



Temporary Workers Handbook

Temporary Employment Service

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<https://www.hr.admin.cam.ac.uk/hr-services/tes>



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1. General Information

The University of Cambridge offers diverse job opportunities. We are one of the largest employers in Cambridge, with over 12,000 members of staff working in over 150 different departments, faculties, schools, other institutions and central administrative functions.

For ease of reference, we use the terms 'department' and 'departments' throughout the rest of this handbook to refer to all of these different types of University institutions.

The University is located across the city, from Madingley Rise in the north to Addenbrooke's Hospital in the south, and from the West Cambridge Site to Cambridge city centre. TES also works with the 31 colleges, many of which are centrally based.

Advice and Assistance

The TES office is open Monday – Friday from 9.00am to 5.00 pm. We can be contact via email temps@admin.cam.ac.uk or phone (01223) 332348.

Please make an appointment if you want to see us in person.

In addition to the information in this Handbook, you should read our website (<http://www.hr.admin.cam.ac.uk/hr-services/tes>), which also contains a lot of useful and important information.

What happens after you have registered with TES?

Keep in Touch

Once you have registered with TES, please keep us updated on your availability, ideally by e-mail (temps@admin.cam.ac.uk). It can be difficult to keep track of everyone's availability and, if we have not heard from you in a while, we may not realise that you are still interested in undertaking assignments with us.

Whenever you have undertaken some new work, please send us an updated CV with your most recent skills and experience included so we can present your most up to date experience to the departments.



Interviews and Assignment Offers

If we have a suitable position for you, we will contact you (usually by telephone). If you indicate an interest in that position, we will forward your CV to the department and if selected for interview we will arrange this between you and members of the department where the position is located.

Remember that the interview is an opportunity for you to learn more about the assignment, the duties of the role and the working environment.

After your interview, please get in contact with us to let us know how you think the interview went. We will then get in touch with the department on your behalf.

You are not under any obligation to accept any of the assignments offered and we are not under any obligation to offer assignments to you. However, if you do not feel that the assignments being offered to you are suitable, please tell us and we will continue to look for other suitable opportunities for you.

Please note that assignments can only be undertaken within the UK.

Permanent and Fixed-Term Employment with the University

You are welcome to apply for employed positions within the University whilst working for the Temporary Employment Service. Current vacancies are listed on the University's Job Opportunities page at <http://www.cam.ac.uk/jobs>.

Pension

The University of Cambridge has a legal requirement 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 of £192.31 per week; and
- are not already a member of a qualifying workplace pension scheme.

Further information relating to automatic enrolment can be found here:

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

Following the Deferral Date, if you are automatically enrolled into the UCRSS pension scheme, Aviva will send you a welcome pack to confirm your membership, usually via the email address provided in your TES application.

You do not need to do anything in respect of automatic enrolment unless you wish to join the UCRSS before your Deferral Date. Shortly after you start working for TES, Aviva will send you information detailing how to do this.

You cannot opt-out of automatic enrolment until you have been automatically enrolled and have received a welcome pack from the Aviva. The welcome pack will provide you with details of how to opt-out.

For enquiries about UCRSS you can call Aviva on 0345 600 6303 or visit the website at <https://www.avivamicrosite.co.uk/ucrssaesemm>.

If you leave TES and then reregister with us, you will be subject to a new automatic enrolment deferral period, but you can choose to opt in from the start of your new working period if you wish to.

Pension scheme summary

Start working for TES (or return to work for TES after previously having left TES)
12 week deferral period <ul style="list-style-type: none"> • Can choose to opt in <ul style="list-style-type: none"> ○ Await information from Aviva; or ○ Contact Aviva directly
After deferral period <ul style="list-style-type: none"> • Auto enrolled into pension scheme if conditions met • Aviva will send welcome pack <ul style="list-style-type: none"> ○ Will give details of the scheme and details of how to opt out if you do not want to remain in it

Assignment Agreements

When you have agreed to undertake a particular temporary role through TES, we will issue you with an Assignment Agreement consisting of a letter



containing the details of the particular assignment and the related terms and conditions for each assignment. You will receive these via email to the email address you provide us with. Please return a signed copy of each document to the TES office via email. Please ensure that you read your Assignment Agreement and this handbook thoroughly and carefully. By signing your Assignment Agreement, you are agreeing to the terms and conditions laid out in it.

