University of Newcastle upon Tyne

Conditions of Service for Maintenance Staff on Grades A to E

Contract of Employment
These Conditions of Service may be amended from time to time, subject to the requirements to consult and negotiate as outlined later in this document. In addition, the University has a number of Policies which affect the employment conditions for all staff, further information on these policies may be found on the Human Resources web pages or may be obtained from the Human Resources Section.

Nature of Employment
Maintenance Staff are expected to perform such duties in such locations as the University may reasonably require of them and co-operate in the pursuit of increased productivity through the use of staff performance and development reviews, staff training, and other management techniques. You may also be required to work away from the University on University Business.

Unless otherwise stipulated in their contracts of employment, Maintenance Staff are expected to undertake call-out duties outside normal working hours if so required.

Personal Record
For many reasons such as equal opportunities monitoring and National Insurance, you must provide the University with certain personal details in order to ensure the correct maintenance of your employment contract. These include, home address and telephone number, ethnic origin, nationality, and marital status. If there is a change in these details you must inform your Supervisory Officer who will inform Human Resources.

Definitions/Classification of Posts
For the purpose of issuing contracts of employment, posts are classified as follows:

"Regular" - open-ended contract.

"Temporary" - a limited period of time not exceeding twelve months, unless otherwise stated. Temporary staff includes those employed on a term only basis.

"Full-time" - work 37 hours per week, excluding meal times, unless required to remain at work during meals.

"Part-time" - work less than 37 hours per week, excluding meal times, unless required to remain at work during meals.

"Resident" - reside in University accommodation as a condition of their employment.

Supervisory Officer
The appropriate officer of the University who performs the duties and functions of an employee’s “Supervisory Officer” as described in these conditions of service, is specified in the letter of appointment for each post.
Probation
Staff are appointed on an initial probationary period of six months with the decision on probation being notified to staff before the end of the probationary period. The University may extend the probationary period and staff affected will be notified accordingly. Staff confirmed in post will not normally undergo a further probationary period upon transfer to another ancillary post at the same grade in the University. Where staff are promoted to a significantly different role, they may be required to undergo a further period of probation. Normally a transfer to another post will not be agreed until after the satisfactory completion of the probationary period. Further information on the University’s probation policy and procedures can be found on the Human Resources web pages.

Payment of Salary
Your commencing salary is specified in your appointment letter. Salaries are paid monthly in arrears on the last bank working day of the month, directly into your bank account. Your salary is part of a single pay spine which is normally increased each year by a national pay award which is normally effective from 1 August each year. The pay spine can be found on the Human Resources web pages. The University reserves the right, after consultation with Unite, to change the date of payment.

Hours of Work
The normal working hours are 37 hours per week within the limits of the working day which will be between 8:00am and 17:30pm. Except in cases where it is stipulated that employees must take their meals without leaving their posts, the normal working week is exclusive of meal breaks. Starting and finishing times for the hours of work are determined by the Supervisory Officer. Employees will be consulted about any changes to their normal hours of work. Employees wishing to leave work at times earlier than their normal finishing time must obtain the permission of their Supervisory Officer. Failure to do so may constitute a Disciplinary Offence. In special circumstances it may be necessary for the Service to require Maintenance staff to be on duty outside of the normal working hours. In all cases, other than the most exceptional, the Service will be expected to give reasonable notice to members of Maintenance staff of overtime working required.

Overtime Rates
The working of all overtime must be authorised by the Supervisory Officer.

Overtime (defined as hours worked in excess of the standard contractual hours of 37) for grades A to E will be paid at time and a half for hours worked on Monday to Saturday and double time for hours worked on Sunday.

Time off in lieu for any additional hours worked in excess of the standard contractual hours will be at plain time.

All time worked (whether overtime or not) on public holidays or University closure days will attract double time, or single time plus equivalent time off in lieu.

