



University of Cambridge

Handbook for Workers

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This Handbook is intended to provide key information about the Cambridge Casual Worker System and information about your time as a Worker at the University of Cambridge. It does not form part of the Worker’s Agreement or the Standard Terms and Conditions for Temporary Work and may be amended at any time.

General Information

Cambridge University offers diverse job opportunities. We are one of the largest employers in Cambridge, with over 12,000 members of staff working across 150 different departments, faculties, schools, other institutions and in central administration. These departments are located across the city, from Madingley Rise in the north to Addenbrookes Hospital in the south, and from the West Cambridge Site to many central locations.

Getting around Cambridge

Many of our Institutions are in convenient locations that are easily accessible by public transport.

In the city centre and Addenbrookes, car parking is limited and can be expensive. However, there are many park and ride services around the outskirts of Cambridge.

For useful information on travelling around Cambridge, and links to local maps, see: <https://www.environment.admin.cam.ac.uk/>

Pre-engagement checks

Right to Work

Prior to you carrying out any work for the University, the Institution in which you will be working will need to carry out a Right to Work check. In order to do this, you will need to provide a copy of our Right to Work document on the Cambridge Casual Worker System when you register for work at the University. The Institution will then arrange a meeting with you (virtual or in person) to verify your likeness to the documents provided.

If you are subject to immigration control and are not a UK or Irish National, you must provide the University with a share code from the Government website: <https://www.gov.uk/prove-right-to-work>.

Other Checks

It may also be necessary to carry out other checks as appropriate, for example Disclosure and Barring Service (previously Criminal Records Bureau) checks.

Workers Agreement and Getting Paid

The University uses the Cambridge Casual Worker System (CCWS), which is an online system, to manage its casual workers.

You will be issued with a Temporary Worker Assignment email (which incorporates the Standard Terms and Conditions for Temporary Work) for each assignment that you carry out. This Agreement will be sent automatically from CCWS via email.

You will need to complete a weekly timesheet for each assignment, on CCWS. This timesheet will confirm the dates and times of the work carried out (including unpaid breaks), any appropriate expenses and the amount that you are to be paid.

Payments will be made via BACS directly into your bank account. The payroll runs monthly and all timesheets should be submitted by 5pm on the last Monday of each calendar month for payment on the 15th of the following month.

The full list of monthly cut-off dates can be found here <https://www.finance.admin.cam.ac.uk/payroll/payroll-deadline-dates> (under the section labelled 'Casual Worker System Closure Dates').

Please note if you are also a University employee you will receive payment for casual work along with your monthly salary, on or around the 26th of each month.

If you move to an employment contract, following a period of casual work, then your payment date will change to the 26th and money that was due to you, for casual work, on the 15th of the month, will be paid with your first monthly salary payment as an employee.

Once you have been paid, you will be sent a Remittance Advice by email from Payroll.

Tax and National Insurance Contributions (NIC)

Workers will be paid via payroll and subject to tax and National Insurance (NI) deducted under PAYE, as appropriate.

To ensure the appropriate withholding, you will be required to submit a completed Starter Checklist and/or P45 when registering on CCWS.

The Starter Checklist can be found at the link below:
<https://www.gov.uk/government/publications/payee-starter-checklist>

Workers should be issued with a P45 once all assignments with the University are completed.

If you need to contact HM Revenue & Customs for advice, the details are below.

Income Tax Helpline – 0300 200 3300

National Insurance Helpline – 0300 200 3500

The PAYE Reference for the University is 126/U100 and you should also have your NI number to hand.

National Insurance

If you do not have a National Insurance number, you will need to apply for one. Further information is available at the following link -

<https://www.finance.admin.cam.ac.uk/payroll/employees-national-insurance>

Or by contacting:
Cambridge Jobcentre Plus
Henry Giles House
73-79 Chesterton Road
Cambridge
CB4 3YB

Telephone: 0845 600 0643 (8.00am-6.00pm, Monday-Friday)

The Department for Work and Pensions may call you for an interview.

Travel and subsistence expenses

Where appropriate and agreed in advance, workers may claim travel and subsistence expenses. These should be entered on the CCWS timesheet in the appropriate section with accompanying receipts to evidence the expenses incurred.

If you have incurred mileage expenses, you should upload a screenshot from Google Maps with the start and end postcodes of your journey confirming the total miles travelled.