Staff Development Courses

Temporary workers who are in an assignment are able to undertake training courses where they are needed for the assignment being undertaken and with the approval of your line manager. Such training will be undertaken in work time and paid accordingly.

2. Getting Paid

TES runs a payroll each week. All temps working through TES will be paid weekly, one week in arrears, apart from those who are working at TES in addition to a contract at the University, your weekly timesheets will feed into your existing monthly payments.

Bank Details

TES cannot pay you, and you will not be able to access your timesheets, until you have provided us with your UK bank account details. A form will be emailed to you when you start your first assignment.

Timesheets

All temporary workers are required to complete a weekly timesheet stating all start, finish and break times for each day or part of day's work.

Full instructions on completing and submitting timesheets can be found in the worker online timesheet user guide, which can be found here:

<http://www.hr.admin.cam.ac.uk/hr-services/tes/timesheets-and-getting-paid>

Please read these instructions in full and refer to them again as required when submitting timesheets. Failure to follow any part of the instructions may delay your pay or lead to you not receiving the correct amount.

Timesheets are financial documents therefore it is important that they are complete and accurate.

Deadline

The normal deadline for your timesheet being submitted to TES is 3pm on a Friday afternoon. **Your timesheet submission is not complete until it has been authorised by your supervisor.** Occasionally the deadline will be earlier (e.g. before a bank holiday) and you will be informed of this separately via email. Please make sure you keep us up to date with any changes to your email address. If your timesheet is received after the deadline we will not process it until the following payroll. The only exception to this on a standard week is if you have worked that weekend, then the timesheet must be with us by 8am Monday.

You must submit your timesheets on a weekly basis, please do not store them up and submit them in bulk. If you do not submit weekly then you will often pay more in National Insurance contributions than if you had submitted weekly.

Accessing timesheets

TES timesheets are online. Before you can use the system you must activate your account. You will be sent an email containing a link. This will take you to a page where you can set your password. Your account will then be active and you will be redirected to the login page.

The system can be accessed via desktop or a mobile device.

The web address for the system is

<https://hrsystems.admin.cam.ac.uk/timesheet-webapp/welcome-d.xhtml>

This will take you to the login page.

4. Pay, Tax and National Insurance

Pay

Most TES workers are paid on a weekly basis, one week in arrears. Your wages are usually paid directly into your bank account on a Thursday (some banks may take an extra day for the payment to clear).

Payslips

Your payslips are available online through Employee Self Service (ESS).

If you **have** Raven access:

- ESS login: https://chris.cam.ac.uk/hr_live_ess/
- Login with your CRSID and your Raven password
- You need to have MFA (multi-factor authentication) set up on your University Microsoft account, if you haven't already done this.
- The 'Latest Payslips' section on the main page will give you to your P60, P45 and the last 12 months of payslips. The search function will enable you to find these documents going further back.
- Please note that the other features of ESS should **not** be used by TES workers as ESS does not link up to the TES database. If you wish to update your personal information please email the TES office.
- Please note that you will only have access to these documents for two months after your last day of work with TES.

If you **do not** have Raven access:

- Please ask your Line Manager to arrange the creation of the account for you.

For more info about ESS: <https://www.hr.admin.cam.ac.uk/new-employee-self-service-ess>

Moving from TES to a contract

If you start a contract of employment within the University, please advise us and we will terminate your engagement with TES and ask Payroll to transfer your P45 to your new department's payroll. Please note that depending on when you finish with TES and start on your contract, your final week(s) of pay may be paid out with your first monthly pay.

Tax

When you start a temporary assignment with us, you will need to provide a P45 from your most recent employer. If you do not have this, there is a tax section on the bank details form on which you can indicate your current situation so that the appropriate tax deductions can be made.



