



**UNIVERSITY OF
CAMBRIDGE**
School of Clinical Medicine

Service Level Agreement for School of Clinical Medicine HR Staff Hub Team



Service Level Agreement (SLA)

This SLA defines how the HR Staff Hub Team is supporting and working in conjunction with School departments. The role, structure and duties of the HR Staff Hub Team are first defined and then the responsibilities of the HR Staff Hub Team and School departments are described.

This document provides specific timescales for tasks in the recruitment process and a framework to ensure smooth management of the process from start to finish.

Timelines can be viewed here

<https://hr.medschl.cam.ac.uk/recruitment/sla-processes-and-timelines/>



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SERVICE LEVEL AGREEMENT

1. Role of the Resourcing and HR Staff Hub Team

The HR Staff Hub Team is a specialist HR team that provides a range of HR, recruitment and clinical services to staff and visitors of all the departments, institutes and units within the School of Clinical Medicine, as well as some departments and institutions within the School of the Biological Sciences.

The HR Staff Hub will provide transactional and advisory HR support to all employees across the SCM. The team will support all the stages of employment including recruitment and on boarding, all employment changes and payroll (e.g. maternity leave, special leave). This includes recruitment, training, advisory and administrative support to staff and managers, and also undertaking specific HR, Recruitment or EDI projects. They are also responsible for providing advice to managers and staff on recruitment and HR matters in line with best practice and the University's policies and procedures when they apply.

Recruitment covers established and unestablished posts within departments of the School of Clinical Medicine. These include Academic, Academic-Related, Research, Assistant and Clinical posts.

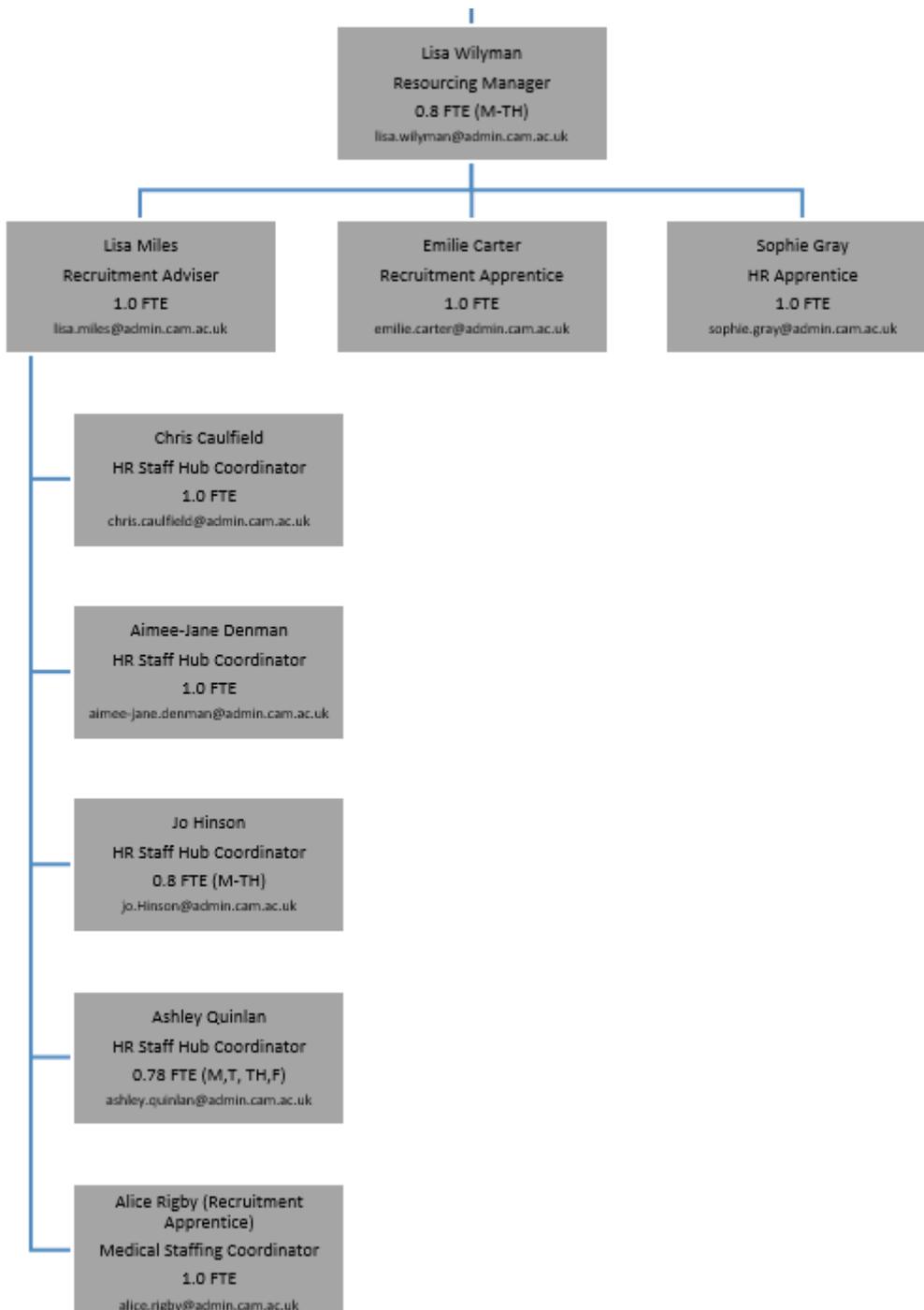
The HR Staff Hub Team is in regular communication with departmental HR contacts as well as the Clinical Academic Training Office (CATO), the Medical and Dental Workforce Committee (MDWC) and Medical Staffing across various NHS bodies. There are regular interactions with the HR New Appointments Team and the Resource Management Committee (RMC), Academic Division. The RMC is used when recruiting to established posts.