When a member of staff is required at short notice to work overtime which is contiguous with a normal working day, an allowance of £7.85 will be paid providing that less than eight hours warning of the requirement is given and a minimum of two hours overtime is worked. Claims for payment of the allowance should be made on the expense claim form which must be approved by the Supervisory Officer.
Call-out Allowance
An employee required to remain on call outside working hours is paid a monthly allowance. Further information on call-out is contained in a separate document.

Operational Communication
Members of staff are required as necessary to use portable communication equipment (telephone, radio, radio pagers, etc.) in the course of their employment. The equipment remains the property of and is maintained by the University. Separate notes of guidance are provided on the use of the equipment and on the provision of home telephones for members of staff on call.

Meals
Meals are not normally provided except for agreed categories of staff in the Halls of Residence who, at the time of appointment, are given the option of taking or declining to take meals.

In the case of those opting to take meals, the basic hourly rate is reduced by £0.15 (which is subject to review by the University) for all paid hours not exceeding 37 in any pay week. This arrangement cannot be changed without the consent of your Supervisory Officer. The hourly rate is not reduced for overtime hours. No reduction in the basic hourly rate is made for holidays or other periods of authorised absence from work during any complete pay week throughout which an employee is absent.

Any employee, who has declined to take meals, found taking food or beverages belonging to the University, will be liable to instant dismissal.

Residence
The annual salary for resident staff is reduced by £400 as indicated in the letter of appointment. This amount does not represent the actual value of the residential emoluments as the University, in assessing the amount, has taken into account the fact that residential staff are on call.

Resident staff provided with self-contained accommodation are required to pay a charge determined by the University, as indicated in the letter of appointment. The occupation of such accommodation is conditional upon continued employment in a residential post with the University.

Covering higher graded duties
Payment to staff in grades A to E who temporarily undertake duties of a higher graded post for a continuous period exceeding 15 working days (for part-time staff this would normally be 3 weekly cycles of work) will be a minimum of 1 increment. Once the qualifying period has been met, payment will be backdated to the start of the acting up period. This does not apply to those members of staff who are required to undertake duties of higher graded posts as part of their normal job.

Travelling Expenses
Travelling expenses are paid in accordance with University regulations for authorised journeys made while at work. Claims should be made on the official forms for this purpose which can be obtained from the Supervisory Officer who must approve the amount claimed before forwarding to the Finance Office for payment.
Late Transport
Appropriate transport arrangements may be made for staff whose work finishes after the hours of late night public transport services.

Car Allowance
Employees occupying certain posts, who are required to use their own cars regularly at work, are paid an allowance determined by the University. The allowance will be paid to members of staff who use their cars for 50 journeys or 85 miles or more per month. When staff do not qualify for the allowance in any one month, the number of journeys/miles will be rolled forward. The allowance will be paid only for the month in which the 50 journeys or 85 miles or more are accrued. All journeys and mileage will start from zero following the month in which the allowance is earned.

Sickness Absence
The University has an Occupational Sick Pay Scheme outlined in the Effective Management of Sickness Absence Procedure http://www.ncl.ac.uk/hr/leave/sickness.php. Any payment of occupational sick pay is subject to timely and accurate reporting of absence. Failure to comply with the procedure could result in pay being withheld. Staff may be required to attend Occupational Health at the request of management.

Leave of Absence/special Leave
Auxiliary Forces
Service training with the Auxiliary Forces must be taken as part of normal holiday entitlement, but applications for additional leave may be made through the Supervisory Officer.

Such additional leave of absence, not exceeding one week, may be granted with or without pay to regular full-time staff at the discretion of the relevant Head of Service. The University may ask for the postponement or cancellation of service training when this is inconvenient to the working of the Service.

Jury Service or Court Appearance as a Witness
When called for Jury service, or to appear as a witness, you should obtain from the Payroll & Pensions Section of the Finance Office details of the deduction in pay to be made, which will be equal to the amount reclaimable in respect of that service.