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Human Resources

If you hold a National Insurance Certificate of reduced or no liability (Certificate of Election/Age Exception) you will need to bring it to the office so that we can forward the details to our Payroll department.

For any tax or National Insurance queries please contact the Payroll section on (01223) 339779.

If you need to contact the local tax office for advice or complicated tax issues, the details can be found on the Payroll website -

<http://www.admin.cam.ac.uk/offices/finance/payroll/index.html>

National Insurance

If you do not have a National Insurance number, you will need to apply for one at:

<https://www.gov.uk/apply-national-insurance-number/how-to-apply>

You can start work without a National Insurance number, but you must apply for one straight away.

All workers who earn over the weekly threshold of £242 must pay National Insurance on the earnings above the threshold.

5. Sickness and Holiday Pay

Sickness and Sick Pay

If you are sick and not able to work, please notify the TES office immediately. You should indicate the expected period of absence and keep us informed.

Any sickness absences must be recorded on your timesheet. You will receive accrual of holiday pay for the time you would have worked had you not been sick.

Reporting Sickness

If you have a sickness period that lasts for 4 full days or more you may be entitled to Statutory Sick Pay; please fill out a CHRIS/73 Self-certification Form (found at <https://www.hr.admin.cam.ac.uk/forms/chris73-tes-temporary-workers-sickness-self-certificate>) and email it to the TES Office – this form must be signed by you. If you have been unwell for a period of over 7



consecutive days, you must also submit a Statement of Fitness for Work (a Doctor's Certificate) to the TES office.

Entitlement to Statutory Sick Pay depends upon how long you have worked for, how much you have earned and your length of sickness. The current Statutory Sick Pay weekly rate is £109.40. For further information on Statutory Sick Pay see <https://www.gov.uk/statutory-sick-pay/overview>

Holiday Pay

You are entitled to holiday pay, which is equivalent to 28 days per year (including bank holidays) for a full-time assignment. For every week you work, you will accrue paid holiday, which is recorded in our database. You accrue 0.1207 of an hour holiday pay for each hour you work, so for a 36.5 hour working week, you would accumulate 4 hours 25 minutes of holiday pay.

If you would like to take a day off you should ask your supervisor for permission. Please ensure that you give your department sufficient notice if you plan to take time off.

On your timesheet it will indicate how much holiday pay you have outstanding and if you wish to you can claim holiday pay to cover time off.

Holiday pay should be used during your assignment where possible, it is provided so that you are able to take breaks for your health and wellbeing. However, if you have any remaining holiday pay at the end of an assignment we will pay out the balance to you.

The University's holiday leave year is Oct – Sep.

6. Jury Service

Please notify the TES Office if you are summoned for jury service so that we can update your availability on our records.

Temporary workers are not eligible for any payments whilst undertaking jury service. However, providing that you are in an active assignment at the time of jury service a member of the TES team can sign a Certificate of Loss of Earnings for you so that you can make a claim. If however, you are called for jury service when an assignment is not in progress or has not already been

agreed, then there would be no loss of earnings and you would only be able to claim other expenses from the courts (e.g. food and drink and travel).

Full details about jury service can be found at <https://www.gov.uk/jury-service/overview>

7. Hours, Rest Breaks, Right to Work in the UK, Dress Code and Smoking

Hours of Work

Working hours vary from assignment to assignment. The hours of work should be confirmed before you start your position and will be on your Assignment Agreement. Many full-time positions at the University have a working week of 36.5 hours.

As a temporary worker, you will not be entitled to higher overtime pay rates, as you have no contracted hours.

Rest breaks

Full time temporary workers are usually expected to take between 30 minutes and an hour for a lunch break – to be agreed with your supervisor. If you are working part-time or variable hours, you should consult your supervisor to agree times for your rest breaks. It is a legal requirement that you take an uninterrupted rest break of at least twenty minutes for every six hours worked. Rest breaks are unpaid.

