University of Cambridge

Casual Worker Management

Dashboard Demonstration – January 2022

HR Division

Agenda

- Welcome & Introductions   5 mins

- Why are we rolling out a new system?   10 mins

- Live demo of Dashboard   30 mins

- Questions & Answers   15 mins

Introductions

- Emma Marron, HR Business Lead for Casual Worker Project and Head of HR Shared Services

- Jane Hather, Business Analyst

- Hazel Turton, HR Systems Training Manager

- Jay Davies, HR Systems Service Desk Manager

- Jits Rav, CEO Dashboard Technology Ltd

Housekeeping

- Please remain on mute

- Session is being recorded – circulated via Key Issues Bulletin next week

- Submit questions in the chat box or send to Casual.Workers@admin.cam.ac.uk after the demo

- www.hr.admin.cam.ac.uk/casual-workforce-project

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What is a casual worker?

- An individual who occasionally does work for the University, who is under no obligation to accept it.

- Equally, the University is under no obligation to offer further work.

- 4,000 workers per year undertaking tasks such as lecturing, demonstrating and examining.

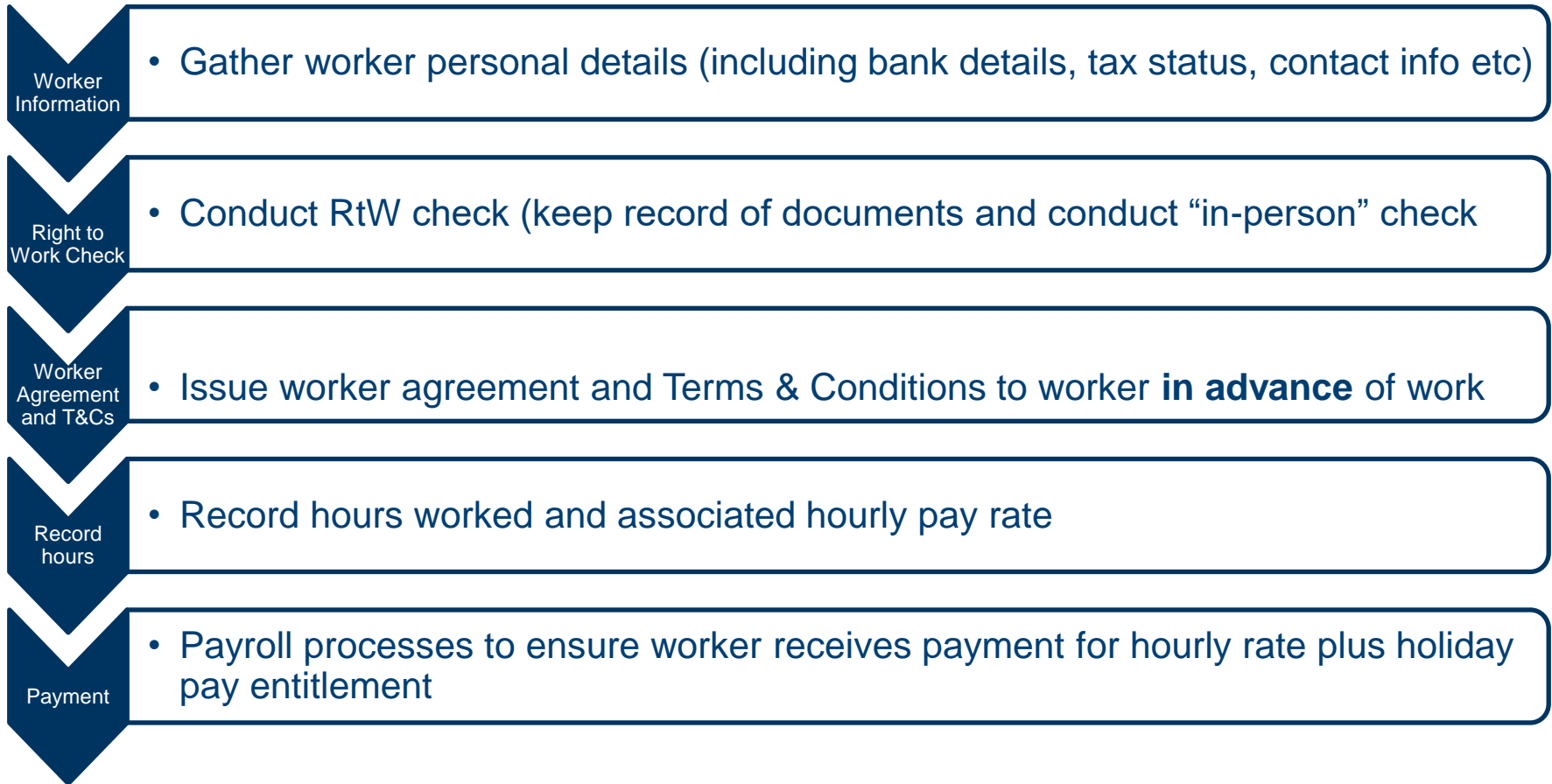# Why do we need to change our current system and processes?