Trade Union Business
Leave of absence, with or without pay, may be granted at the discretion of the University following opinion received from the relevant Supervisory Officer, to enable a member of staff, on the recommendation of Unite, to attend a Trade Union conference or meeting. All requests for paid leave of absence must be made via the Union Office, local or regional. All responses to such requests will be submitted to that office.

Special Leave
During authorised absence in special circumstances, and in accordance with the Special Leave Policy, payment of wages may be made at the discretion of the University.

Maternity
The University’s maternity provisions can be found on the HR web pages, or may be obtained from the HR Section.
Paternity Leave
The University’s paternity provisions can be found on the HR web pages, or may be obtained from the HR Section.

Parental Leave
The University’s parental leave provisions can be found on the HR web pages, or may be obtained from the HR Section.

Holidays
The University holiday year is 1st October to 30 September inclusive. Holiday entitlement, which is not normally cumulative, is 37 days pa (including 25 days annual leave, 4 University fixed closure days and 8 fixed public holidays). For staff with more than 5 years’ service holiday entitlement is 39 days pa (including 27 days annual leave, 4 University fixed closure days and 8 fixed public holidays). It is expected that the 4 University fixed closure days will fall during the Christmas/New Year period. By negotiation, a Supervisory Officer may arrange for these four closure days and any public holidays to be transferred from the actual days upon which they fall to other dates.

Public holidays and University fixed days will be applied pro rata to staff working on a part-time basis.

Holidays will be taken at any time in each holiday year as agreed with the Supervisory Officer and will be subject to the needs of the University but it is expected that permission will not be withheld unreasonably taking into account all the factors involved, both personal and organisational. Members of staff who are also members of Voluntary Services such as the Territorial Army and attend camp for a week or more are given one extra week's paid holiday in any one holiday year provided that, for the second week of a camp, they take one week of their normal annual leave allowance.

The maximum number of days that can be carried forward from one holiday year to the next will be limited to 5 days to be taken by 31 December in the new holiday year. Provision will be made for the following exceptional circumstances:

a. Accrued holiday untaken due to operational need (as agreed with the manager).

b. Holiday accrued, by prior agreement with the manager, for exceptional holiday arrangements e.g. round the world trip.

c. Where sickness absence has prevented the member of staff from taking at least 28 days holiday (including public holidays and closure days) the balance may be carried forward and should be taken immediately on return to work either as part of a phased return to work or at a time to be agreed by your manager.

d. In circumstances where a member of staff returns to work after long term sickness absence prior to the end of the holiday year e.g. a return to work in August and has not taken or still has a large proportion of statutory holiday entitlement for that holiday year outstanding, they must, if requested to do so, take their statutory holiday before the end of the holiday year.
In the event of your leaving the University's employment, the University does not normally make payment in lieu of outstanding holiday entitlement and you will therefore be required to take any annual leave to which you may be entitled before your date of leaving. Annual leave (or exceptionally, payment in lieu) is calculated proportionately for each calendar month of service completed in the holiday year.

**Grading of Posts**  
The grade of your job is set out in your appointment letter. Jobs are graded under the University’s single job evaluation policy and procedure. Further details are available from the Human Resources Section and are available on the Human Resources web pages.

**Trade Unions and Negotiating Machinery**  
The University acknowledges the right of each individual member of staff to decide whether or not they wish to become or to remain a member of an independent Trade Union. Those who are members of an independent Trade Union may take part in the activities of that Trade Union outside their working hours or, with the consent of their Supervisory Officer, which may be given only in accordance with arrangements agreed between the University and the Trade Union, during working hours. Participation in the activities of the Trade Union includes the right to seek and to hold office.

The University Council has set up Negotiating Committees responsible for negotiating with the Unions (Unite in the case of the Maintenance staff) on conditions of service other than those negotiated nationally.