Right to Work in the UK and Students Working

All TES temporary workers must provide proof of eligibility of their right to work in the UK **prior to commencing** any temporary work. The right to work documentation check will involve a member of the TES Office checking your original passport and any current UK visa/residence status that you hold. In the absence of a passport, the TES office will provide advice on alternative acceptable documentation. Document copies will be taken and will be certified by the staff member that has seen the original documents. These documents will remain on your TES file as proof of your right to work in the UK. If you leave TES completely and then ask to re-register or get asked by a department to do more work through TES, the TES Office, in line with

government legislation, must re-check your right to work documentation before you undertake any further/new work.

Temporary workers with a visa/residence permit are reminded to refer to any associated restrictions listed on their visa/permit. Students of the University of Cambridge, including those who hold a Tier 4/Student visa, are reminded that the University imposes very strict working restrictions on its own students. For those students holding Tier 4/Student visas, the University's restrictions are, for the most part, even greater than those imposed by UK Visas and Immigration. Full details on graduate student working restrictions can be found here: <http://www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-status/working-while-you-study>.

Full details on undergrad working restrictions can be found here: <https://www.undergraduate.study.cam.ac.uk/fees-and-finance/financial-support>.

Further details relating to the University's immigration responsibilities can be found here: <http://www.admin.cam.ac.uk/offices/hr/immigration/>.

Dress

There is no set dress code throughout the University but you are expected to dress in a manner appropriate to your working environment. It is advisable to dress smartly for interview and to ask at interview what the dress code in the department would be.

Smoking

To comply with the law, which requires that all enclosed public places and workplaces should be smoke free, the University of Cambridge premises are smoke free.

8. Getting an Email Account and Card Access

Getting a University Email Account

The department in which you are working is responsible for setting up a University email account for you. If you have previously had an email account at the University of Cambridge, we will 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 email facilities.

University Cards

Temporary workers are not eligible for 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 supervisor. You may receive a temporary card to give you access to your place of work, but your temporary card will not entitle you to the discounts and benefits that University employees receive.

Temporary cards must always be handed back to the department at the end of your assignment. If you forget to hand your card back, please send it to the TES Office where we will forward it to the department on your behalf.

9. TES Assignments and Breaks Policy

Assignment Duration

TES assignments should be no longer than 9 months in duration. In some exceptional circumstances, the TES Manager may agree a short extension if:

- The department/institution is actively pursuing alternative arrangements; for example, advertising the vacancy or making arrangements to offer the TES temporary worker a fixed term contract; or
- The project that the temporary worker is undertaking is very close to completion and alternative arrangements are not practical.

Multiple Assignments with the Same Department/Institution

A temporary worker is permitted to have up to two 9 month assignments with the same department/institution. These assignments should be different from each other i.e. you cannot undertake the same work for both assignments. The two assignments should be separated with at least a 4 week break (see below).

When a temporary worker has had multiple short assignments with the same department, these assignments should total no more than 18 months in duration.

When a temporary worker has two or more part-time assignments with the same department at the same time, this will count as one assignment when calculating the limits. In these cases where assignments overlap but have differing start or end dates, the earliest start and latest end date will be used for calculating the limits. As demonstrated in the following example;

Example: A temporary worker has an assignment from 01/01/2021 – 14/09/2021 and another with the same department from 15/12/2020 – 31/08/2021. This totals one 9 month assignment (15/12/2020 – 14/09/2021).

Breaks

A temporary worker must have a 4 week break from TES (not just a particular department/institution) if:

- They have reached the 9 month assignment limit.
- They have worked in multiple assignments for different departments over a 9 month period without a 4 week break.

In order for a 4 week break to be considered a break:

- The assignment(s) must be ended on the TES database; and
- The temporary worker must not undertake any assignments via TES for any department/University institution during the break.

To initiate a break the temporary worker or department should contact TES in advance of commencing a break. The TES team will then explain the necessary actions.

Any further assignments commencing after a 4 week break should be set-up with a new job reference number, departments should contact TES who will be happy to explain how to make the necessary arrangements.

If you have any questions about this policy please contact the TES Manager via temps@admin.cam.ac.uk

10. Handling Confidential Information

From time to time in the course of your assignment at the University, you may 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 or via restricted web access and may not always be labelled “Confidential”.