Expenses will be reimbursed via payroll, in the relevant monthly pay period. Any taxable expenses will be paid subject to deduction of tax and National Insurance Contributions.

If you have any queries in relation to expenses claims, please contact your Institutional Administrator.

Pension

The University of Cambridge is legally required to automatically enrol its eligible jobholders into a qualifying workplace pension scheme. The Universities and Colleges Retirement Savings Scheme (UCRSS) has been selected to meet this requirement.

The University has elected to defer automatic enrolment until 12 weeks after your first pay period. This is known as the Deferral Date.

On the Deferral Date, the University will automatically enrol any worker into the UCRSS, if they:

- are 22 or more years old.
- are younger than the State Pension Age;
- are being paid at or above the earnings threshold specified in their assignment
- agreement on a pro-rata basis; and
- are not already a member of a qualifying workplace pension scheme.

Further information relating to automatic enrolment can be found here:

<https://www.pensions.admin.cam.ac.uk/home/auto-enrolment-workplace-pensions>.

Following the Deferral Date, if you are automatically enrolled into the pension scheme, the UCRSS will send you a Welcome Pack to confirm your membership.

You do not need to do anything in respect of automatic enrolment unless you wish to join the UCRSS before your Deferral Date.

You cannot opt out of automatic enrolment until you have been automatically enrolled and have received a Welcome Pack from UCRSS. The Welcome Pack will provide you with details of how to opt out should you wish to do so.

For enquiries about UCRSS you can find relevant information

here: <https://www.pensions.admin.cam.ac.uk/home/auto-enrolment-workplace-pensions>

If you were paid by the University for casual work, prior to registering on the Cambridge Casual Worker System (CCWS), you may have already been enrolled into this pension. Moving from the previous University Payment Scheme (UPS) to CCWS will count as a new period of engagement. Therefore once you have transitioned over to CCWS you will be reassessed for automatic enrolment and there will be a 12-week postponement period whilst this takes place. You can opt back into the pension earlier by contacting the scheme provider, contact details below: -

Telephone: 0345 600 6303 (8.00 a.m. to 5.30 p.m. Monday to Friday)

Email: mymoney.questions@aviva.com

More information can be found in the [Members Guide](#)

Inability to carry out an assignment

If you are unable to carry out an assignment for any reason, please notify the institution as soon as possible before your agreed start time. You will not be paid for this assignment unless you are entitled to one of the payments set out in sections 8 (sickness) or 9 (maternity) below.

Sickness and Sick Pay

If you are sick and unable to work, please notify your institution as soon as possible before your agreed start time. You should indicate the expected period of absence and keep them informed.

If you have a sickness period that lasts for 4 or more days you may be entitled to Statutory Sick Pay; please fill out a Self-certification Form (found at <https://www.hr.admin.cam.ac.uk/forms/chris73-tes-temporary-workers-sickness-self-certificate>) and send it to your institution.

If you would like to claim Statutory Sick Pay and you have been unwell for a period of 7 days or over, you must submit a Statement of Fitness for Work (a Doctor's Certificate) to your institution.

Entitlement to Statutory Sick Pay depends upon your length of service, how much you have earned and your length of sickness absence. If you satisfy the qualifying conditions laid down by law, you will be entitled to receive statutory sick pay at the prevailing rate, but you will not be entitled to any other payment from the University during such period.

Maternity

Statutory Maternity Pay

To qualify for Statutory Maternity Pay ('SMP'), all of the following must apply:

- You must have continuous service of at least 26 weeks at the end of the 15th week before the Expected Week of Childbirth (the "EWC") and for at least one day in the 15th week before the EWC. Part weeks worked count as full weeks.
- Your normal weekly earnings before tax must not be less than the Lower Earnings Limit for National Insurance purposes
- You must provide medical evidence of the date of your EWC (see MAT B1 form information below); and
- The earliest that SMP can start is from the 11th week before the EWC (unless the birth has occurred earlier) and the latest is from the day following the birth. You must provide the University with 28 days' written notice of the date you intend to commence your SMP.

How much is SMP will I get?

First 6 weeks: 90% of your normal weekly earnings with no upper limit
Next 33 weeks: SMP at the Prescribed Rate (<https://www.gov.uk/maternity-pay-leave/pay>) or 90% of your normal weekly earnings if this 90% rate is lower.

Normal weekly earnings are calculated as a weekly average of your gross earnings during a reference period (in accordance with the SMP regulations).