The HR Staff Hub Team liaises directly with departmental HR contacts, Principal Investigators (PIs) and other departmental staff as necessary to facilitate the most efficient recruitment process.

The HR Staff Hub Team will attend monthly meetings with departments to discuss pending and future recruitment and payroll.



2. Structure of the HR Staff Hub Team





3. Duties of the HR Staff Hub Team

The Recruitment related duties of the HR Staff Hub Team can be summarised as:

- Obtaining permission to fill posts
 - Permission for re-fills, re-grades and new posts that are academic- related and assistant category posts should be sent to the Head of the General Office for approval prior to sending to the HR Staff Hub Team (or Grading and Reward for new posts).
 - For Academic posts, an academic business case should be submitted to the Recruitment Adviser approved by the Head of Department, Head of HR, School Finance Manager and Head of the School of Clinical Medicine before advertising. For clinical posts approval is needed by MDWC.
 - For Assistant and Academic Related posts please submit a CHRIS 1 with the pre-recruitment documents.
- Advertising posts using the Recruitment Administration System (RAS)
- Cloning posts using the Recruitment Administration System (RAS)
- Managing applications for posts using the Web Recruitment System (WRS)
- Liaising with School departments and completing administration for shortlisting, interviews, rejections, references, screening checks, research passports, DBS, and offers of employment to candidates
- Inputting of data on to the CHRIS system to contribute to the contract of employment generated by Central HR
- Providing advice about University policy and procedure on recruitment related activities.
- Keeping up to date with government policy for recruitment (Home Office regulations)
- Communicating with a diverse range of staff and school departments
- Arranging Faculty of Clinical Medicine Selection Committees for established posts
- Arranging Appointing Panels for unestablished senior posts (e.g. Principal Research Associate)

HR duties of the HR Staff Hub Team include:

- Providing guidance to staff on all HR issues, e.g. recruitment, compliance, pay levels, apprenticeships, induction, sick leave, compliance, ending of fixed term contracts, payment of occasional workers, visitors, maternity/paternity leave etc.
- Managing and processing all relevant contract changes and payroll input.
- First point of contact for all HR administration and payroll matters for the SCM.
- Responding to external data requests, e.g. tenancy agencies and mortgage providers; employment reference letters, e.g. for bank accounts, national insurance and visa renewals.



