

STAFF HANDBOOK

OPERATE SURREY

Revised June 2023

Version	Reason for review	Date
1.0	Full review	June 2023
1.0	Minor amends: <ul style="list-style-type: none">- Refreshed logo and format- Addition of Financial Regulations to Clause 23- Operate leave updated	July 2025

1. INTRODUCTION

- (a) This Handbook details terms and conditions of employment for all staff employed by Operate Surrey and should be read in conjunction with the portfolio of University of Surrey employment policies and procedures, which are available on the Human Resources (HR) Website. These policies and procedures do not form part of employees' terms and conditions.

- (b) Operate Surrey has a general duty, as a public authority as defined by the Equality Act 2010, to advance equality. It has three aims: (i) eliminate discrimination, harassment and victimisation; (ii) advance equality of opportunity; and (iii) foster good relations between persons who share a protected characteristic and those who do not. The Act requires the University to have 'due regard' through these aims throughout its functions and across all protected characteristics. All staff members share a part of this responsibility and are required to maintain a positive duty in complying with the equality legislation.

2. HEALTH AND SAFETY

- (a) Operate Surrey is committed to excellence in health and safety performance and to meeting its duties of care to the health, safety and well-being of its employees and students, as well as others, including visitors, who may be affected by Operate Surrey activities.

- (b) All new employees will receive information covering general health and safety practices relating to Operate Surrey and are to be advised of specific practices within their own work area. Employees have a responsibility to familiarise themselves with the University's Health and Safety Procedure and with any health and/or safety procedures that apply to them in their area of work. This particularly applies to emergency evacuation procedures and those related to reporting an incident at work.

- (c) All appointments are subject to compliance with the University of Surrey's Health & Safety procedures and standards, and the relevant arrangements for specific areas or activities including the requirements to take care for their own health and safety, to take due consideration for the health and safety of others and not interfere with or misuse facilities that are there in the interests of health and safety.

3. REPORTING LINE

- (a) All employees are responsible to a designated Line Manager for the proper performance of their duties; however, on occasion their Line Manager has the discretion to delegate this responsibility to another senior colleague if appropriate.
- (b) An outline of each employee's anticipated duties and responsibilities within the Faculty or Central Department is contained within their Job Purpose/Role Profile.

4. STARTING & LEAVING DATES

- (a) An employee's starting date will usually be the first day on which they start work regardless of when the first day of the month falls.
- (b) Conversely, an employee's last day of service will normally be the Sunday of the week in which their last day of work falls. Variations may apply for those where the contract is funded externally or where the employee leaves mid-week.
- (c) An employee's last day should be agreed with their Line Manager, with advice from the HR Representative where necessary.

5. HOURS OF DUTY

- (a) The normal working week for all staff (except Professors, Readers, Senior Lecturers, Lecturers A and B) will be an average of 36 hours. Local arrangements may be agreed to allow this to be 37 hours in semester time and 35 hours in non-Semester time, but in all cases the best interests of the University remain paramount.

The **normal** working hours are thus:

Semester: Monday - Thursday, 9.00am - 5.30pm, Friday 9.00am - 5.00pm or equivalent period between 8.00am and 6.00pm by agreement with the Line Manager.

Vacation: Monday - Friday, 9.00am - 5.00pm or equivalent periods between 8.00am and 6.00pm by agreement with the Line Manager.

Semester time varies from year to year. Details of these can be located annually within the University Calendar.

- (b) **Actual times of working exclude meal breaks.**
- (c) These working hours will vary according to operational needs. Exact working patterns will be established by the line manager.
- (d) Any staff member considering flexible working should consult the Flexible Working Procedure available from their HR Representative or the HR Website. Staff working flexible working patterns such as annualised hours may have different working patterns, and local arrangements will confirm how this will operate.

- (e) In order for Operate Surrey to fulfil its obligations under the Working Time Regulations, staff are required to inform their HR Representative of any employment that they plan to or currently undertake with another employer.

6. OVERTIME

- (a) Overtime is generally not payable to staff, however where a member of staff is required to work over and above contractual working hours the University procedure on Time Off in Lieu (TOIL) should be consulted. This is available on the HR Website.
- (b) In certain circumstances, where the need of the University prevails, overtime may be paid by exception to some staff if there is an operational requirement. Details of this can be obtained from their HR Representative. Alternatively, it is shown in the Overtime Procedure available on the HR Website.
- (c) Pay including non-contractual overtime and additional hours is pensionable under OPP regulations.

7. ANNUAL LEAVE

- (a) The standard leave year runs from 1 August until 31 July, although this may vary due to operational needs. Paid holiday entitlement is as follows:
- 25 days per annum.
- (b) Part-time employees are entitled to paid leave on a pro-rata basis according to the number of hours worked.
- (c) Annual leave may be taken at any time during the year with the prior agreement of the Line Manager. It is expected that annual leave will normally be taken within the leave year in which it is accrued, however staff may

request carrying forward a maximum of 5 days (pro rata for part time staff) in exceptional circumstances, subject to authorisation by the relevant Line Manager.