You will receive SMP for a maximum period of 39 weeks.

Payroll will stop your SMP if you return to work before the end of the 39 week SMP period or start a job with a new employer after your child is born.

MAT B1 Forms

These are issued by a doctor or a midwife and confirm the date of your EWC. The MAT B1 must be provided to Payroll before the birth or no more than three weeks after the birth or, if there is good cause for delay, as soon as reasonably practicable.

Payroll will assess if you are entitled to SMP. If you are entitled, Payroll will retain the MAT B1 form. If you are not entitled to SMP, they will return the MAT B1 form together with a SMP1 form stating why you are not eligible. You may however be eligible to claim Maternity Allowance from the Government (see below).

For more information on SMP please see: <https://www.gov.uk/maternity-pay-leave>.

Maternity Allowance (MA)

If you do not qualify for SMP, you may qualify for Maternity Allowance ('MA'), which is a social security benefit paid to you by the Department for Work and Pensions, Jobcentre Plus. MA can be paid for up to 39 weeks.

For more information on eligibility, what you may receive and how to claim, please see: <https://www.gov.uk/maternity-allowance>

Holiday Pay

You are entitled to the equivalent of 5.6 weeks' paid holiday per holiday year (including all public holidays in England and Wales). Workers will be paid holiday in respect of the assignment via payroll. This will be automatically calculated by the CCWS at a rate of 12.07% of hours worked on top of your hourly rate, and added to your monthly pay.

Hours and Breaks

Hours of work

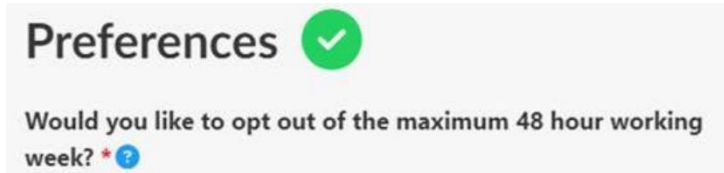
Working hours will vary from assignment to assignment and will be agreed between you and the Institution in which you are working.

Rest breaks

At the University, staff usually take a one-hour unpaid lunch break. As a minimum, you must ensure that you take an uninterrupted rest break of at least twenty minutes for every six hours worked. You should discuss when rest breaks are to be taken with your line manager.

Maximum Hours of work

CCWS has a maximum weekly booking limit of 48 hours built into the system. This means that the maximum hours you can be booked for each week is 48 hours. You can choose to work more than 48 hours by selecting “yes” for the following question in the “Preferences” tile in your profile in CCWS.



This box enables you to opt out of the maximum 48 hour working week in CCWS. Please note that you will be unable to do this if you have a visa with restrictions on your working hours.

You cannot work more than 48 hours a week on average, over a 17-week period. This is called the “Working Time Directive”. However you can choose to opt out of these working time regulations.

The CCWS Team will monitor your hours of work and if your hours of work exceed 48 hours per week over a 12-week period, we will contact you to invite you sign an “opt out” form to prevent you unlawfully working more than 48 hours per week for more than 17 weeks. This is to protect your health safety and wellbeing. This opt out agreement is voluntary, and you can cancel this opt-out agreement at any time.

For more information on the Working Time Directive please visit <https://www.gov.uk/maximum-weekly-working-hours>

E-mail account and card access

University email account

The department in which you are working is responsible for setting up a University email account for you if that is appropriate. If you have previously had an email account at the University of Cambridge, you should inform your new department of your previous user ID and they will be able to re-activate your email account. You may be required to sign a data protection form prior to using the e-mail facilities.

University Cards

If you are unable to access the building where you are working without a card you should discuss the security arrangements with your Institution. You may receive a 'temporary card' to give you access to your place of work, but your temporary card will not entitle you to some of the discounts and benefits permanent members of staff receive.

Temporary cards must always be handed back to the department at the end of your assignment.

Handling Confidential Information

You may, from time to time, receive information of a confidential and/or sensitive nature relating to the operations, activities and research of the University or of its staff, students or visitors. This information may be disclosed to you orally or in writing and may not always be labelled "Confidential". You must keep this information confidential and not disclose it to any other person (except to the extent that the information becomes publicly available through no fault of your own) and only to use it for the purpose of carrying out your assignment. You must also use your best endeavours to prevent the unauthorised use or disclosure of any confidential information.

