Provide HR with all relevant information relating to new starters • Engage with HR to provide all relevant information including clarification on the level of DBS check required 	DBS tracker
Employee Development	<ul style="list-style-type: none"> • Provide advice in relation to employee development plans (individual and team) to include, but not limited to, potential providers 	<ul style="list-style-type: none"> • Advocate and support the development of employees • Carry out PR's and review what development is required • Discuss with employees any Succession planning issues • Carry out Performance Reviews and review talent succession discussions 	STEP programme developed by Student Experience
Pensions	<ul style="list-style-type: none"> • Provide factual information and education for all employees who are part of: TPS, USS, GMPF 	<ul style="list-style-type: none"> • Operate within accordance with Pension regulations • To direct any pensions related queries to the Pensions Officer 	Pensions Officer

	<ul style="list-style-type: none"> • Submit timely documentation to payroll 	<ul style="list-style-type: none"> • To facilitate the communication process surrounding changes to pensions processes 	
Payroll	<ul style="list-style-type: none"> • Manage the day-to-day relationship between HR and payroll 	<ul style="list-style-type: none"> • Ensure any claim forms, changes in hours etc., are confirmed to HR in a timely manner and in line with the payroll deadlines as issued by Finance on an annual basis 	HR Administrators