

**GOLDSMITHS
University of London**

Human Resources Department

**Service Level
Descriptions**

Employee Relations

The Objective of the Service

To ensure that throughout Goldsmiths we have the machinery, the policies, procedures and behaviours to maintain employee relations at a level which will enable Goldsmiths:

- To achieve its objectives
- Provide equitable and efficient means of resolving differences, disputes and disciplinary and grievance issues.
- Ensure that all staff are dealt with promptly and fairly with due regard to current legislation and good practice.

HUMAN RESOURCES WILL:

- Lead the development, agenda and servicing of the JNCC, consultative meetings and other forums for staff consultation and negotiation
- Advise unions of matters concerning their members
- Ensure adherence to national and local agreements where applicable
- Consult and negotiate with unions as appropriate and when required by legislation or local agreement
- Maintain regular liaison with staff representatives
- Maintain professional relationships with locally elected and full-time officials

In respect of disciplinary/grievance cases:

- Discuss and offer guidance/support on discipline and grievance problems, in order to establish the action required
- Advise on Goldsmiths' procedures and relevant legislation
- Undertake or arrange for disciplinary investigation as appropriate
- Make administrative arrangements for and service disciplinary and grievance hearings as appropriate

In respect of absence cases:

- Investigate sickness absence issues
- Advise heads of department on dealing with absences, particularly sickness absence
- Arrange for referrals for staff to occupational health
- Act as the focal point for information flow from the individual
- Occupational health and the head of department
- Monitor member of staff's progress once referred
- Facilitate ill health retirements, variation to contracts of employment and/or return to work with member of staff and department

WHAT WE NEED FROM STAKEHOLDERS, ESPECIALLY HEADS OF DEPARTMENT**In respect of disciplinary and grievance cases:**

- that staff are clearly aware of the standard of conduct and performance expected of them
- identify at the earliest possible stage any problems with performance in order that HR can advise where necessary on how to tackle the issues
- that any incidents should be reported to HR on the day they happen or the following working day at the latest
- guidance should be sought before trying to deal with a particular problem

- if a full investigation is required, it should be undertaken promptly and professionally
- details of pertinent information and witnesses, where applicable, should be properly gathered and notified
- all correspondence should be cleared with HR before being sent to the individual
- disciplinary/grievance hearings should be carried out within the time scale indicated in the terms and conditions of employment

In respect of absence cases:

- Ensure all staff are aware of the reporting procedures for both annual leave and sickness absence
- Record sickness absences for all categories of staff and monitor the information
- Notify sickness absences
- Highlight individuals with irregular attendance records and seek advice on how to deal with this type of problem
- Adopt a flexible approach to changing a member of staff's terms and condition following serious illness or disability

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