



Student Staff

Handbook

Welcome

Welcome to the staff team of York St John Students' Union. During your time as an employee of the Students' Union we hope to provide you with good work experience and fair treatment, as well as understanding of your academic commitments. In return we expect you to work to the best of your ability and to be honest and reliable. We hope that you will enjoy working for the Students' Union and we will try to do what we can to ensure that this is the case.

This handbook outlines your rights and responsibilities as a member of student staff at York St John Students' Union and lists a range of procedures which apply to your employment.

It should be read in conjunction with your contract of employment and any individual correspondence you receive from the Students' Union such as your letter of appointment.

Chris Bateman
Chief Executive Officer

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INTRODUCTION

Vision and Values of York St John Students' Union

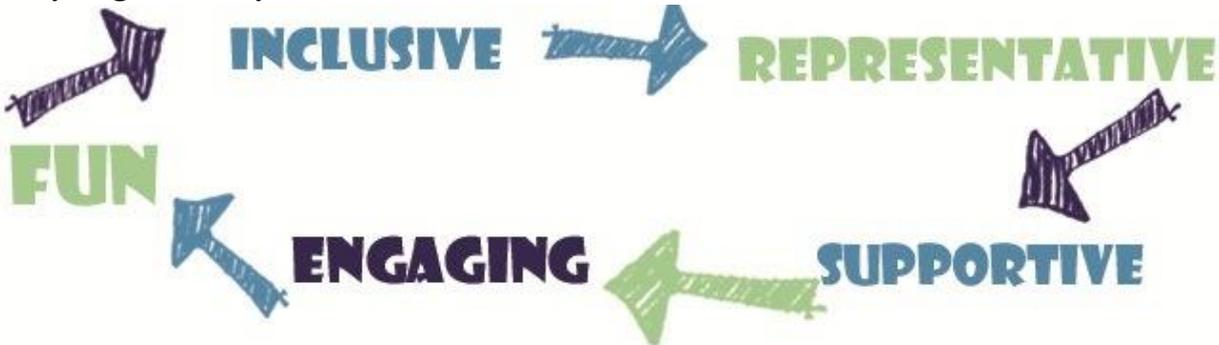
Vision

'Enabling our students to have an exceptional experience'

University can transform your life. So whatever you want to do with your time at York St John, we'll make sure you achieve it.

Values

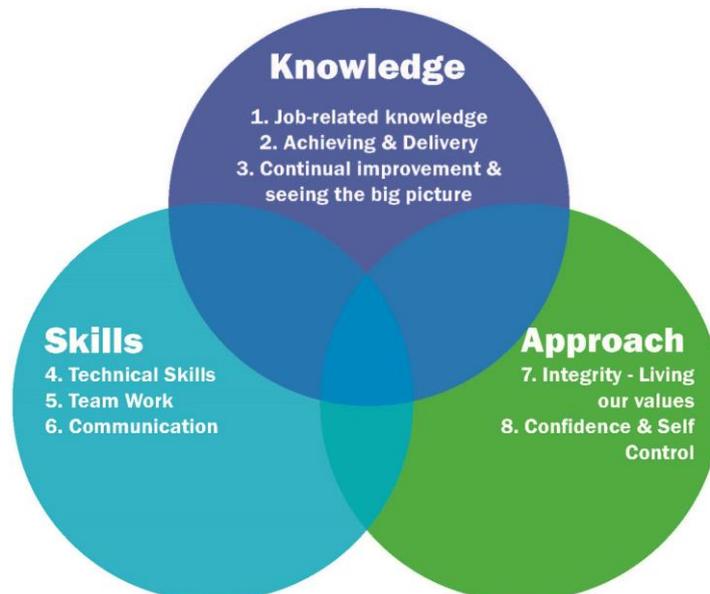
Our values guide our work, and we want you to feel part of a union that reflects these beliefs in everything we do for you.



At all times the Student's Union staff will be **INCLUSIVE** and ensure that their actions do not offend or isolate anyone; they will always be **REPRESENTATIVE** of the best interests of the members of YSJSU, as well as **ENGAGING** with our members to ensure we are **SUPPORTIVE** throughout their journey at University; finally, their job at YSJSU will be **FUN!**

Competency Framework of York St John Student's Union

Competencies are a set of behaviours that an individual must possess in order to perform to the optimum level within that role. Competencies are the skills, knowledge and values that lead to successful performance.



