



**STAFFORDSHIRE
UNIVERSITY**

**Estates
Induction Manual**



Contents

- Section 1. Foreword by the Director
- Section 2. Introduction to the Manual
- Section 3. Introduction to Staffordshire University
- Section 4. Mission Statements
- Section 5. Introduction to Estates
- Section 6. Health, Safety and Welfare
- Section 7. Annual Leave and Bank Holidays
- Section 8. Notification of Absence
- Section 9. Appraisals
- Section 10. Miscellaneous
- Section 11. Record of Achievement

Section 1

Foreword by the Director



Welcome

I would like to welcome you to Estates and hope that you enjoy your time working with us. Our induction process is intended to provide the information you need about the University and Estates to help you in your new role with us. We are a diverse organisation responsible for a number of services, all of which are geared to meeting our customers' needs. I trust that, by the time you have completed your induction, you will have a good understanding of what we do, how we do it and above all, feel a part of the Estates team and know how you will help to make a difference with us.

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Director of Estates

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Section 2

Introduction to the Manual

This pack is to introduce you to the Estates Department. It is designed to be added to as an on-going working document which you should utilise and keep up to date.

Its purpose is to ensure that you are kept fully informed of what we, as a Service, are about – our role, our values and our standards. It should help you to understand the valuable contribution that you can make in helping to enhance the overall student/client experience, the business of the service and the running of the University as a whole.

The Manual has been designed to enable you to keep together documents produced by the Service, copies of University policies and procedures and your personal documentation, i.e., certificates, that will help you to establish your own 'personal' development portfolio.

The documents include:

- Estates aims
- Induction information
- Appraisal Scheme information
- Training records and evaluation details
- Personal records, i.e., certificates, annual leave forms, timesheets, etc.

Employee development is a partnership between the Service and yourself and if you provide the time and effort the Service will provide you with the opportunities and resources. This joint partnership approach will result in real long-term benefits for you, the Service and the University as a whole.

Staffordshire University achieved Investors in People status in October 2003. This is a national standard which sets a level of good practice for training and development of people in order to achieve organisational goals. The Investor in People initiative represents an investment in you as an individual by the University.

Effective communication, teamwork, employee involvement, development and goal setting will be critical for the attainment of the Services' objectives and in achieving and maintaining Investors in People accreditation

Section 3

Introduction to Staffordshire University

Staffordshire University has a long and proud history of providing high quality, progressive and inclusive higher education for people from across Staffordshire, the region, the UK and the rest of the world. 16,000 students make up the University's vibrant cultural mix from the UK and around the world. One of the first things visitors notice about Staffordshire University is the wide diversity of ages, backgrounds, cultures, nationalities and lifestyles that make up our community, we also remain dedicated to fulfilling our responsibilities as a truly international centre of learning.

The University is situated on three main campuses, Stoke, Stafford and Lichfield. The School of Health's nursing and midwifery provision is located at Stafford, Shrewsbury, Telford and Oswestry. Worldwide the University has some 5,000 students studying overseas on Staffordshire University awards.

The Stoke Campus

The Stoke campus is in the heart of the City of Stoke-on-Trent and very close to the mainline rail station with journey times to London under 2 hours, and to Manchester under 45 minutes. It is close to the M6 motorway at junctions 15 and 16 and the A50 providing excellent transport routes to all parts of the country.

The following faculties, schools and services are based on the Stoke Campus, Executive; Estates; Art Media & Design; Business; Law; Health; Sciences; Personnel; Student Office; Enterprise and Commercial Development; Information Services and Libraries.

The Stafford Campus

The Stafford campus is a short bus ride from Stafford town centre and is well served by road and rail links with easy access to the M6 motorway at junctions 13 and 14. The Stafford campus is 18 miles by road from the Stoke campus and there is a regular bus service between the two main campuses sponsored by the University.

The following faculties, schools and services are based on the Stafford Campus, Executive; Estates; Business; Health; Sciences; Computing, Engineering and Technology; Enterprise and Commercial Development; Information Services and Library

Section 3

Staffordshire University Structure and Organisation



Vice-Chancellor and Chief Executive
Professor Michael Gunn

The University is led by its Vice-Chancellor and Chief Executive, Professor Michael Gunn. Professor Gunn manages the overall strategic direction of the University supported by the University Leadership Team. The academic structure of the University is based around six faculties and schools:

- Faculty of Arts, Media and Design
- Business School
- Faculty of Computing, Engineering and Technology
- Faculty of Health
- Law school
- Faculty of Sciences

Research and Scholarship are fundamental to the work of the University and operates through a series of institutes and centres focused on individual faculties/schools and drawn together by the work of the Research and Policy Development Directorate.

