

## **University Payment System Handbook for Workers**

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**This Handbook is intended to provide key information about the University Payment System to Workers. It does not form part of the Temporary Worker Assignment letter agreement or the Standard Terms and Conditions for Temporary Work and may be amended at any time.**

## **1. General Information**

Cambridge University offers diverse job opportunities. We are one of the largest employers in Cambridge, with over 10,000 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 Addenbrooke's 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 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, and links to local maps see: <http://www.cam.ac.uk/cambarea/travel/> travel information.

## **2. 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, the Institution will need to arrange to see original documents from List A or List B, which can be found at <http://www.jobs.cam.ac.uk/right/>. The Institution will need to take copies of the relevant documents and verify that they are a true copy of the original. If you are subject to immigration control and require permission to work in the UK, you must provide documents that evidence permission to work being granted by UK Visas and Immigration.

### **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.

## **3. Worker's Agreement and Getting Paid**

You will be issued with a Worker's Agreement (which incorporates the Worker's Standard Terms and Conditions) for each assignment that you carry out in an Institution.

The Worker's Agreement and Terms and Conditions are available from your Institutional Administrator.

A UPS2 form, with details of the work carried out, will need to be completed for each assignment and signed by both you and the Institution. This information will include the details of the work carried out, the dates and times of the work and the amount that you are to be paid.

Payments will be made via BACS directly into your bank account. The payroll runs fortnightly and dates of payment and deadlines for receipt of forms are available at <http://www.admin.cam.ac.uk/offices/finance/payroll/index.html>.

Once you have been paid, you will be sent a Remittance Advice by email from Payroll. It is therefore important that you have provided your email address with your personal details on the UPS form.

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### **Travel and subsistence expenses**

Workers can claim travel and subsistence expenses if appropriate and these will be taxed in the usual way. *If this is business travel (which does not include commuting from home to work) this is not taxable and should be claimed on an expenses form.*

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

## **4. Tax and National Insurance**

### **Tax**

Workers will have tax deducted under PAYE. You will need to submit a completed P45 or Starter Checklist at the start of your assignment, unless you have submitted one in the past 12 months and your circumstances have not changed.

Workers should be issued with a P45 at the end of each assignment. However, this cannot be issued if you are still working on another assignment at another Institution in the University. In this case payroll will issue a P45 once all assignments are complete.

If you are a student working as a worker, you will have tax deducted under PAYE and you should complete the Starter Checklist, which will need to be sent to Payroll with your first UPS claim.

The Starter Checklist can be found at the link below:

<http://www.hmrc.gov.uk/forms/starterchecklist.pdf>

If you hold a National Insurance Certificate of reduced or no liability (Certificate of Election/Age Exception) you will need to take it to your Institution so that they can forward the details to the payroll department.

If you need to contact the tax office 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 - <http://www.admin.cam.ac.uk/offices/finance/payroll/nationalinsurance.html> or by contacting:

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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 of Work and Pensions will call you for an interview. At this interview, you will need to prove that you are working or looking for work. You can start work without a National Insurance number, but you must apply for one straight away.

All workers who earn over a weekly threshold must pay National Insurance; this includes students who are not liable to pay tax.

## **5. Pension**

The University of Cambridge is legally required to automatically enrol its eligible jobholders into a qualifying workplace pension scheme. The NOW: Pensions Trust 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 NOW: Pensions Trust, 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 your 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:  
<http://www.admin.cam.ac.uk/offices/pensions/autoenrolment/>.

Following the Deferral Date, if you are automatically enrolled into the pension scheme, NOW: Pensions Trust 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 NOW: Pensions Trust before your Deferral Date.

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

NOW: Pensions Trust has a helpline, which is available by telephoning 0333 33 220 20. Alternatively, you may wish to visit their website at <http://www.nowpensions.com>.

## **6. 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 7 or 8 below.

## **7. 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 <http://www.admin.cam.ac.uk/offices/hr/forms/chris73/>) 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.

## **8. 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 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>

## **9. Holiday Pay**

You are entitled to accrue holiday during each assignment on a pro rata basis based on an annual full time entitlement of 28 days (inclusive of public holidays). Holiday entitlement is therefore equivalent to 12.07% of the hours actually worked.

At the end of each assignment, Institutions should pay holiday in lieu of any accrued but untaken holiday in respect of the assignment via a UPS2.

Please note that it may not be possible to take holiday during an assignment due to staffing requirements.

## **10. 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. 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.

## **11. 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.

## **12. Handling Confidential Information**

From time to time in the course of assignments 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 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 Worker's Agreement you may be subject to disciplinary action or your Worker's Agreement 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.

## **13. 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**

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

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 331818
- 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.

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.

## **14. Changes in Circumstances**

### **Changes in Circumstances**

Please inform the Institution in which you are working of any changes to your circumstances, for example change of address or change of bank details.

## **15. Leaving**

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

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.

## **16. 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.

## **17. Complaints Procedure**

If you wish to raise a concern, in the first instance you should contact your line manager or HR representative in order to discuss your concerns.

If the matter cannot be resolved informally you can raise a formal complaint. If you wish to raise a formal complaint, you should do so in writing, by letter or e-mail, to your Head of Institution or HR representative. All complaint should be submitted within 4 weeks of the assignment to which they relate.

Alternatively, where it is applicable, you may wish to raise a complaint through the Dignity@Work Policy (see below).

## **18. Dignity@Work (Bullying and harassment)**

The University of Cambridge is committed to protecting the dignity of staff, workers, students, visitors to the University, and all members of the University community in

their work and interactions with others. The Dignity@work policy explains this commitment and what action can be taken if its principles are not observed.

If difficulties cannot be resolved informally, the Dignity@Work policy (see link below) provides for a formal complaints procedure. Any complaints made about harassment, bullying or other inappropriate behaviour will be investigated thoroughly and without delay, according to the approved procedures.

If you would like to talk confidentially to a Dignity@Work contact, you should call the number below, which is a confidential voice-mail number, and leave your name and contact details, or send an email. Your message will be picked up by the contact group convener who will put you in touch with a contact. The contact will then call you to arrange an appointment.

@	Dignity@Work: <a href="http://www.admin.cam.ac.uk/offices/hr/policy/dignity/">www.admin.cam.ac.uk/offices/hr/policy/dignity/</a>
E	Dignity@Work contact: <a href="mailto:dignitycontacts@admin.cam.ac.uk">dignitycontacts@admin.cam.ac.uk</a>
<input type="checkbox"/>	Dignity@Work contact: (01223) 765031

## **19. 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's 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/>

## **20. Data Protection**

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