The HR Staff Hub Team has created checklists and templates to assist smooth administrative processes between School departments and the HR Staff Hub Team. These can be viewed here:

[Recruitment Checklists \(cam.ac.uk\)](https://hr.medschl.cam.ac.uk)

- Further Information Templates - <https://hr.medschl.cam.ac.uk/recruitment/further-particulars/>

4. Responsibilities at all stages of recruitment

i. Advertising stage

Approval – Recruitment Protocol 2020/2021

The Recruitment Protocol 2020/2021 has been introduced as part of a suite of measures to help the University of Cambridge mitigate the financial impact of the Covid-19 crisis. It takes effect from 1 August 2020 until 31 July 2021 and will be reviewed before 30 April 2021, and a decision will be taken as to whether it should continue, either in its current form or in a different form.

All recruitment requests should follow the Recruitment Protocol and departments should ensure they are familiar with what is in and out of scope by reading the protocol [here](#). Requests should now be completed online using the links below that correspond to their request type.

[FORM A: Recruitment Protocol Exception Form: **Recruitment**](#)

[FORM B: Recruitment Protocol Exception Form: **Worker/Self-Employment**](#)

[FORM C: Recruitment Protocol Exception Form: **Contract / Engagement Extension**](#)

All parts of the form should be completed in full including an in depth answer for the business case to give the School EAG and RPOG all of the relevant information to make an informed decision.

Any organisational business cases for restructures will require School approval regardless of how the posts are funded. However, if the posts are funded by UEF, trading or donation accounts then in addition to submitting the business case you will be required to fill in the ECR form. Please ensure before you submit a business case for organisational change, your relevant HR Adviser has checked it and signed off on it first.

Unestablished Posts

Approval from the Head of General Division should be sought by the department for new posts, clones, regrades and refilling of assistant and academic-related posts that are School / Department funded. If a post is grant funded School approval is not required, but if the position is assistant/academic related the Head of the General Office will need to be notified of the re-posting/filling of the post.

School departments will send a completed online pre-recruitment checklist and confirmation of



approval (if necessary) to the HR Staff Hub Team.

Provided a fully complete pre-recruitment checklist is received, adverts will be sent for publication within two working days of receipt by the HR Staff Hub Team. The advert will appear on the University website within several hours although it may take at least 48 hours to appear in external online publications. For jobs.ac.uk this is always the case. This should be considered when deciding deadline dates.

Established Posts

Pre-recruitment checklists are not required for established posts. Instead a Business Case is required and approved by the Head of Department, Head of HR and School Finance Manager. It is then approved by the Regius. The Further Information document will be signed off by the Head of Department and a Royal College Representative if appropriate.

Overlap Posts

If a post is to be advertised while there is an individual already in that post (this is usual when requesting a lengthy handover of duties), the HR Staff Hub Team will ask the Central HR Team to create an overlap position at the request of the recruiting Department, which will enable the post to be advertised. This can take up to 48 hours to process. Overlap positions are not necessary for Research Posts. Please specify on the pre-recruitment checklist if the person currently in the role is transferring.

Non-advertised Posts

If a post needs to be created for a non-advertised post (instead of the CHRIS10 form) then provided a fully complete Unadvertised Appointment Checklist is received, this will be processed within two working days of receipt by the HR Staff Hub Team.

Should you require an offer letter to be sent as part of this process, this will also be sent within the two working days.

Non-advertised appointments should be for no more than 6 months.

Pre-Engagement Checks

- Research Passport. Some posts require a Research Passport to cover them for certain duties. A Research Passport is the mechanism for non-NHS staff to obtain an Honorary Research Contract or Letter of Access (LOA) when they propose to carry out research in the NHS. To distinguish whether a Research Passport is required or not, and for further information on the process visit <http://www.admin.cam.ac.uk/offices/hr/policy/passports/checks.html>
- Honorary Clinical Contracts are required for all Clinical Posts. These are administered by Medical Staffing from the appropriate NHS Trust / Body upon receipt of a completed application form which should be certified by the appropriate departmental signatories.
- GMC Registration and Licence to Practice is required for all clinicians practicing medicine in the UK. An Honorary Clinical Contract will not be awarded without GMC Licence to Practice.