In accepting an assignment with TES, you agree to take all reasonable steps to keep this information confidential and not to 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 also agree to return any documents containing confidential or sensitive information, either 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.

11. Getting Around Cambridge

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

In the city centre and at Addenbrooke’s, 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, see <http://www.jobs.cam.ac.uk/living/around/>.

12. Health and Safety Information

The information in this section is designed to keep you safe whilst working through the Temporary Employment Service. Therefore, please read through this information prior to starting your temporary assignment.

Your department should provide you with a health and safety induction relevant to that department and the work you will be undertaking.

If there is a health and safety issue at work that you are concerned about, please raise the issue with your supervisor. However, if you feel uncomfortable doing so, speak to us and we will work to resolve the problem on your behalf. Your health and safety is extremely important, so please do not be afraid to raise issues with us.



It is the duty of every worker to take all reasonable steps to ensure their own health and safety, and that of others who could be affected by their acts or omissions.

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; and
- Fire doors must be kept shut.

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 the:

- Fire alarm system;
- Fire exits;
- Evacuation procedure and assembly point; and
- Security procedures.

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. Please ensure that you also know the location of the first aid boxes within your building. Temporary workers may not volunteer to undertake the training to become a first aider.

Emergency Numbers

101 is the emergency priority number of the University Security Control Centre, which is permanently staffed. This should be the first point of contact.

Direct contact to the emergency services can be made by dialling **999** 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 department's health and safety manager. This is vital in order that the University can take steps to prevent accidents reoccurring and fulfil any legally required accident reporting duties. Copies of any accident forms involving TES temporary workers must be forwarded to the TES Office.

Working with Computers

The majority of temporary roles within the University require at least some use of a computer/visual display unit. Having a good understanding of the optimum posture and maintaining this posture whilst working at a workstation can help to avoid the stresses and strains that some people experience from frequent computer use.

If you will be working at a computer, please ensure that you carefully read this guidance on this subject

<https://www.safety.admin.cam.ac.uk/system/files/hsd116p.pdf>. In addition, if you are working on a laptop, please also read

<https://www.safety.admin.cam.ac.uk/system/files/hsd161p.pdf>.

If you are having difficulties with your workstation or working environment, please discuss this with your line manager initially and if difficulties persist contact TES and we will work to assist you.

Manual Handling

Temporary workers whose roles will specifically involve manual handling should have been given a manual handling leaflet with the booking form. If you have not received a copy, please contact the TES office or go to the web link below: <http://www.safety.admin.cam.ac.uk/files/hsd149p.pdf>.

Temporary workers whose duties do not normally involve manual handling should also be aware of how to keep themselves safe in case they are required to undertake manual handling on an occasional basis.

If there is a large or heavy load to be lifted, check whether there are lifting and handling aids available and discuss any concerns with your departmental safety representative. Do not attempt to move or carry any heavy loads without first considering and assessing the risks.



Lone Working

People working through the Temporary Employment Service rarely work alone in a building. However, those who are required to work alone in a building should follow the Lone Working Guidance below:

- Put the University Emergency Number in your mobile telephone. This is 01223 331818.
- Whilst you are lone working, ensure that you have your mobile telephone with you at all times (especially when moving away from your landline, such as when going to the toilet or getting a drink).
- Ensure you know the location of the first aid box and that you have access to it.
- Keep any access doors locked and do not give strangers access to the building.
- Do not visit places where you do not usually work, for example, archives in basements.
- If you are 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 that 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, inform the Security Office that you will be in the building alone and call the Security Office when you leave the building.

If you are concerned about any requirement to work alone, or if you have any medical conditions that would make working alone potentially dangerous to you, please advise your department or the TES office.

Occupational Health

If you have a particular health problem that is affecting your ability to undertake the duties of your assignment, please discuss this with your assignment manager. If appropriate, they will make a management referral to the University's Occupational Health Service.



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If you would prefer to discuss your health concerns with TES, please make an appointment to speak to the TES Manager via temps@admin.cam.ac.uk. The TES Manager will refer you to the University's Occupational Health Service where appropriate.