If you fail to comply with the confidentiality provisions set out in this policy or your Temporary Worker Assignment you may be subject to disciplinary action or your Temporary Worker Assignment may be terminated.

You must return any documents containing confidential or sensitive information at the end of your assignment or earlier at the University's request.

Your undertakings regarding confidentiality will continue indefinitely beyond the end of your assignment.

The confidentiality restrictions:

- i. do not prevent you from making a protected disclosure within the meaning of section 43A of the Employment Rights Act 1996; and
- ii. do not apply to use or disclosure that has been authorised by the University or is required by the law or in the course of your duties.

Health and Safety Information

The information in this section is designed to keep you safe whilst working. Therefore, please read through this information prior to starting your temporary assignment. A lot of the information is straightforward and easy to implement but essential to keep you safe at work.

If you are concerned about Health and Safety at work, please raise this with your institution. Your Health and Safety is extremely important, so do let them know.

It is the duty of every worker and employee to take care of their own health and safety and that of others who could be affected by their acts or omissions.

You must observe applicable safety rules, follow instructions for the safe use of equipment and cooperate with managers on health and safety matters.

Maintaining tidiness and good order is an essential part of reducing health and safety risks at work.

Things to remember:

- Don't leave drawers open
- Keep escape routes, corridors and stairwells clear at all times
- Ensure that spillages are cleared up immediately
- Fire doors must be kept shut

Failure to comply with this policy may be treated as misconduct and you may be subject to disciplinary action or your Worker's Agreement may be terminated.

Fire Safety and Evacuation

When you start working in a department, you should be informed of the health and safety procedures in place. It is extremely important to know the details of your department's safety policy. Please ensure that you know:

Fire alarm system and exits

Evacuation procedure and assembly point, for fire or serious incident

Security procedures

This information can be provided to you by your Institution Administrator.

First Aid

First Aiders can give basic emergency support to an injured person. You should be given the details of your first aider when you are inducted into your department. Ensure that you also know the location of the first aid boxes within your building.

Emergency Numbers

01223 767444 is the emergency priority number of the Security Control Centre, which is permanently manned. This should be the first point of contact. If you are dialling from an internal phone line, you can simply dial **101**.

Direct contact to the emergency services can be made by dialling **1999** from any internal telephone. You must stay on the line in case the operator needs further details, such as the kind of emergency, the accurate location of the emergency and your name and extension number.

Reporting Accidents

Always ensure that any accidents or near misses are reported immediately to your institution's Health and Safety manager.

Lone Working

If you are required to work alone in a building you should follow the Lone Working Guidance below.

- Put the University Emergency Number in your mobile phone **01223 767444**.
- Whilst you are Lone Working, ensure that you have your mobile phone with you at all times (especially when moving away from your landline: going to the toilet/getting a drink, etc)
- Ensure you know the location of the First Aid box and that you have access to it (the first aid box shouldn't be in a locked office)
- Keep any access doors locked and do not let strangers gain access to the building
- Do not visit places where you do not usually work – for example: archives in basements
- If intending to work late or start work very early do not use concealed entrances and exits. Instead use doors which are well lit and clearly visible to a path or main road
- Ensure you know how the alarm to the building works
- If you regularly work 'out of hours' be aware of other colleagues within the building or nearby buildings who also work late/early. Knowing who has similar patterns to you will be useful if a problem ever occurs.
- If you are required to work on Saturday/Sunday/Bank Holiday, etc. inform the Security Office that you will be in the building alone and call the Security Office when you leave the building. You should do this by calling their 24/7 phone line for routine calls which is **01223 331818**.

Please advise your Institution if you have concerns about working alone or you have any medical conditions that would make working alone potentially dangerous to you.

Risk assessments

Your Institution will carry out general workplace risk assessments periodically. The purpose is to assess the risks to health and safety of employees, visitors and other third

parties as a result of our activities, and to identify any measures that need to be taken to control those risks.

Pregnancy at Work

If you are pregnant or find out that you are pregnant during the course of your assignment please advise your Institution. Your supervisor in your department will need to complete a risk assessment.

Changes in Circumstances

Please update your CCWS Profile if there are any changes to your circumstances, for example change of address or change of bank details. This will ensure that the University has the correct information about you to ensure payments are made correctly to you.

Leaving

If you would like to terminate your assignment before the agreed end date, you should contact your Institution as soon as practically possible.