Competencies set out how York St John Students' Union members of staff are expected to work by putting these competencies at the core of what they do.

The Role of Student Staff

An operation such as ours clearly functions more effectively with the contribution of student staff. In return for your hard work, we can offer valuable work experience and the chance to develop a range of transferable skills that will be useful to you in securing future employment. We expect that in your time working for us your behaviour and attitude will match the values of the organisation and that you will work together with us to create a better Union for all of our students!

YOUR RIGHTS AND RESPONSIBILITIES

Conditions of Employment

Please refer to your contract of employment.

Shifts & Flexibility

The hours that you are expected to work will be mutually agreed between yourself and your Line Manager. Each area will have slightly different ways of informing staff of their hours so you should talk to your Line Manager about how the system works in your area.

We may ask you to work in different areas or on other sites. We view all Student staff as one team, with the same objectives and you should be prepared to help others wherever possible.

Occasionally your Line Manager may ask you to leave work early if there is little or no work to do. We will try to do this as fairly as possible first asking if there is anyone that would like to leave early. Similarly because of economic pressures we sometimes have to stop employing student staff altogether. You need to understand that we will do all we possibly can to keep such circumstances to a minimum but that student staff employment is not guaranteed.

We recognise that you have commitments to your academic work. If any conflicts arise, you should discuss these with your Line Manager who will try wherever possible to accommodate your needs. You should also be aware that we cannot always guarantee this and it is your responsibility to ensure you are able to juggle your commitments.

Maximum / Minimum Hours

The hours you will be required to work will be agreed between yourself and your Line Manager/Supervisor and will vary dependent on the level of work available. We will always try to allocate hours / shifts as fairly as possible, and try not to ask you to work more than 16 hours per week so your academic studies are not impacted.

Breaks

All breaks will be at the discretion of your Line Manager and dependent upon work requirements. With regards to breaks, in line with the Working Time Directive when the daily working time is six hours or more, staff is required to take a 30 minute unpaid break.

Timekeeping

Being punctual is very important to the operation of the Students' Union. If you are unable to attend for duty at the agreed time please follow the procedure below. If you frequently let us down at short notice, we will not be able to rely on you and will be unable to offer you shifts for work.

Absence from work – what you are required to do

Failure to follow this procedure may lead to disciplinary action being necessary.

You must ensure that you do the following:

- Telephone your Line Manager to inform him/her of your absence no later than half an hour later than you would normally have started work or 12pm whichever is sooner. You should call in person unless you are unable to do so. If your Line Manager is not available you should leave a message with Reception. You should tell us the nature of your illness and how long you expect to be absent.
- If you have been unable to tell your Line Manager how long you will be off sick you should continue to call in each working day you are off, following the procedure above.
- Fill in the self-certification form; this will cover any absences up to and including 7 days including Saturdays and Sundays.
- Obtain a medical certificate from your doctor for any absence over 7 days.

A Self Certification form is a form which you fill in to declare that you were unwell. It asks for the dates of your absence and details of your illness.

A medical certificate is a note provided by your GP or by the hospital if you are an in-patient, to say that you are not fit to work for a specified period of time.

Getting paid

Your hourly rate of pay is defined in your employment contract and reviewed in accordance with inflation normally in September. Wages are paid monthly directly into your bank account.

Please note

**Have you filled in a new starter form so we have your correct bank details?
If not we cannot pay you!**

Holiday Pay

With regard to your entitlement to paid leave during the course of the contract this is recognised by a payment in addition to the hourly rate, equivalent to 11% of the hourly rate. This recognises your statutory entitlement to 20 days leave per year pro rata and 8 Bank Holidays. The 11% is then derived as $28/260$ where 260 is the total number of potential working days per year. This additional amount will be shown separately on your wage slip.

International Students please note

Any offer of employment is made on the condition that you obtain the necessary work permit from the Department of Employment before your employment commences.

Involvement in Union Governance

Should you serve as a member of any Students' Union Committee (e.g. Faculty Forum), you cannot sit on any of the committees that have responsibility for staffing matters. This is to ensure that you cannot make decision directed to your employment or area of employment. This avoids issues of Conflict of Interest.