It is not possible to make a self-referral to the University's Occupational Health Service.

Pregnancy at Work

If you are pregnant or find out that you are pregnant during the course of your temporary assignment, please advise the TES staff. Your supervisor in your department will need to complete a risk assessment. (See section 13 for further information.)

Ladders and heights

Please do not go up ladders or work at height without discussing this with the TES office so that we can ensure that appropriate risk assessments have been undertaken.

Example Induction Checklist

On the first day of your assignment, please ensure the person undertaking your induction covers all of the points below:

Introduction

Completed

- Introduction to the department / section
- Introductions to key staff, with contact details
- Location of toilets, cloakrooms, lockers etc.
- Location of departmental canteen or kitchen
- Departmental policy on smoking
- Post and telephone arrangements
- Email account set up, use demonstrated – if required
- Location and demonstration of use of equipment (e.g. photocopiers, PCs, printers)

Working arrangements

Completed

- Starting and finishing times, hours of work, breaks
- Use of telephone and any other facilities
- Policy on the use of email and the Internet

Fire, Safety and Security

Completed

- Tour of work area and access arrangements
- Fire alarm system
- Fire exits
- Evacuation procedure and assembly point (for fire or serious incident)
- Specific safety issues
- Reporting accidents
- Location of first-aid boxes and qualified staff
- Security procedures
- Confirmation that Health & Safety section of Temp Handbook has been read and understood

13. Maternity and Paternity Pay

If you would like further information on the content of this section please do not hesitate to contact the TES office.

Maternity Pay

To qualify for Statutory Maternity Pay, all of the following must apply:

- earn on average at least £123 a week
- have worked for your employer continuously for at least 26 weeks continuing into the 'qualifying week' - the 15th week before the expected week of childbirth

The earliest that SMP can start is from the 11th week before the week your baby is due and the latest from the day following the birth.

How much is SMP will I get?

First 6 weeks: 90% of your average weekly earnings with no upper limit

Next 33 weeks: £172.48 or 90% of your average weekly earnings (whichever is the lower).

You must inform us at least 28 days before you intend to stop work to have your baby.

MAT B1 Forms

These are issued by midwives at around 21 weeks' gestation. The forms state when they think that the baby will be due. If you are pregnant, the TES Office will need to send this to the Payroll section if you are claiming maternity pay or maternity allowance (details below).

Payroll will calculate if you are eligible for SMP. If you are eligible, the Payroll will hold onto the MAT B1 form. If you are not eligible for SMP, they give back the MAT B1 form and a SMP1 form stating why you are not eligible. You can then go on to claim Maternity Allowance from the Government.

TES has no duty to keep positions open for pregnant staff to return to after their baby is born.

Maternity Allowance (MA)

MA provides you with some money to help you take time off work for the birth of your baby.

MA is paid up to a maximum of 39 weeks.

You can claim Maternity Allowance if you have:

- Been working for at least 26 weeks in the 66 weeks up to and including the week before your baby is due (this 66 week period is known as the test period and part weeks are counted as full weeks); and
- Earned on average at least £30 a week, in any 13 weeks in the test period.

The amount of MA paid depends upon your eligibility.

Time Off for Ante-Natal Appointments

You are entitled to paid time off for ante-natal appointments and the Temporary Employment Service will pay you for time missed from work due to these appointments. Please contact the TES office in advance of you attending these appointments.

Further information on SMP and Maternity can be obtained from the Department for work and Pensions via the web link below:

<https://www.gov.uk/maternity-pay-leave>.

Paternity Pay

To qualify for Statutory Paternity Pay, all of the following must apply:

- You must be taking time off to look after the child and be one of the following:
 - the father
 - the husband or partner of the mother (or adopter) - this includes same-sex partners
 - the child's adopter
 - the intended parent (if you're having a baby through a surrogacy arrangement)



- you must have continued to work for the same company without a break for at least 26 weeks by the 15th week before the baby is due, or have worked up to and including the week your wife, partner or civil partner was matched with a child;
- you must continue to work for that company without a break up to the date the child is born or placed for adoption; and
- you must be earning an average of at least £123 a week (before tax).