- (d) **Leave Entitlement for Newly Appointed Staff.** Newly appointed staff are entitled to annual leave on a pro rata basis for the remainder of the leave year in which they commence work.
- (e) **Leave Entitlement for Leaving Staff.** During the leave year in which employment comes to an end, staff are entitled to annual leave on a pro rata basis. Employees are encouraged to take any leave owing to them prior to leaving. Any accrued leave that cannot be taken should be discussed with the local HR Representative for payment in lieu. The University reserves the right to ensure an employee takes outstanding leave during the notice period.
- (f) **Annual leave taken in excess of entitlement.** Where a member of staff leaves the University and has taken more leave than they have accrued, payment for this excess is deducted from their final month's salary.

8. BANK HOLIDAY & DISCRETIONARY DAYS

Public and Statutory Holidays	8 days (New Year's Day, Good Friday, Easter Monday, May Day, Spring Bank Holiday, Late Summer Bank Holiday, Christmas Day and Boxing Day), plus any additional special public holidays declared by the Government.
University Days	3 days at Christmas 3 days at Easter 1 day added to annual entitlement but which may be pre-determined by the

	University centrally by the Vice-Chancellor's Office/Executive Board.
--	---

- (a) Part-time employees are entitled to payment in respect of these days on a pro rata basis according to the number of hours worked. Please refer to the Leave Procedure.
- (b) Employees who are required to work on a public or University holiday are entitled to time off in lieu. The detail of this is contained within the University procedure on Time Off in Lieu (TOIL).

9. SICK LEAVE

- (a) The detail of the University Sickness Absence Procedure that governs all staff is available on the HR Website, in addition to which a copy is provided to all staff on appointment.
- (b) Employees are required to notify their department (and/or to follow local arrangements where set out) by 10.00 am (or within one hour of their normal start time) on the first day of absence due to sickness. It is important to indicate (where possible) the expected duration of the absence and subsequently keep the relevant Line Manager informed of any changes to the anticipated length of absence.
- (c) The appropriate self-certification forms, for up to 7 continuous calendar days along with absence and medical certificates for absences in excess of 7 days, should be forwarded hroperations@surrey.ac.uk without delay. Failure to do so may delay Occupational Sick pay being paid. Any overpayments (for example when Statutory Sick Pay should have paid instead of Occupational Sick pay) will be deducted from subsequent payments of salary.

- (d) **Medical Appointments:** Where it is not possible to attend appointments outside normal working hours, the University will allow employees reasonable time off to attend medical appointments.

10. NOTICE PERIOD

- (a) On leaving Operate Surrey the following Notice Periods apply.

Level/Group	Notice Period
Level 1a - 2b	1 month
Level 3 – 4	2 months (reduced to 1 month within probation)
Level 5-7	3 Months (reduced to 1 month within probation)

- (b) All employees must give notice in writing, addressed to their line manager and copied to their local HR representative, of an intention to resign from a post. The period of notice may be shortened by mutual agreement with the Line Manager.
- (c) In the event that the Operate Surrey issues notice, the Statutory Notice Period will apply if it exceeds the contractual Notice Period.
- (d) Where an employee leaves the employment Operate Surrey and they work annualised hours, arrangements should be made to recalculate the number of hours they should have worked to that date in the year. This figure should be compared to the actual hours worked which may result in an adjustment to the employee's final salary.
- (e) Operate Surrey reserves the right to require employees who have resigned with notice, or who have been given notice to terminate their contract, not to attend their place of work for all or part of the notice period.

- (f) Operate Surrey reserves the right to pay an employee in lieu of notice (PILON). Further details can be found in the Leavers Procedure.

11. SALARY INTERVALS

- (a) Salary is paid in arrears in twelve equal monthly instalments, except for those claiming on a time-sheet basis. It is paid directly into an employee's bank by the last working day of every month.

12. SALARY DEDUCTIONS

- (a) Operate Surrey will have the right to deduct from salary any amount which the employee may owe to the organisation. Operate Surrey will inform the employee when this occurs, agreeing the repayment plan.
- (b) It is the employee's responsibility to return Operate Surrey property by a date specified by the organisation. The organisation reserves the right to deduct from the employee's salary an amount up to the current market value of the property not returned, i.e. based on the value of the property at the time that it is not returned and not on a replacement cost basis.

13. PROBATION

- (a) All appointments are subject to a probationary period of 6 months. The following rules apply:
- (b) These periods may be modified by the terms of individual contracts of employment.
- (c) Appointments are to be confirmed in writing following the satisfactory completion of the probation period.

- (d) In certain circumstances it may be necessary to extend the period of probation.
- (e) For posts of less than one year's duration, the probationary period may be reduced as appropriate.
- (f) Responsibility for monitoring the probationary period lies with the Line Manager.