The Negotiating Committee may appoint Sub-Committees for detailed negotiations and refer to the University Council any proposal for agreement on changes in conditions of service. Subject to this proviso, however, it has full authority to conclude agreements on behalf of the University.

**Leaving University Service**  
A member of the Maintenance Staff wishing to terminate their employment should advise the Supervisory Officer by completing the Leaver’s Form for Operational and Maintenance Staff which can be found at [http://www.ncl.ac.uk/hr/policy/leaving/index.php](http://www.ncl.ac.uk/hr/policy/leaving/index.php).

Employment may be terminated by the employee giving four weeks’ notice by completing the Leaver’s Form for Operational & Maintenance Staff or by the University giving notice in writing in accordance with the following scale:

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<thead>
<tr>
<th>Length of Service</th>
<th>Length of Notice</th>
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<tr>
<td>Less than 5 years</td>
<td>4 weeks</td>
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<tr>
<td>5 years or more but less than 6 years</td>
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<td>6 years or more but less than 7 years</td>
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<td>7 years or more but less than 8 years</td>
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<td>12 years or more</td>
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In cases of misconduct an employee may be dismissed summarily and without notice.
Retirement
The University does not operate a fixed retirement age for its employees. Retirement plans should be discussed in the context of the regular Performance Development Reviews but employment will normally terminate after the appropriate notice has been given by the employee. Further information and guidance on pensions and the possible options around retirement is available on the Human Resources web or from the Payroll & Pensions Section (Finance) or Human Resources Section.

Pension Scheme (Retirement Benefits Plan 1971)
The University operates an Occupational Pension Scheme for non-academic members of staff. The University encourages eligible members of staff to join the Scheme, further details of which may be obtained from the Payroll & Pensions Section of the Finance Office, or from the Human Resources web pages.

Health & Safety
Section 2(3) of the Health and Safety at Work Etc. Act 1974 requires the University to bring to the notice of all its employees written statements of general policy with respect to their health and safety at work, and of the organisation and arrangements for carrying out the policy. These statements are given in the Health and Safety booklet enclosed with your letter of appointment.

Health
The University reserves the right to have any member of staff medically examined by the University’s Occupational Health Doctor either before or at any time during their period of employment. The purpose of such an examination is to ensure not only than an employee is fit to do his or her work but that the duties involved do not present a hazard to the employee’s health. This requires knowledge of circumstances which may not be available to the employee’s own doctor.

Staff who undertake regular night work will be given the opportunity to have regular assessment. The purpose of which is to ensure such work is not detrimental to health. Where an assessment indicates night work is a potential risk to health, suitable day work will be offered providing such vacancies exist.

Staff who handle or serve food must report immediately to their Head of Section any septic skin condition or other malady which might be a source of infection.

Staff who contract or come into contact with an infectious disease must take all necessary and reasonable precautions to prevent the spread of infection. You must report this immediately to your Supervisory Officer who will seek advice from the University Occupational Health Service (UOHS).

Staff working in medical Services, with animals, and in areas concerned with microbiology, are offered the opportunity of taking preventive immunisation considered appropriate on medical advice. Further information will be provided by the Head of Section on request. Staff who sustain any injury at work, however slight, must inform their Head of Section who may require them to receive medical attention. The University Occupational Health Service is available during normal working hours to staff taken ill or injured while at work and can be contacted on 2227344 (when the team are out of the office please leave a message on the answerphone) or via Human Resources.

Outside the above hours the RVI casualty or public emergency services should be used.
Safety
Each employee should read the statement on General Safety Arrangements in the booklet enclosed with your letter of appointment and must follow its requirements. In particular all fire precautions must be strictly observed and employees should always know the whereabouts of the following at their place/s of work:-
(1) The nearest fire alarm point;
(2) The nearest telephone;
(3) The nearest fire exits;
(4) The nearest assembly point.
If an employee discovers a fire, he or she must immediately raise the alarm. Any fire, however small, must be reported to the Head of Section who must also be advised whenever an extinguisher is used or damaged.