For more information about University Structure and Organisation visit the University website:

<http://www.staffs.ac.uk>

Section 4

Staffordshire University Mission Statement

At Staffordshire University our mission is to help you succeed

The mission and purpose of Staffordshire University remains the success of all the people who form part of our community; our students, our wide range of partners and clients and our staff colleagues.

Values

Our principles form the foundation of all we do and, with our mission, underpin our agenda and our distinctive style and identity. These include a commitment to work together towards:

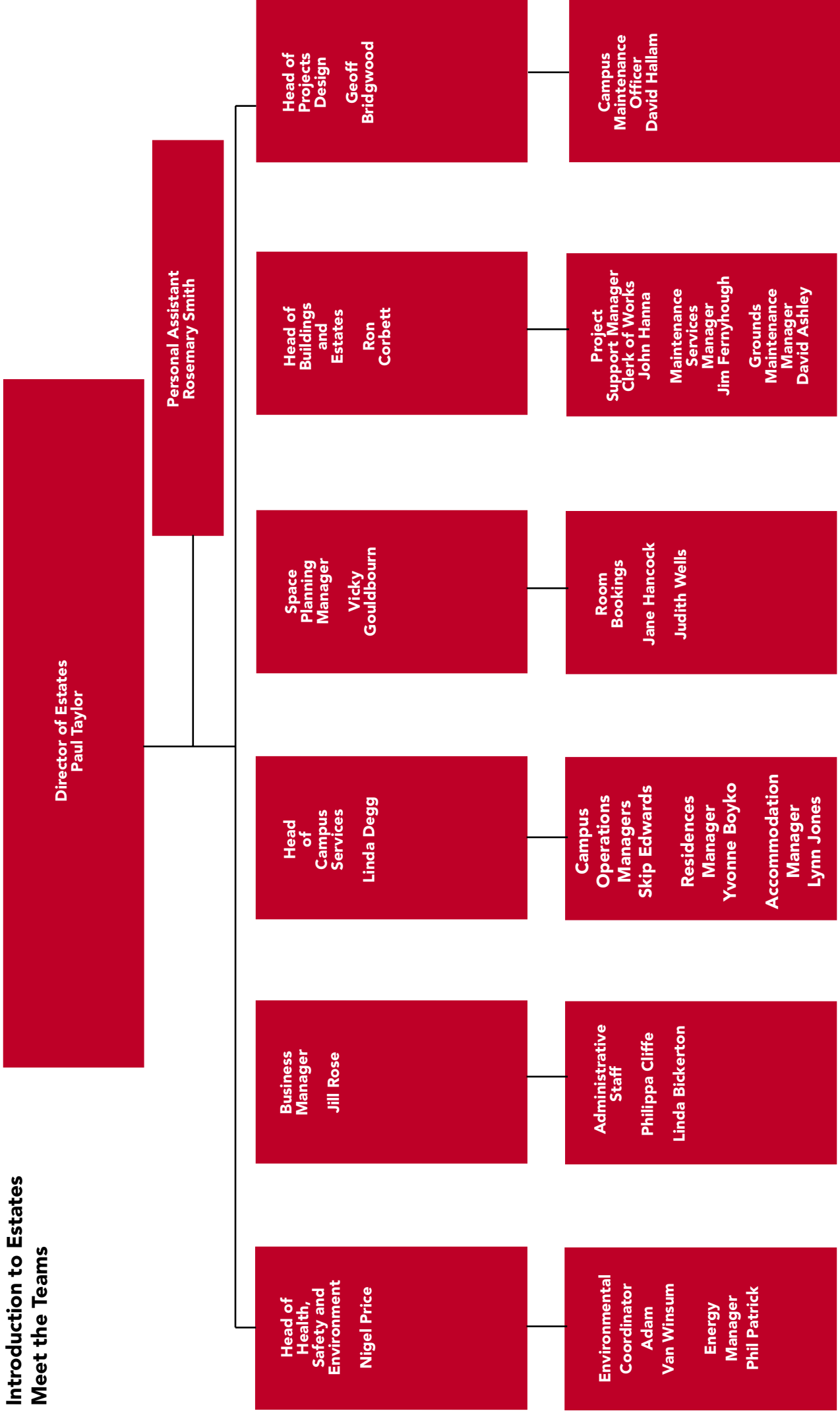
- being customer focused
- achieving professional high standards and customer satisfaction
- providing added value to our students
- applying the principles and practices of social inclusion, diversity and internationalism
- enabling the application of creativity, intellectual activity, research and scholarship engaging in communities to promote social entrepreneurship and to foster the public good.
- building and sustaining an open and collaborative culture where innovative and radical ways of improving working practices are welcomed.