- Processes are largely decentralised

- Limited management information available

- Inconsistency of process

- Requirement to demonstrate compliance with immigration and employment legislation

Dashboard

- End-to-end casual worker management system

Basic steps in managing a casual worker

Worker Information	• Gather worker personal details (including bank details, tax status, contact info etc)
Right to Work Check	• Conduct RtW check (keep record of documents and conduct "in-person" check
Worker Agreement and T&Cs	• Issue worker agreement and Terms & Conditions to worker **in advance** of work
Record hours	• Record hours worked and associated hourly pay rate
Payment	• Payroll processes to ensure worker receives payment for hourly rate plus holiday pay entitlement

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As Is process steps – Casual Worker

- Informal discussion about casual work

- Send personal details to department

- Scan and email RtW document to department

- Attend RtW check appointment

- Carry out work

- Complete paper form to record hours worked and expenses

- Scan and email form to department

- Get paid

As Is process steps – Casual Worker

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- Send personal details to department

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- Attend RtW check appointment

- Carry out work

- Complete paper form to record hours worked and expenses

- Scan and email form to department

- Get paid

To Be process steps – Casual Worker

- Informal discussion about casual work

- Input personal information into system

- Attend RtW check appointment

- Carry out work

- Submit timesheet

- Get paid

As Is process steps – Departmental Administrator

- Informal discussion about casual work

- Carry out RtW checks

- File copies of RtW documents locally

- Draft worker's agreement

- Issue worker's agreement and T&C's

- Record casual work arrangements locally

- Check and authorise paper form

- Calculate holiday pay

- Key details of payment into UPS

- Authorise payments in UPS

As Is process steps – Departmental Administrator

- Informal discussion about casual work

- Carry out RtW checks

- File copies of RtW documents locally

- Draft worker's agreement

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To Be process steps – Departmental Administrator

- Informal discussion about casual work

- Carry out RtW checks

- Create bookings

- Assign workers

- Authorise timesheets in Dashboard

Dashboard System benefits

- **Removes a number of manual processes** (Right to Work Checks, paper form payment forms)

- Provides departments with a **suite of monthly Burst reports**

- Provides a **central storage facility for all documentation** relating to your casual workers (RtW documents, worker agreements, worker personal details)

- **Automatically calculates holiday pay** entitlement for workers

- Provides a **seamless single registration for workers**, with automated timesheets and authorisation

- Ensures University **compliance** with RtW and worker legislation

Live demos

- Worker Registration

- Checking the RtW documents and approving a worker

- Creating a booking

- Submitting and Approving a timesheet

Roles in the system

- WORKER – Responsible for registering themselves for work, uploading and updating their personal details and RtW documentation, and submitting timesheets

- DEPARTMENT ASSISTANT – Responsible for checking RtW documents and creating bookings for work assignments

- DEPARTMENT COORDINATOR – Responsible for approving timesheets

- DEPARTMENT MANAGER – Can conduct all tasks as well as verifying timesheets before submission to payroll

Next Steps

- Data gathering about job titles and pay rates

- Workshops to discuss detailed scenarios

- Development of training sessions

- Configuring the system ready for launch

- **Launch planned in Michaelmas 2022**

Casual Worker Central Support Team

- Casual Workforce HR Adviser Team (for advice on casual worker arrangements) – Casual.Workers@admin.cam.ac.uk

- HR Systems Helpdesk Team (for Dashboard systems support) – CHRIS.Helpdesk@admin.cam.ac.uk

Questions?

Thank you!

Casual.Workers@admin.cam.ac.uk