

**The 10 Things Business Support Staff Need to Know When Working at Heart of Worcestershire College**

Here are ten *essential* pieces of information to help you navigate your way through your first few weeks and months in College.

**1. Pay**

You’ll be paid your salary by BACS directly into your bank or building society account.

Once you have set up your IT account (please see point 3 below) you will need to log on to the College portal and select the HR-Portal tile. You will be asked to log in again. Then select the ‘My details’ tile. Here you will be required to enter your bank account details for the payment of your salary, along with your next of kin details. Any future changes to this information should also be made using this facility.

<https://portal.howcollege.ac.uk/default.aspx>

1. For hourly paid the pay date is 25th of each month, unless this falls on a bank holiday or a weekend. You will be paid the last working day before the 25th.
2. For all other staff will be paid on the 28th of the month - unless this falls on a bank holiday or a weekend. You will be paid the last working day before the 28th.
3. If you’re paid by timesheet you’re always paid a month in arrears. Timesheets are available on the staff intranet to download and print. Completed timesheets must be passed to your line Manager to be authorised. In order to be paid, authorized timesheets need to be with Payroll:

On the day you’re paid, you’ll be able to view your payslip on the HR portal. If you’re accessing your payslip at work in an open environment please lock your screen/log yourself back out so your private information can’t be accessed by others and please exercise caution if printing off your payslips in open areas.

**2. Hours of Work**

The normal hours of work for full time, all year staff are 37 hours per week. The working times are 8.30am to 5pm, with an early finish of 4.30pm on a Friday. There is a 1 hour unpaid lunch break each day.

**3. Computer Login and Appropriate use of IT equipment**

All staff need to contact the IT department on 01905 743474 or ext 3474 for an IT account and log-in details.

The College has multiple ‘computer misuse’ monitoring solutions to ensure that we comply the Counter Terrorism Act 2015 and monitor and act upon inappropriate use of college equipment.

We have web filters that monitor all inbound and outbound traffic made via the College’s Internet connections. These filters also block access to certain inappropriate websites and reports are generated on ‘hits’ on the blocked sites.

College computers, including equipment issued by the College, have a piece of software installed on them that monitors what words and phrases are being typed. Certain words and phrases will trigger the E-safe software and reports will be received by the Safeguarding lead for the College. These will be acted upon accordingly.

The software also monitors viewing of inappropriate images or video.

If the computer is not attached to the Internet at the time of the incident, all captured information is encrypted, stored and sent for analysis once a connection is re-established. **THIS DOES NOT HAVE TO BE THE COLLEGE’S NETWORK. IT WILL HAPPEN VIA ANY INTERNET CONNECTION**

**4. Staff badges**

You’ll need your badge to enter any ‘Staff Only’ areas of the College that are security protected and your staff badge must be worn at all times and be visible. You can obtain your badge, which also gives you access to the printing and photocopier, from any of the Learning Resource Centres.

**5. Parking Permits**

1. For staff working in Redditch or Bromsgrove - if you park your car in a College car park you’ll need to have a parking permit displayed in your car windscreen.  You can apply for a parking permit by contacting the HR Department at [HR@howcollege.ac.uk](mailto:HR@howcollege.ac.uk).
2. For essential car users working in Worcester or Malvern – shared car parking spaces are allocated by your department according to need.

**6. Policies and Procedures**

All of the Colleges Policies and Procedures can be found on the Intranet.

To access these documents you need to go into the ‘Staff Only’ area of the Intranet and into ‘Policies and Procedures’. This area contains all the information you may need to know in relation to many areas of the College, so it’s a really good place to look if you aren’t sure about something or require further information. If you can’t find what you are looking for or want to discuss a policy or procedure in more detail you can contact the HR Department.

**7. Sick Absence**

**First day of absence**

If you are too poorly to come to work you should telephone as soon after 08:30 hours as possible and speak to your line manager or Absence Recorder and advise about the reason for your absence, the length of time you expect to be absent, what meetings/teaching commitments you have in that period and if you have any student work at home. This information is needed to help colleagues who will be involved in planning cover.

If you’re off work for up to seven days (including Saturday and Sunday) due to illness, you are required to complete a Self-Certification Form which you can get from line manager. This form should be signed by your line manager and passed on to the person within your work area who is responsible for processing the weekly absence return.

**Eighth day of absence**

If you’re still too poorly to go to work on the eighth day of absence (including Saturday and Sunday), you are required to supply a doctor’s medical certificate. Your doctor’s note must cover every single day of absence following the initial seven days self-certification. These certificates should be forwarded to your line manager.

**8. Professional Code of Standards for Staff and GDPR**

You’ll have received a copy of the ‘Professional Code of Standards for Staff’ with your contract of employment. The code has been put in place to assist staff in meeting the needs of our students through achieving a high quality service. The code contains general guidance on how employees are expected to conduct themselves and also gives guidance in specific circumstances. It covers everything from Personal conduct and relationships to acceptable dress code.

It is your responsibility to read the code and to behave in a professional manner at all times.

All staff are to conduct the duties of their job description in accordance with the principles of GDPR. For more information please visit the College portal

**9. Probationary Period**

All newly appointed staff are required successfully to complete a probationary period and yours will be 6 months. Please note that some Business Support staff have responsibility for delivery learning and therefore they will have a 9 month probationary period. This will be confirmed in your offer letter.

From your first day in College, you’ll be given a work buddy as a guide, advisor and provider of support to help you settle in.

In your probationary period you’ll have 3 probation review meetings with your line manager to discuss your progress and any relevant support and guidance you might need.

When you have successfully completed your probationary period and attended the Staff Induction Programme (a teaching and learning induction sessions if you deliver learning) and the mandatory training courses, HR will confirm in writing to you that you have been transferred onto the permanent establishment.

The normal appraisal procedure will then start.

**10. Annual leave**

The annual leave year runs from 1 August through to the 31 July each year.

Business support staff have an annual leave entitlement of 25 days (pro rata), raising to 30 days (pro rata) after 2 years of completed service.

Please note that only in exceptional circumstances, with your Directors permission, will staff be able to take more than 3 consecutive weeks of leave in any leave year.