Where an assignment is terminated either by you or by the Institution engaging you, **there is no set period of notice required on either side**. In the interest of both parties, as much notice as is practicable should be given.

The University reserves the right to end an assignment at any time for operational reasons.

Conduct

Unsatisfactory conduct or performance of the duties of the post may result in an assignment being terminated before the agreement end date. A non-exhaustive list of types of conduct, which may lead to your assignment being brought to an immediate end, are:

- Unsatisfactory performance of the duties of the post
- Refusal to comply with reasonable requests from your line manager
- Persistent unsatisfactory timekeeping
- Unauthorised absence from work
- Incapacity to perform the duties of the post effectively due to drunkenness or unauthorised drug-taking
- Threatening or violent behavior
- Acts of discrimination against any member of the University community on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability, sexual orientation, religion or belief, or age
- Bullying or harassment of any member of the University community
- Malicious accusations of bullying or harassment against another person
- Theft or forgery
- Breach of confidentiality
- Breach of University or departmental safety regulations or rules
- Breach of other University or departmental regulations or rules

Where possible in the first instance we will seek to resolve conduct or performance issues informally and/or by way of discussion. However, the University reserves the right to terminate an assignment immediately and without notice.

Complaints Procedure

If you wish to raise a concern:

Informal Resolution

If you are comfortable doing so, you may raise the concern with your line manager or HR Representative. Depending on the nature of your complaint, they may be able to help address it or support you in being able to address it.

If the matter cannot be resolved informally, you may raise a formal complaint. (see below)

Formal Resolution

If you wish to raise a formal complaint relating to the University / a department or a particular employee of the University, you should do so in writing to your Head of Institution or HR Representative within 4 weeks of the end date of the assignment to which the complaint relates. Where applicable, you may wish to refer to the Dignity at Work Policy (2023 ed.) (see below).

Your Head of Institution or HR Representative will review your complaint and will refer to the HR Business Partnering team for the relevant School / Institution.

Depending on the nature of your complaint, you may be invited to a meeting to discuss it. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request. After the meeting, you will be informed of the outcome of your complaint in writing. If it is necessary to gather further information before making a decision, you will be informed of this and the likely timescale involved.

Dignity at Work (Bullying and harassment)

The University of Cambridge is committed to creating and maintaining a safe, welcoming and inclusive community that nurtures a culture in which we treat one another with courtesy and professionalism, even while robustly challenging each other's views and opinions. There is no place for bullying, harassment, discrimination, sexual misconduct, or victimisation in our community and each of us is responsible for the way we interact with and treat others. The Dignity at Work Policy (2023 ed.) sets out this commitment in more detail.

If you would like to talk confidentially to a Dignity at Work Contact, please contact them via the options set out on their [webpage](#). Dignity at Work Contacts are volunteers drawn from a variety of backgrounds and roles throughout the University, who have received training to act as a first point of contact for individuals who are being bullied or harassed, or have been accused of bullying or harassment.

Other sources of support are set out in the Dignity at Work Policy (2023 ed.). If difficulties cannot be resolved informally, the formal complaints process set out above should be followed. Any complaints made about harassment, bullying or other inappropriate behaviour will be investigated thoroughly and without delay.

Equal Opportunities

Equal Opportunities Policy and Codes of Practice

The University of Cambridge is committed in its pursuit of academic excellence to equality of opportunity and to a pro-active and inclusive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture, and values diversity.

Subject to statutory provisions, no job applicant will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability, sexual orientation, religion or belief, or age.

If any member of staff considers that he or she is suffering from unequal treatment on any of the above grounds he or she may make a complaint to the University.

Every member of staff is required to assist the University to meet its commitment to provide equal opportunities and avoid unlawful discrimination.

Staff can be held personally liable as well as, or instead of, the University, for any act of unlawful discrimination. Staff who commit serious acts of harassment may be guilty of a criminal offence.

Acts of discrimination, harassment, bullying or victimisation against University staff or employees can lead to the termination of your assignment.

Further information on legislation, the University's equality schemes and best practice, including links to the relevant legislation, is available on the University Equality and Diversity website; <http://www.admin.cam.ac.uk/offices/hr/equality/>, and also on the website of the Equality and Human Rights Commission; <http://www.equalityhumanrights.com/>

Data Protection

Please see the University's Information Compliance Office webpages at <http://www.admin.cam.ac.uk/univ/information/index.html>.