14. STAFF APPRAISAL PROCESS

It is a condition of all appointments that employees participate fully in the annual Staff Appraisal process. The objectives of staff appraisal are to review current performance in order to help staff maximise their potential and ensure that individuals are playing a part in achieving the evolving strategic objectives/vision of the University; to identify, agree and provide development opportunities and resources which will be beneficial to both staff members and Operate Surrey. Appraisal forms and Guidance can be found on Surrey Net.

15. PENSION

Normally, all appointments are pensionable under one of the occupational pension schemes.

Eligible employees are automatically entered into the Operate Pension Plan. If further details are required regarding pension scheme membership, please contact the pensions@surrey.ac.uk.

16. RETIREMENT

- (a) Employees can voluntarily retire at a time of their choosing, and draw any occupational pension they are entitled to, subject to the provisions of the pension scheme in force at the time.
- (b) To assist with workforce succession planning, both managers and employees are encouraged to discuss future short and long term plans.
- (c) If an employee makes a decision to retire, formal notice should be given in writing, as outlined in section 10. Further information can be found in the Leavers Procedure, which can be found on the HR website.
- (d) Flexible retirement may be an available option, subject to the provisions of the pension scheme, eligibility criteria and approval. The University Pensions Department can provide more information.
- (e) For more detailed information please refer to the pension scheme member's handbook or contact the University Pensions team.

17. TRADE UNION RECOGNITION

Operate Surrey recognises three Trade Unions:

- UCU – University and College Union
- UNISON
- UNITE

18. DISCIPLINARY & GRIEVANCE PROCEDURES

The University's *Disciplinary Procedure and Grievance Procedure* can be found on the HR Website and apply to Operate Surrey employees.

19. OUTSIDE ACTIVITIES & DECLARATION OF INTERESTS

- (a) All external activities are subject to the requirements laid down in the *University Financial Regulations and the Ethical Conduct: Bribery, Fraud, Gifts, Hospitality and Conflicts of Interest Procedure*.
- (b) All additional work taken on outside of the University that falls under the *University Financial Regulations* must be approved by the Faculty Executive Dean or appropriate Admin/Service Department Director prior to commencement.
- (c) Operate Surrey reserves the right to ask staff across all Job Families to make a declaration of interests each year.

20. CONFIDENTIALITY

- (a) During the course of employment employees may have access to, gain knowledge of, or be entrusted with, information of a confidential nature. This may include:
 - organisational policy;
 - scientific or medical test results;
 - future plans of the University;
 - research and development of new products including the nature, origin or composition of products (whether in production or in research stage) and manufacturing processes;
 - information about the Operate Surrey community including its staff, students, clients, suppliers, manufacturers, medical practitioners etc. (past, present or potential) and the terms upon which they do business.

- (b) Employees may also gain knowledge of or be entrusted with sensitive, personal or medical information concerning other members of staff or students.
- (c) All employees must agree, at any time, during or after the end of their employment with the University, unless expressly authorised by the relevant Head of Department/Faculty Executive Dean, not to disclose to any person or make use whether directly or indirectly of such confidential information as described above.
- (d) Disclosure or misuse of information by employees during the course of their employment will be treated as gross misconduct.
- (e) In some circumstances employees may be required to sign a specific Confidentiality Agreement.

21. INTELLECTUAL PROPERTY

All appointments are subject to the University of Surrey Intellectual Property Code and any subsequent amendments. It is a condition of employment that all intellectual property rights (including copyright) or results arising from University work are automatically assigned to the University and the protection and exploitation of such intellectual property will be the sole responsibility of the University or its nominees or nominated assignee(s). Protection and exploitation of University intellectual property is managed by the Technology Transfer Office.

22. DATA PROTECTION

- (a) Employees are required at all times during their employment to comply with the applicable data protection legislation including the GDPR and Data Protection Act 2018 and with any policy introduced by the University to comply with the Act.

- (b) The University has a Data Protection Policy, and Employee Privacy Notice and an Applicant Privacy Notice , and these documents, and any subsequent amendments, sets out further information about how the University and it's subsidiaries processes personal (or 'sensitive') data.

23. CONDUCT & PRACTICE

- (a) Operate Surrey is committed to applying the highest standards of conduct and integrity in its activities. Every employee and individual acting on the organisation's behalf is responsible for maintaining the organisation's reputation and for carrying out their duties honestly and professionally.
- (b) The organisation has a number of policies and procedures which set out these requirements. Whilst not limited to the list below, all appointments of Operate Surrey should be familiar with the following policies, and any subsequent amendments:
- Ethical Conduct: Bribery, Fraud, Gifts, Hospitality and Conflict of Interests Procedure.
 - Travel and Expenses Procedure
 - University Code on Good Research Practice
 - Public Interest Disclosure (Whistleblowing) Procedure
 - University Financial Regulations

Additional copies of this handbook are available from the HR Website or from the local HR Representative.

For those members of staff without easy access to the intranet, a list of procedures referred to in this handbook can be obtained from their HR Representative.

Operate Surrey reserves the right to amend this document in negotiation with staff and recognised trade unions.