You should not raise any complaint regarding your conditions of employment, or service delivery through any channel other than the Grievance Procedure. In particular you should not discuss these matters

with elected Officers or at Faculty Forum or Senate meetings. To do so will be considered a disciplinary matter.

Grievance Procedure

Aim: The aim of this grievance procedure is to enable any member of staff to have his/her grievance heard and to seek redress as appropriate. The procedure is designed in such a way to ensure that grievances are dealt with quickly, fairly and as close as possible to the point of origin.

Scope: The procedure applies to all employees of the Students' Union. Any grievance against a named employee, which involves an alleged breach of discipline, will be investigated under the YSJSU Disciplinary Policy.

Full Grievance Procedure is available from S:\Students Union\Human Resources\People Policies\Grievance Policy; if you would like a copy of this policy, please email HR Administrator s.swiatkowski@yorks.ac.uk

Grievance Procedure

Informal Procedure

- 1 YSJSU is committed to dealing with issues affecting employees effectively, without unreasonable delay and in an atmosphere of shared trust and confidence. It is the policy of YSJSU to resolve the vast majority of grievances informally.
- 2 If an employee has any questions or a concern relating to their employment, they should refer to their line manager in the first instance so that the matter can be responded to quickly and resolved informally.

Grievance Procedure

Formal Procedure

- 1 If an employee does not consider that their concern has been dealt with effectively and resolved to their satisfaction at the informal stage, they should raise the matter formally and without unreasonable delay with their line manager.
- 2 The formal grievance must be submitted in writing clearly setting out the nature of the grievance, why it has been presented formally and what redress is sought. To ensure that all information relevant to the grievance is provided and so it can be dealt with as effectively as possible, employees are encouraged to use the Employee Formal Grievance Form attached to this Procedure.

Full copy of this policy can be seek from HR Administrator, Szczepan Swiatkowski.

Training and Development

York St John Student's Union is committed to recognising the work of its staff.

We aim to provide the training and development necessary for you to work to the best of your potential, and for our areas to operate with maximum effectiveness. You will be asked to attend training, consisting of induction, customer care, Health & Safety and job specific training, which is compulsory. Other training may be appropriate during the year. You will also be expected to take part in an annual job appraisal session where your development needs will be considered alongside any suggestions you have about how we can improve the running of the organisation.

Appearance

As a member of Students' Union staff you are the working face of the Students' Union and we expect you to be presentable and clean while you are at work. Where we provide a uniform it must be worn.

Uniforms must be covered or not be worn whilst off duty. At points throughout the year you may be asked to wear specific clothing to support campaigns being organised by the Union. Refusal to do so will be considered a disciplinary matter.

Drugs & Alcohol Policy

We have a Drugs & Alcohol policy primarily for health & safety reasons but also in consideration of staff welfare. No matter how in control we may feel after we have chosen to take drugs or alcohol we cannot deny that it does impact on our actions. This can have knock on effects on how you are able to perform in the work place. To protect you, your colleagues and our customers the Union has chosen to introduce a Drugs & Alcohol policy that makes clear that it is unacceptable to be in the workplace having partaken in or being under the influence of drugs and/or alcohol.

This policy applies to all staff who are:

- ⊙ at work
- ⊙ due on a shift
- ⊙ working split shifts
- ⊙ during lunch time/breaks
- ⊙ if you are working staff parties
- ⊙ arriving at work
- ⊙ professionally representing York St John Students' Union at an event
- ⊙ this list is not exhaustive.

If your line manager suspects that you have partaken in or are under the influence of alcohol or drugs you will be asked to leave the work place. This is a judgement call of your line manager. If you are asked to leave, your line manager may decide to invoke the Students' Union disciplinary procedure.

Off Duty

We expect our staff to act as ambassadors for the Union. Should you choose to socialise in the Students' Union you should consider the impact of your behaviour upon the reputation of the Students' Union. At any time your manager or one of the bar management team can ask you to leave the venue. If your behaviour is deemed to be deeply inappropriate you could also face disciplinary action and ultimately dismissal.

Smoking

Smoking is not permitted whilst on duty. Smoking is not allowed on campus. All staff must comply with any smoking policies currently in force.