The amount of SPP is £172.48 or 90% of your average weekly earnings, if this is lower.

You should give the TES office and your department 28 days' notice of your paternity leave.

To comply with the statutory provision, the leave should start on any day of the week on or following the child's birth and must be completed within 56 days of the actual date of birth of the child or if the child is born early, within the period from the actual date of the child's birth up to 56 days after the expected week of birth.

Additional Paternity Leave

Fathers have the right to additional paternity leave allowing them to take up to 26 weeks' paternity leave in the first year of a child's life. This allows fathers to share maternity leave with the mother, who will be able to return to work after six months, leaving the father to take what is left of the 12 months' maternity leave.

In a birth situation, a worker who qualifies for additional paternity leave can take between 2 and 26 weeks' additional leave in the period that begins 20 weeks after the child is born and ends one year after the birth. The child's mother's period of maternity leave must have come to an end.

In an adoption situation, a worker who qualifies for additional paternity leave can take between 2 and 26 weeks' leave in the period that begins 20 weeks after the child's placement for adoption and ends one year after the placement. Additional paternity leave in relation to adoption from overseas must be taken in the period that begins 20 weeks after the child enters Great



Britain and ends one year after that date. The worker's partner's statutory adoption leave must have come to an end.

In effect, the worker taking additional paternity leave takes over the remaining period of maternity leave or adoption leave. If the child's mother, or the other adoptive parent, dies in the first year of the child's life, the additional paternity leave can begin at any time after the death and last until the child's first birthday.

Additional paternity leave must be taken as one continuous period, in multiples of complete weeks.

If you would like to apply for additional paternity leave, please contact the TES office, ensuring that you are giving TES at least eight weeks' notice.

14. Changes in Circumstances, Extensions, Terminations and Complaints

Changes in Circumstances

Personal

It is important that if any of your contact details change that you inform the TES Office. Your telephone number(s) is what we use to contact you about possible interviews and assignments as we usually need to arrange these at short notice. Your email address will be used for all important updates such as early timesheet deadlines.

You must also provide us with (and keep updated) the contact details for two people we can get in touch with in an emergency.

Assignment

It is important that we are kept updated on any changes in your assignment. Any changes from your original assignment agreement (such as hours/days of work, rate of pay or duties) should be organised through the TES office.

Extensions and Terminations

If a department would like to extend your assignment or terminate your assignment before the agreed end date, they should contact TES to confirm the arrangements.

If you would like to terminate your assignment before the agreed end date, you should contact TES.

Where an assignment is terminated either by you or by the department engaging you before the agreed end date, **there is no set period of notice required on either side**. However, in the interests of both parties, it is helpful if as much notice as is practicable is given.

Unsatisfactory performance of duties may result in an assignment being terminated before the expected assignment end date. A non-exhaustive list of unacceptable behaviour which may result in a department terminating an assignment before the agreed end date is set out below in the Feedback section.

Please ensure you indicate on your timesheet that it is the last one of your assignment so that we are able to pay out your remaining holiday pay and either update your availability for new assignments or issue your P45, as appropriate.

Feedback

TES encourages both temporary workers and departments to provide feedback at the end of each assignment, or during an assignment if there are any issues of concern on either side.

In order to maintain the standard and quality of our service, TES requires the relevant department to complete an assessment form at the end of each assignment. The feedback forms provide information on your suitability and approach to the work.

Please therefore be advised that should we receive unsatisfactory feedback, we will invite you to discuss this with us. Please be aware that:



- If two negative feedback reviews of a similar nature are received and, if after careful and fair consideration, we believe the feedback to show unacceptable conduct, we may discontinue your registration.
- If the negative feedback is of a sufficiently serious nature, you may be de-registered immediately.

Examples of sufficiently serious behaviour which may result in an assignment being terminated before the agreed end date or a worker being immediately deregistered include (but are not limited to) theft, forgery, threatening or using physical violence, breach of confidentiality, serious breach of safety rules and regulations, acts of discrimination, acts of bullying or harassment, refusal to comply with reasonable requests from your line manager, unauthorised absence from work, and breach of other University or departmental regulations or rules.