Estates Mission Statement

To provide a safe, clean and secure environment that meet the needs and expectations of a diverse range of students, staff and customers

Section 5

Introduction to Estates Meet the Teams



Section 5

Introduction to Estates

Business Management

The Business Management team is responsible for financial and administrative support for all operational divisions and the management of the departmental purchasing system.

The team is responsible for the development and management of the annual budget.

The coordination of staffing, management of annual leave and the management and coordination of staff development is also provided by this team.

In addition, the management of central timetabling and the management and allocation of teaching and meeting rooms is carried out within this area.

Campus Services

Campus Services are responsible for cleaning, portering, security and minor maintenance within campus buildings other than Residences. In addition, the movement of mail, parcels and other goods around the University is undertaken by Campus Services staff.

Buildings and Estates

The functions of the Buildings and Estates team are the planning, procurement and delivery of maintenance of buildings (both re-active and planned), capital and refurbishment projects and grounds maintenance. All of these are achieved in accordance with current legislation including the Disability Discrimination Act, Construction Design Management Regulations, The Building Regulations, Fire Precautions (Workplace) Regulations etc. The team is also responsible for the maintenance of the utilities infrastructure and supplies.

To achieve the above portfolio, Buildings and Estates is organised into FOUR operational teams.

- Maintenance

Day to day maintenance of the University buildings is carried out by the in-house trades team, supported by external contractors.

All requests for maintenance should be sent to the Property Desk.

- Property Desk

The Property Desk deals with requests for repairs and maintenance to University owned and managed premises.

- Grounds

The Grounds Team is responsible for the upkeep of all University owned and managed grounds and sports pitches.

Section 5

Introduction to Estates

Buildings and Estates - Continued

- Clerk of Works

The Clerk of Works is responsible for the supervision of major capital schemes and the management of building/campus projects.

Health, Safety and Environment

The Health, Safety and Environmental Unit is responsible for the development and coordination of health, safety and environmental policies and procedures, professional advice relating to health, safety and the environment and the provision of health, safety and environmental training for the University and Facilities Management

Project Design

Project Design are responsible for ensuring that physical campus developments and events comply with and incorporate the University branding.

Section 6

Health, Safety and Welfare

Health and Safety

The University will take all the necessary actions to ensure the health, safety and welfare of all its employees, students and visitors.

The University's Health and Safety Policy is supplemented by a number of codes of practice and guidance, and each faculty, school and service has its own individual Health and Safety Policy and Procedures covering operational areas. Each member of staff is given a copy of the University's Health and Safety Policy prior to induction and a copy of the Estates Health & Safety Policy and Procedures is enclosed.

The University Health and Safety Policy details the need for each faculty, school and service to have its own health and safety structure, safety group and health and safety advisors.

The Estates Health and Safety Advisor is Linda Degg supported by specific area Health and Safety Advisors covering the following areas;

Head of Buildings & Estates

Hed of Campus and Operational Services

Ron Corbett

Linda Degg

If you have any queries or concerns about health and safety issues, please contact your specific area advisor or the Facilities Management Health and Safety Advisor.



Sustaining Staffordshire University

Estates, as a service provider, are responsible for the development and implementation of a number of policies, procedures and initiatives across the entire university, with the aim of improving our environmental performance. As an employee at the heart of this agenda, we expect you to play your role in helping us achieve this. There are a number of different ways that you can personally and professionally help sustain staffs university:

1. Familiarise yourself with our environmental policies and strategies available at www.staffs.ac.uk/environmentalpoliciesandprocedures.
2. Take advantage of one of our many schemes that encourage you to travel to work sustainably, such as tax breaks on the purchase of new bikes (see Cyclescheme) or an interest free loan for annual rail passes. Please see www.staffs.ac.uk/sustainabletravel.
3. Be energy wise and do your 5 Greens a day. This is all about the savings that can be made through collective action. By switch off lights after cleaning or switching off the photocopier as you're the last person to leave for the night, you can help contribute towards lowering the University's carbon emissions and, just as importantly, save money.

4. Take care and pride in the role you play in estates. If you have ideas that could help improve the environment or save money, let your line manager know. Alternatively, email hseu@staffs.ac.uk with your idea.