Staff Benefits

York St John Students' Union is a great place to work. Benefits to which you are entitled include;

- ⊙ 11% pro rata paid holiday
- ⊙ working with students for the benefit of students
- ⊙ employment that is considerate of the academic demands on your time
- ⊙ working in a lively and fun environment
- ⊙ SW5 membership

Personal Possessions

You should not bring valuables to work with you, as we cannot guarantee their safety. Mobile phones should not be carried whilst on duty unless authorised by your Line Manager.

Confidentiality

Be assured that any matters you may bring to the attention of your Line Manager will be treated with absolute confidence. By the same token anything that you accidentally see or overhear relating to staff matters should be treated confidentially – taken out of context ‘information’ can cause a great deal of upset and misunderstanding. Any breaches of confidentiality will be considered a disciplinary matter.

Disciplinary Procedure

York St John Students’ Union disciplinary procedure has been compiled in accordance with the principles and standards as set out in the ACAS Code of Practice on Disciplinary Rules and Procedures. The procedure applies to all staff and aims to maintain good standards of conduct and working practices which are essential both, to the smooth running of the Students' Union and for the safety and well being of all its employees and members.

By setting out clear stages the procedure should ensure prompt, fair and consistent treatment of all employees who fail to observe the expected standards of behaviour, performance, conduct and attendance. The procedure should not be viewed primarily as a means of imposing sanctions but should be seen to emphasise and encourage improvements in individual conduct. The emphasis is to be placed on the identification and correction of problems rather than on punishment.

Line Managers have a positive role to play in encouraging employees to perform responsibly and effectively at work. It is expected that where possible the Line Manager will endeavour to resolve matters informally through day to day counselling and advice. If it is not possible to deal with matters on an informal basis, then the formal procedure will be invoked.

The formal procedure will be adopted if the required improvements are not forthcoming or if the perceived disciplinary breach is considered sufficiently serious.

Full Disciplinary Policy is available from S:\Students Union\Human Resources\People Policies\Disciplinary Policy; if you would like a copy of this policy, please email HR Administrator s.swiatkowski@yorks.ac.uk

General

The principles of this policy are to:

- Ensure fair and equal treatment, appropriate in individual circumstances in disciplinary matters for all YSJSU employees, by adhering to the principles of best practice.
- Ensure all disciplinary matters are treated as a priority and dealt with quickly and efficiently to avoid any undue stress and disruption to the student experience or services.
- Ensure a consistent, objective and sensitive approach. It is essential that those involved in using the procedure are appropriately trained to understand their rights and responsibilities and understand the serious nature of their responsibilities.
- Ensure the highest level of confidentiality at all stages of the informal and formal procedures. This will apply to verbal and written communication. Other than in exceptional circumstances only those colleagues directly involved with the investigation will be informed of the matter.
- Ensure employees have the right to be accompanied at any formal disciplinary or appeal hearing by a union representative or workplace colleague.
- Ensure arrangements are made to meet any disability-related access needs.

Stages of the Disciplinary Procedure

There are three stages to the formal disciplinary procedure;

1st Stage	-	Written Warning
2nd Stage	-	Final Warning
3rd Stage	-	Dismissal

NB: Informal warnings, advice and counselling do not constitute part of the formal procedure.

Depending on the seriousness of the breach of the disciplinary rule, or alleged misconduct the procedure may be entered into at any stage.

Misconduct

For the purposes of this disciplinary procedure, the term 'misconduct' shall include cases of:-

- smoking in non-designated areas
- unauthorised absence
- breach of health and safety regulations
- misuse of Students' Union or University facilities
- discriminatory behaviour on the grounds of sex, marital status, disability, sexual orientation, race, ethnic origin, nationality, colour, age, religious or political beliefs or socio-economic background and in line with the equal opportunities policy.
- contravention of Students' Union or University rules and/or regulations
- wilful refusal to carry out a request or instruction that doesn't contravene legislation
- Abusive or threatening behaviour
- Fighting
- The consumption of alcohol whilst on duty unless by prior consent of the relevant line manager
- This list is not exhaustive

First Stage

Written Warning

This level of warning would normally be used if conduct does not meet acceptable standards, or for repeated minor offences, where misconduct fails to improve through the informal procedure or following an informal warning. The written warning, papers relating to the investigation and disciplinary hearing will be held on file for **12 months** but disregarded for disciplinary purposes thereafter if there is no further misconduct.