We also seek feedback from you on your own experiences whilst on assignment. Please contact us with your feedback (positive or constructive), which we will keep confidential at your request wherever possible. There may be circumstances in which you do not wish to make a formal complaint but where the department or TES considers that the implications for the aggrieved person or others actually or potentially affected are serious. In this case the department, having taken advice from Human Resources, may initiate an investigation and make a decision on further action on the basis of such evidence as is available.

Complaints by Workers

If you wish to raise a concern about your assignment or department:

Informal resolution

If you are comfortable doing so, you may raise the concern with your supervisor, otherwise/in addition you should contact TES to talk through the issues that you are having.

TES will offer to speak to the department on your behalf or support you to raise the concern and seek to achieve an informal resolution.

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

Formal complaints

If you wish to raise a formal complaint relating to the University/a department or a particular employee of the University/a department, or with any decision made under the Feedback section above, or to terminate your contract you should do so in writing to TES 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.) (further details below).

TES will review and will refer to the HR Business Partnering team for the relevant School/Institution who will deal with it. 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.

If you wish to raise a formal complaint regarding an external institution, you should do so in writing to TES within 4 weeks of the end date of the assignment to which the complaint relates. TES will review and raise this with the institution where it is deemed appropriate and will write to you regarding the outcome.

If you wish to raise a complaint about the service you have received from TES, you can do so by telephone, email, letter or in person. If you wish to speak to someone in person, please make an appointment in advance.

15. Dignity at Work Policy (2023 ed.)

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. [Dignity at Work Policy \(2023 ed.\) | Human Resources \(cam.ac.uk\)](#)

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 | Human Resources \(cam.ac.uk\)](#). 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.

All temporary workers are advised that abusive and threatening behaviour directed towards members of the TES Team will not be tolerated. Any such behaviour may result in your registration being discontinued immediately.

16. 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.

For temporary workers, assignments will be allocated by the application of criteria that are related to the duties and conditions of each particular post and the needs of the department concerned.

Subject to statutory provisions, no individual applying to register with TES or being considered for a particular assignment will be treated less favourably than another on the grounds of sex, gender reassignment, race and ethnicity, disability, sexual orientation, religion and belief, age, pregnancy and maternity, or marriage and civil partnership.

If any person engaged as a temporary worker considers that he or she is suffering from unequal treatment on any of the above grounds, either in the allocation of assignments or the work carried out, he or she may make a complaint to the University.

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

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

Acts of discrimination, harassment, bullying or victimisation against the University's workers or employees can lead to the termination of your assignments without notice and your removal from the TES database of temporary workers.

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.equality.admin.cam.ac.uk/>) and also on the website of the Equality and Human Rights Commission (<http://www.equalityhumanrights.com/>).

17. Data Protection

The full statement about how the University uses your personal information is published at <https://www.hr.admin.cam.ac.uk/hr-staff/hr-data/how-we-handle-your-personal-data>. However, as this statement relates to University employees and other types of staff as well as TES temporary workers, we have highlighted the main points in relation to TES temporary workers below.

In broad terms, we use your personal information in order to deliver our contractual obligations to you – as set out in TES Worker Agreements, in our Handbook and related documentation – as an applicant to or worker through our service, including with regard to the administration of your assignments, payments and pensions. If you choose to supply us with equalities information, we use this to help meet our legal obligations with regard to the monitoring of the diversity of our workforce.

We will share your information with our clients, some of who are external to the University, in order to facilitate your application to and placement in assignments with these clients.

We supplement your records with information provided by your referees and with feedback from our clients, on your assignments with them.



UNIVERSITY OF CAMBRIDGE

Human Resources

We retain the details of unsuccessful applicants for a year after application.
We retain the details of successful applicants who do not take up a work assignment with TES for 6 years from the point when registration is closed.
We retain the details of those who are placed in assignments for 6 years after they have completed their last assignment. If you re-register with TES before your previous records are destroyed then they will be incorporated into your new records.