- NMC Registration. If NMC registration is essential to a post (e.g. Research Nurse), this should be stipulated in the Further Information under essential criteria.
- Health and Care Professions Council. Appointments of Radiographers, Sonographers, Clinical Psychologists and Occupational Therapists are designated titles and all appointees who uses one of these titles must be on the Health and Care Professions Council Register.
- Screening Checks
 - Basic Disclosure - Disclosure Scotland provides potential employers with criminal history information on individuals applying for posts. Its service is different from the DBS in that it provides a basic level of criminal records disclosure. This means only convictions which are unspent under the Rehabilitation of Offenders Act 1974 are revealed (unlike standard or enhanced DBS checks, which also reveal some spent convictions), meaning that a post does not need to have eligibility in law for a check to be requested.

Information on basic disclosure can be found here

<https://www.hr.admin.cam.ac.uk/recruitment/stage-4b-pre-employment-checks/basic-disclosure>

- Security (including Agenda checks for Animal sites) - relevant security checks are carried out on individuals who require long-term, frequent or uncontrolled access to sensitive information, high value assets or containment level 3 laboratories.

Information on security checks can be found here

<http://www.hr.admin.cam.ac.uk/recruitment/stage-4b-screening>

If a post requires any type of screening check, this should be detailed on the Further Information.

- There are three types of DBS check:
 - Standard DBS
 - Enhanced DBS with no barred list check
 - Enhanced DBS with adult and/or child barred list check
- A Standard DBS check contains details of all spent and unspent convictions, cautions, reprimands and warnings held on the Police National Computer (PNC) that are not 'protected'.
- An Enhanced DBS check contains the same information as the standard check but also any relevant and proportionate information held by the local police forces.
- An Enhanced DBS check with adults and/or child's barred list check also reveals whether a person is barred from working with children and/or adults in regulated activity.



- Only certain roles within the University that include activities as part of their core duties will attract a DBS check. The most common are roles that involve:
 - Healthcare;
 - Personal care and/or conveying;
 - Teaching, training, instructing, supervising or providing advice/guidance on wellbeing;
 - Providing assistance, advice or guidance provided wholly or mainly to vulnerable adults on a frequent/intensive basis.

Please see link to HR webpages for further details:

<https://www.hr.admin.cam.ac.uk/recruitment/stage-4b-pre-employment-checks/disclosure-and-barring-dbs>

ii. Interview stage

Departments should allow eight working days where possible from the HR Staff Hub Team receiving the online interview checklist from departments to the date of any interview to give candidates one week's notice.

Invitations to interview will be processed within one working day (if received after 3pm, they will be processed the day after). Interview arrangements are the responsibility of the department and the department should prepare interview packs for the interview panel.

The interview invitation will need to include all pre-engagement check documentation required for the role (eg, RTW, Research Passport documentation, NMC Certification, DBS – further information is below). The interviewing department make arrangements to copy the relevant information on the day.

The HR Staff Hub Team will reject applicants not short-listed for interview via the WRS at the same time as invitations to interview are issued, unless the department requests otherwise. A preference should be specified on the Interview Checklist.

Guidance on interviewing can be found here

<http://www.hr.admin.cam.ac.uk/recruitment/step-3-recruit-and-select>

Right to Work

The University has a legal responsibility to ensure that all employees have the legal right to work in the UK. Checks on right to work must be carried out for every person the University intends to employ regardless of their race, ethnicity or nationality before they begin any work in order to ensure that the University only employs people who are legally entitled to work in the UK.

The recruiting department must take copies of the original documentation, and send certified copies to the HR Staff Hub Team at offer stage. When a current University employee is interviewed a RTW copy is only essential if there is not currently a copy of their RTW on their central file or if the regulations of what is needed on file has changed since they started at the University. The HR New Appointments team will not process any paperwork for a candidate until they have their RTW.