5. Want to get involved? Then let us know. There are a number of forums that you can contribute your views to: a bicycle users group, a university-wide green group and energy champions network. Want to get your hands dirty (metaphorically speaking)? The Green Impact Universities initiatives might just be for you, as a workbook scheme implemented by individuals to gain bronze, silver or gold accreditation for their workplaces. Please see www.staffs.ac.uk/greenimpact.

To further familiarise yourself with our environmental endeavours, visit www.staffs.ac.uk/sustainstaffs. Alternatively, please contact Adam van Winsum (Environmental Coordinator) or Philip Patrick (Energy Manager) on 01782 292727.

Section 7

Annual Leave

The annual leave year is calculated from 1 August to 31 July. Details of your own annual leave entitlement are contained in your contract of employment.

All annual leave requests must be submitted to your line manager on an annual leave request form giving reasonable notice. Approval must be granted before personnel arrangements/bookings are confirmed.

Please be aware that your line manager has the right to refuse annual leave requests in some circumstances due to the exigencies of the service.

Up to 5 days annual leave can be carried forward into the following annual leave year. You must notify your line manager, in writing, of your intention to do so at least one month before the annual leave year end.

For further details on annual leave, please refer to the annual leave policy.

50% of annual leave entitlement must be committed by 31st January in each year.

Bank Holidays and Discretionary Days

The University recognises bank holidays and discretionary days for its employees. The particular arrangements regarding time off/pay for work on these days is available from your line manager or the Personnel Department. Details of dates will be issued annually by your line manager

Section 8

Notification of Absence

First Day of Absence

If you are sick you must inform:

Sickness Absence Co-ordinator

Lynda Aubrey

Telephone 01782 292727

before your normal starting time, giving the reason for your absence and how long you are likely to be away from work. You must ring in sick, even if your sickness / absence coincides with your day off. You will need to give the co-ordinator the reason for the absence and the likely duration of the absence. If the co-ordinator is not available then you should inform your line manager or next most senior member of staff. If you remain sick on the 3rd consecutive day, you must contact your line manager personally. During absences of 8 days or more you are required to keep your line manager advised as to progress at regular intervals.

If your absence continues for more than seven calendar days (including Saturday and Sunday and rota days off), you must obtain a medical certificate from your doctor. This should be forwarded immediately to your line manager.

If your absence continues for longer than the period covered by your first medical certificate, further certification from your doctor must be submitted.

As soon as you are fit to return to work, you must inform your line Manager, as above, even if this coincides with a rota day off (before you actually return to work).

On return to work you must report to your line manager for a return to work meeting.

Section 9

Employees Appraisal and Staff Development

The success of any organisation depends heavily upon the ability of its staff. The development of staff within Estates is not only important to ensure its continued success but also to ensure that jobs are rewarding and satisfying and that there are opportunities for personal growth.

In order to achieve the Services' objectives it is important that all employees continue to develop their skills and knowledge. The Service is committed to supporting and encouraging the development of individuals to enable it to achieve both its current and future objectives and to enable employees to work effectively and efficiently.

Staff appraisals are therefore important and provide an opportunity for YOU to stand back from day-to-day events and review past performance and future aims with your line manager; integrating your personal objectives with those of the Service thereby improving performance and job satisfaction.

Investors in People is a national quality standard for effective investment in the training and development of all employees in order that an organisation may achieve its business goals. The Standard provides a planned approach to setting and communicating business goals and developing people to meet those goals.

The Service has made a commitment to achieve and maintain this Standard and employees should realise that they make a significant contribution to the continued success of the service they provide

Section 10

Miscellaneous

Useful Web Links

Below are a number of web links which you may find useful:

Catering Services - http://www.staffs.ac.uk/about_us/university_departments/hospitality_and_leisure/index.jsp

Sports Facilities - http://www.staffs.ac.uk/about_us/university_departments/hospitality_and_leisure/index.jsp

University Campus Maps - http://www.staffs.ac.uk/about_us/about_the_university/index.jsp

Library - http://www.staffs.ac.uk/about_us/university_departments/index.jsp

Personnel - http://www.staffs.ac.uk/about_us/university_departments/index.jsp

Students Union - <http://www.staffsunion.com/>

My Portal - <http://www.myportal.staffs.ac.uk>

Job Vacancies - http://www.staffs.ac.uk/about_us/jobs

Section 11

Record of Achievement

Space to file your course certificates, appraisal action plans etc.