Second Stage

Final Warning

This will be issued in the following circumstances:

- If the misconduct is sufficiently serious to warrant a final written warning but insufficiently serious to justify dismissal; or
- where the misconduct would usually be serious enough to warrant dismissal but mitigating circumstances are taken into account; or
- if conduct fails to improve following a previous written warning issued in the last 12 months
- Where sustained improvement in conduct is not evident after a written warning.
- The final written warning, papers relating to the investigation and disciplinary hearing will be held on file for 12 months but usually disregarded for disciplinary purposes thereafter if there is no further misconduct. The YSJSU reserves the right in exceptional circumstances and depending on the severity of the misconduct to issue a final written warning to last up to 18 months.

Dismissal can occur in one of two ways:

1. Incrementally, following a series of informal and formal warnings for misconduct. Dismissal may follow a series of breaches in conduct which has received formal warnings. The misconduct for which the warnings were given does not have to be linked. Such a dismissal would be given with the standard notice reflecting the employee's contract, either given or paid in lieu.
2. Gross misconduct – where a disciplinary panel concludes that the employee conduct amounts to gross misconduct i.e. a fundamental breach of trust of confidence which results in a breach of contract, and then they may be summarily dismissed. This would be with immediate effect (notice not given or paid in lieu).

Full copy of this policy can be seek from HR Administrator, Szczepan Swiatkowski.

Ambassadorial Role

As we have said previously, we expect our staff to act as ambassadors for the Union. We will provide you with information and support on an ongoing basis so that you know what the Union is working on for the benefit of students. In return, we hope that you will spread these messages amongst your friends and other students on your courses to ensure as many students as possible know what the Union is doing for them and how we can help them get the best from their time at University. We want you to live and breathe the values of York St John Students' Union and work for us not just because we pay you, but because you believe in what we do for our members.

Change Of Circumstances

If your circumstances change once you have started working for us, it is your responsibility to inform us of the changes.

If you have changed your address, mobile phone number or bank details please inform s.swiatkowski@yorks.ac.uk

HEALTH AND SAFETY

Your Personal Responsibilities

All Student Staff members have a responsibility for health and safety under sections 7 and 8 of the Health & Safety at Work etc Act 1974. Student staff is expected to:

- ⊙ Conduct themselves in a manner conducive to their own safety and health and the safety and health of others. This includes avoiding dangerous activities or involvement in horseplay.
- ⊙ Fulfil the objectives and spirit of the Students' Unions Health & Safety Policy to the best of their ability.
- ⊙ Adhere to health and safety rules, systems and procedures in force within the Students' Union.
- ⊙ Co-operate with the Students' Union in complying with statutory obligations and approved codes of practice.
- ⊙ Remain vigilant to safety issues when on Students' Union premises or when planning or involved with Students' Union events.
- ⊙ Use safety equipment provided in the interests of health and safety in a manner for which purpose it was intended.
- ⊙ Report any defects in plant or equipment to the relevant Line Manager.
- ⊙ Report any shortfalls in procedures or systems of work which it is believed may cause injury or ill health.

- ⊙ Report all accidents immediately whether injury has been sustained or not by completing an Accident Report Form at Reception.
- ⊙ Ensure that the highest standards of housekeeping are maintained in the workplace at all times.
- ⊙ Inform your Line Manager if taking prescription medication which may affect performance (e.g. causes drowsiness). Employees are NOT permitted to work whilst under the influence of alcohol or drugs.
- ⊙ Be in a fit state to work. If suffering from fatigue or a decreased level of alertness, employees should inform their Line Manager immediately.
- ⊙ Ensure that sufficient training has been received before attempting to use chemicals or equipment or embark on new work activities.
- ⊙ Evacuate the building immediately in the event of a fire or fire drill.
- ⊙ Be aware of emergency procedures and the location of 1st Aiders in case of an accident
- ⊙ Act as a role model to others to encourage them to act in a safe manner, avoid hazards and contribute positively to their own safety and health whilst involved in the Students' Union.

Any individual who fails to take reasonable measures to protect their health & safety and that of others or fails to comply with the general duties and procedures outlined in this document may be liable to disciplinary action.

Ethical and Environmental Considerations

All employees are required to comply with YSJSU's Environmental Policy and fully engage with ethical and environmental initiatives carried out by the Union. You can find out more information on the Ethical and Environmental work of the Students' Union by talking to Lee Sparling, Facilities Co-ordinator.

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