More information on right to work is available here

<https://www.hr.admin.cam.ac.uk/hr-services/visas-immigration/right-work-checks>

If RTW is not taken at interview then the Department should prepare and send a welcome letter to the new starter ahead of their start date. In exceptional circumstances if the RTW check has not been completed at interview stage and is being carried out on the first day, a welcome letter stating this is essential. **This needs to be sent to the HR Staff Hub Team as it is needed to complete the appointment on WRS.**

The link to the Welcome Letter is here

<https://www.hr.admin.cam.ac.uk/forms/hr23-welcome-letter-template>

Covid-19 and Right to Work

During the current pandemic, the majority of interviews are likely to take place remotely. Please ensure you are still obtaining a copy of an individual's right to work via email from candidates. If you are able to undertake the right to work checks in the normal way, please continue to do so. However, where you have accepted a copy of the document via email, you will be required to conduct a 'proper' right to work check "within 8 weeks of the crisis ending". Standard guidance on collecting right to work can be found above.

In addition to Right to Work, the interview invitation should detail any documents that should be brought to interview for pre-engagement checks (eg, NMC Registration, ID for Research Passports).

Some Departments manage the interview invitations themselves. If this is the case the HR Staff Hub Team should be informed of which candidates are being interviewed and if non-shortlisted candidates can be rejected at this point. Departments can progress successful candidates through the stages on WRS and then send an email to the HR Staff Hub Team to notify which applicants can be rejected.

iii. Offer stage

Departments will make a verbal offer to the preferred candidate and agree a salary and start date *before* sending an offer checklist to the HR Staff Hub Team.

A HR4 form should be completed *before* making an offer of employment to a preferred candidate, where it is intended that they are appointed above the first three points of the salary scale for the grade. This applies to all staff groups.

<http://www.hr.admin.cam.ac.uk/forms/hr4-starting-salary-case>

References for research posts can be requested prior to interview. It is best practice to seek references for assistant and academic-related posts after interview so they cannot unduly influence the outcome of the interviews.

Offer letters and associated documents will be sent to the preferred candidate by the HR Staff Hub Team within one working day (if received after 3pm, they will be processed the day after) after receiving a complete offer checklist and relevant documentation.

University occupational health clearance

An individual's appointment will not be delayed if any required health assessment or



health surveillance has not been completed before the individual's start date, unless it is essential to the post. An OHF30 is issued with the offer paperwork.

Departments should consider when proposing start dates any associate checks that need to be in place for the candidate to start work (e.g. Research Passports, DBS, Screening).

Standard and Enhanced Disclosure and Barring (DBS) Service.

A HR19 will be completed by the department and attached to the offer checklist for us to upload to the Web Recruitment System and send to the Compliance team. Our third party provider is Agenda and they will contact your new starter directly to initiate the relevant checks. The HR Staff Hub Team will obtain written consent from the candidate as part of the offer letter process.

Basic Disclosure (Disclosure Scotland)

A HR21 will be completed by the department and attached to the offer checklist for us to upload to the Web Recruitment System and send to the Compliance team. Our third party provider is Agenda and they will contact your new starter directly to initiate the relevant checks. The HR Staff Hub Team will obtain written consent from the candidate as part of the offer letter process.

Security check

A HR21 will be completed by the department and attached to the offer checklist for us to upload to the Web Recruitment System and send to the Compliance team. Our third party provider is Agenda and they will contact your new starter directly to initiate the relevant checks. The HR Staff Hub Team will obtain written consent from the candidate as part of the offer letter process.

A security check will be used for checks required for those working on animal sites when written confirmation is received from the preferred candidate.

Research passport application form/occupational health clearance

The HR Staff Hub Team will send a Research Passport application form to the candidate with offer documentation. Where the documentation for the Research Passport has been taken at interview, candidates will be asked to complete the form and return to their line manager / recruiting department for approval.

Once the Research Passport has been signed by the candidate's line manager and all documentation has been received, the Research Passport will be signed off by the HR Staff Hub Team within five working days.

Where an Occupational Health check or DBS is needed, the Research Passport will *not* be signed off by the HR Staff Hub Team until confirmation has been received of successful outcomes.