All employees must make sure that their working areas are free from accident hazards. If protective clothing is provided, this must be worn.

If an employee has the slightest suspicion that something is unsafe, this should be brought to the notice of the Head of Section or Service Safety Officer.

Protective Clothing
Protective clothing and footwear as required by safety regulations is provided by the University. Such clothing must be worn on duty as required by the Supervisory Officer and it remains the property of, and is maintained by, the University. Employees are expected to report the need for replacement. Staff may be held responsible for the cost of any clothing which has to be replaced because of their neglect. Further information on protective clothing is given in a separate administrative procedure.

General Rules
The University accepts no responsibility for loss or damage to an employee's clothing or effects.

Private trading, betting and gambling on the premises of the University is strictly prohibited.

Personal telephone calls should not normally be made or received during working hours. Mobile telephones should be switched off whilst at work. When essential private calls have to be made on a University telephone, where a call-box is not available, the fact that they are private calls must be declared to the operator in advance so that the necessary charges can be made. Only incoming messages of an emergency nature are acceptable for passing on to employees.

Personal correspondence should not be sent to an employee at the University's address unless resident in the University.

Printed matter, posters, or notices of any kind must not be distributed or exhibited on University premises without prior permission from their Supervisory Officer in writing. The collection of subscriptions or donations other than those of a personal nature (e.g. weddings and retirements) on University premises is not permitted except on the authority of the Supervisory Officer.
Employees are not permitted to bring alcoholic drink to their place of work. Any employee under the influence of alcoholic drink will not be allowed on or permitted to remain on University premises and will be liable to disciplinary action which may lead to dismissal.

**Grievances**
It is important that any member of staff with a grievance raises it first with their immediate supervisor so that they have an opportunity to investigate the matter and resolve it informally wherever possible.

When an individual member of staff has a grievance which cannot be settled through an immediate supervisor, it should be raised directly by the employee with the Supervisory Officer. At this and subsequent stages the employee may, if they wish, arrange to be represented by Unite or a colleague.

If the matter cannot be resolved satisfactorily, then it may be referred to the Director of Estate Support Service (Director of Accommodation and Hospitality Services for staff employed at Halls of Residence) either by the employee or the Supervisory Officer.

If the matter is not resolved, the employee may in writing for the grievance to be heard by a panel of three adjudicators nominated by Staff Committee which shall also nominate one of the panel to act as chairperson. The decision of the panel is final.

Where a number of staff have a common grievance it shall be dealt with, as far as possible, under the above procedures. However, it may be necessary to consider collective issues at a meeting of the Joint Negotiating Committee.

**Discipline**
The disciplinary procedures for Maintenance Staff can be found on the Human Resources web pages, or may be obtained from the Human Resources Section.

**Car Parking**
Due to the limited space available for this purpose, the parking of cars on the premises of the University is strictly controlled. Applications for a permit to park within the teaching precinct of the University must be made to the Secretary/Clerk - Car Parking, Customer Services Office, and Estate Support Service from whom the necessary application form can be obtained. An annual charge is made for a parking permit.

Applications for permission to park on any other part of the University's premises should be made to the Head of Service concerned with that part of the premises.

The University does not accept any liability for the loss of, or from or damage to any vehicle parked on its premises.

**Data Protection**
The University is subject to the provisions of GDPR. As a member of staff you are required to comply with the Act and follow the University [HR privacy notice](#) in relation to any personal data to which you may have access during your employment with the University.
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<th><strong>Effective Date</strong></th>
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<tr>
<td><strong>Approval</strong></td>
<td>19 July 2011</td>
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<tr>
<td><strong>Policy/Procedure Owner</strong></td>
<td>Garry Coupland</td>
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| **Last Reviewed** | 05 June 2018 – To update GDPR and HR Privacy Notice  
26 July 2016 - To update sickness absence  
April 2013 |