

Human Resources SLA

A) Date and version history

Version	Date
HR Service Level Agreement Version 0.1	5 August 2010
HR Service Level Agreement Version 0.2 Comments from the BSB User Group	24 August 2010
HR Service Level Agreement Version 0.3 BSB Comments reviewed by HR	15 September 2010
HR Service Level Agreement Version 0.4 Final comments from HR	21 September 2010

B) Parties Involved and Lead Officers

Service Provider	Lead Officer
Human Resources	HR Manager

Service Users	Lead Officer
All BSB employees	Mandie Lavin, Director of the BSB

C) Overview of the agreement

How this agreement will meet the businesses needs
<p>The HR department will provide all BSB staff with the HR support and guidance necessary to achieve the regulator's operational and strategic objectives. This will encompass the following administrative tasks:</p> <ul style="list-style-type: none"> • The maintenance of employee files • Facilitating and administrating the recruitment process • Advising on best HR practice in terms of recruitment and employee relations issues • Strategic guidance, for example ensuring that the HR strategy reflects the Business and Workforce plans

D) Requirements

What is required by the service user
<ul style="list-style-type: none"> • In liaison with the BSB, use the BSB's business plan to inform the HR Strategy/workforce development plan. • In consultation with the service users, HR will produce and maintain a range of policies (known collectively as the 'Staff Instructions') relating to all aspects of employment legislation and best practice • Administration and facilitation of the recruitment process: <ul style="list-style-type: none"> ○ HR send out New Vacancy form for Line Manager (LM) to complete and discuss ○ HR provide guidance to LMs on drawing up Person Specifications, Job Descriptions and Adverts and a recruitment timetable is agreed ○ HR discuss, agree and place the Job advert ○ HR deal with applicants inquiries

- HR quality check that Networx (Recruitment Software suppliers) carries out the 'first sift'
- HR provide guidance to LMs for online/hardcopy shortlisting
- HR arrange interviews (inc venues, notifying Reception, interview packs) and assist with drawing up interview questions
- Once the Interview Details form is received from the LM, HR will contact the successful and unsuccessful candidates
- HR will request references and send out a formal offer letter
- HR will send a New Starter form for the LM to complete, and once returned will then promptly copy the information to Office Services, Finance and IT
- HR, once approached by the LM, will liaise with recruitment agencies to provide extra resource on a temporary basis
- Creation and maintenance of employee personnel files, and making available to Managers and staff (as appropriate) upon request
- Production of all employment related documentation (eg letters for change of terms and conditions, contracts, leave requirements)
- Coordination and facilitation of the annual Board and Committee appointments and reappointments procedure (see above; Board and Committee recruitment will follow a similar process to the staff recruitment but will vary with timescales)
- Provision of advice on employment related issues:
 - Sickness/attendance
 - Grievance
 - Disciplinary
 - Capability/Performance Management
 - Remuneration – salary levels, pensions, benefits, bonus (LM is responsible for consultation and agreeing any amendments with the Finance Department)
 - Absence Management (including Maternity, Paternity and special leave)
 - Employee Wellbeing
- Advice on training and arranging courses as appropriate (the employee completes a Bid for Training form, which once signed off by the LM is then forwarded to HR to agree and book)
- Advice on maintenance of leave records i.e. annual, special, TOIL, parental, paternity and maternity
- Advising employees of leave and pay entitlements and assisting in the interpretation of policies when required (statutory and non-statutory)
- Coordination of Annual Performance Appraisal Process
- Ensuring a consistency of approach across the organisation to requests for flexible working (see Staff Instructions for statutory and non-statutory)
- Provision of reports and statistics on HR related data (see section F below)
- Creation and updating of telephone lists, structure charts and floor plans (again can the link with IT be clarified) on the day that the new starter commences in post and when restructures occur (following set up by IT)
- Sickness and Turnover reports produced by department and distributed to the Heads on a quarterly basis
- Consultation with BSB staff before introducing any procedural changes or new procedures

What is required by the service provider

- Adherence to the policies contained within the Staff Instructions
- Completion of the necessary documentation for example, leave, new vacancy, interview, new starter and exit forms
- Consult with HR on any proposed or forthcoming changes in staff numbers, circumstances or terms and conditions

- Compliance with agreed timescales for all HR processes

E) Length of agreement and review date

Length of Agreement	Review Date
This SLA will be reviewed annually	31 August 2011
There will be a 3 month review of the additional arrangements in the SLA, carried out by the service provider and the service users	3 month review to be carried out in January 2011

F) Specifications

Level of Service	Target
HR will always aim to provide information and advice to BSB staff within 4 working days. If queries cannot be answered within this timescale, HR will respond within 1 working day to say when the information can be provided.	1 – 4 working days
Provide information on Appraisals completed (no and %)	2 weeks after the appraisal due date
End to End time for Recruitment (New Vacancy form completed to New Starter's first day in post) (NB: This information will be provided to give a rough idea of how long the recruitment process takes and how long a team may be without staff resource. The measure will not distinguish between the different staff levels, quality of recruitment decisions, or success of probationary period)	Reported Quarterly. Baseline to be determined first
Job Applications will be available for consideration	2 working days after the Close Date
References for candidates will be sought	1 working day after the verbal offer is made
Departmental Sickness and Turnover measures to be provided to Heads	Reported Quarterly

G) Quality

Level of Service	Target
An overview of the provision of advice and timeliness of service, which will note both good examples as well as areas where there may be concerns, will be reported to the quarterly SLA meetings.	Report from the BSB will be presented to the quarterly SLA meeting

H) Timing

Requests for service	Time frame
The details of job vacancy (advert), Job Description/Person Specification, must be supplied to HR 5 days prior to advertisement	5 working days prior to placing advert (print publications may differ)

I) Availability of Service

When can you contact us	Hours
HR will normally be available between the hours of 9.00am – 5.00pm Monday to Friday although with adequate notice they may make themselves available outside of these times by prior arrangement.	9am – 5pm Monday to Friday

J) Performance monitoring and reporting

Measures	Reported to
The measures detailed in F) G) and H) will be monitored through overview reports that detail the quality and timeliness of advice; the reports will note both good examples as well as areas where there may be concern.	Will be presented by both the HR team and the BSB to the Quarterly SLA Meetings

K) Dispute resolution

First Steps	Responsibility
The HR Manager and the Service Users should initially attempt to resolve any disputes as to whether the SLA has been adhered to (targets and requirements met/not met). This may include reviewing the content of the SLA. Where issues around prioritisation occur, these must be raised with the Directors	HR Manager / Service users

Second Steps	Responsibility
If the issues cannot be resolved locally, then they should be raised with either of the Directors. Non-compliance with the SLA should be discussed with the reasons why targets or requirements cannot, or have not, been met. Resolution or remedial action should be investigated and then agreed by both Directors.	Director of Central Services, BSB Director

Third Steps	Responsibility
The Directors can refer SLA issues to the Chairs Committee if the prioritisation of services or independence of the regulatory functions are, or may become, compromised. The Committee may decide that the BSB should explore other avenues, possibly external sources, for service provision.	Chair of the Chairs Committee

L) Signatures

Name and Job Title	Signature and Date
Andrew Mulder HR	15 September 2010
Oliver Delany Director - Central Services	
Mandie Lavin Director - BSB	