The Research Passport will be forwarded to the department/candidate and the candidate should take the document and any extra documents needed to the relevant Trust who will issue the Letter of Access or Honorary Research Contract.



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When the Letter of Access (confirmation that a Research Passport has been awarded), a scanned copy will be retained by the HR Staff Hub Team.

<https://hr.medschl.cam.ac.uk/recruitment/research-passports/>

Honorary Clinical Contract application

For Honorary Clinical Contracts (HCC) applications, the candidate will be asked to return the form to the recruiting department for approval by the Head of Department. Once completed, the department will forward to Medical Staffing at the appropriate Trust. The Trust will complete DBS and Occupational Health checks as part of the HCC application.

Certificate of Sponsorship (CoS)

The department are responsible for arranging the CoS / Visa's with the Compliance Team complianceteam@admin.cam.ac.uk using the Web Recruitment System.

Information on Certificate of Sponsorship can be found here

<https://www.hr.admin.cam.ac.uk/hr-services/visas-immigration/working-uk/tier-2skilled-worker-visa/certificate-sponsorship>

The HR Staff Hub Team will contact a candidate after five working days if an offer acceptance and/or any supporting documents have not been received from a preferred candidate.

Updating WRS with the new starter

The Web Recruitment System will be updated as soon as all paperwork and checks are in progress and satisfied (this does not include references); this starts a process for a contract of employment, administered by the HR New Appointments Team. The HR Staff Hub will be informed when WRS has been updated with the successful candidate's details.

The HR Staff Hub Team will send job / personal files to School departments within 1 week of entering new starter information on the CHRIS system.

5. RAS reference numbers, staff leavers and transfers

Once a vacancy has gone to advert, the RAS reference number should be quoted on all correspondence by all offices and departments as the key identifier.

School departments will make any staff member a leaver on the CHRIS system once a resignation letter is received. It will take 24 hours before this position number is available to re-advertise.

If a new member of staff is a transfer from another University department, the HR New Appointments team will transfer the candidate from the old to the new position upon receipt of appointment paperwork from the HR Staff Hub Team. A transferring member of staff should *not* be made a leaver.



6. Web Recruitment Updates

As more function ability becomes available on the Web Recruitment System the HR Staff Hub Team will discuss with each department how the advancements will be incorporated into the recruitment process for them. The HR Staff Hub Team will also keep departments up to date with upcoming plans and continue to hold briefing sessions with the Web Recruitment developers.

7. Contacting the HR Staff Hub Team

The HR Staff Hub Team can be contacted via email: cshrstaffhub@admin.cam.ac.uk

There are a number of other email addresses for the HR team as follows:

For recruitment, HR forms including HR4s and payroll queries please use cshrstaffhub@admin.cam.ac.uk

For clinical contracts and clinical pay queries (except anything related to covid-19) please use cshrclinical@admin.cam.ac.uk

For covid-19 related clinical work/pay queries please continue to use uocovidclinicalpay@admin.cam.ac.uk

For reward, retirements, returning carers queries please use csreward@admin.cam.ac.uk

For redeployment support and queries please use csredeployment@admin.cam.ac.uk

For Equality, Diversity and Inclusion please use cseedi@admin.cam.ac.uk

For wellbeing please continue to use cswellbeing@admin.cam.ac.uk

For redundancy paperwork, please use rebecca.luck@admin.cam.ac.uk or becky.tuck@admin.cam.ac.uk depending on the department.

Contact numbers for the team are as follows:

- Lisa Wilyman (7)64581
- Lisa Miles (3)36809
- Chris Caulfield (3)36804
- Aimee-Jane Denman (7)61583
- Ashley Quinlan (7)61324
- Jo Hinson (7)69257
- Alice Rigby (3)35697
- Sophie Gray (7) 62551
- Emilie Carter (7) 60171

We aim to respond to any queries within one working day.

Please note our office hours are 8:30 - 17:00.

8. Closing Notes

For guidance on the Web Recruitment System please visit:

<https://www.hrsystems.admin.cam.ac.uk/systems/systems-overview/web-recruitment-system>