



# Service Level Agreement

## Human Resources

As part of our commitment to delivering excellent customer service, the following document details our committed levels of service that staff can expect from the HR Department under the following teams:

- Organisational Development
- Equality, Diversity and Inclusion
- Wellbeing and Engagement
- Payroll Services (including Rewards and Benefits, Payroll, Pensions and Systems)
- Operational Services & Operations

There are some elements of our service which runs across all services provided by the HR Department:

- All members of the department will be available on Teams during their own working hours (generally between 08.00 - 17.00 Monday to Friday). Where a member of the team is not available, they will have their out of office on.
- If you are unsure of who to call for your query, please use the '[Meet the Team](#)' page to find the most appropriate person or email [hr@lincoln.ac.uk](mailto:hr@lincoln.ac.uk) and your query will be redirected.

### General Inboxes

To help ensure we resolve your query as soon as possible, there are a range of general team inboxes within the department for you to direct queries too. Multiple team members have access to these so we can get a response to you as quickly as we can and this is useful for when you might not know who to contact specifically. All inboxes will have an automated response and we aim to respond within 3 working days. Our general inboxes include:

- [training@lincoln.ac.uk](mailto:training@lincoln.ac.uk)
- [staffwellbeing@lincoln.ac.uk](mailto:staffwellbeing@lincoln.ac.uk)
- [inclusivecommunity@lincoln.ac.uk](mailto:inclusivecommunity@lincoln.ac.uk)
- [payrollservices@lincoln.ac.uk](mailto:payrollservices@lincoln.ac.uk)
- [hr@lincoln.ac.uk](mailto:hr@lincoln.ac.uk)
- [jobs@lincoln.ac.uk](mailto:jobs@lincoln.ac.uk)

## Coming to See Us

We invite staff to come and see us if they would prefer to speak to someone in person. The HR team will be based across Brayford and Riseholme campuses as well as an element of remote working so whilst we cannot always guarantee the staff member will be there, we will do our best to offer you the opportunity to speak to someone else from the team. We recommend speaking to a member of the team to arrange an appointment where possible.

## Organisational Development

- Booking requests will be confirmed within 3 working days, if the course is taking place within the next 3 working days, please call 6465 to speak to a member of the team to confirm your place.
- Email enquires received to [training@lincoln.ac.uk](mailto:training@lincoln.ac.uk) will be acknowledged and where possible, answered within 3 working days
- Data requests will be dealt with on an individual basis but please allow at least 5 working days and will be sent through OneDrive to comply with GDPR
- Requests for ILM, Aurora or Apprenticeships, will be acknowledged and updated in the relevant systems within 5 working days providing the information provided is complete and accurate
- Queries relating to appraisals will be acknowledged and where possible, resolved within 3 working days.

## Wellbeing and Engagement

- Staff will receive regular communications, including Senior Leadership updates and key messages, via HR Line.
- The wellbeing programme will support an agile workforce with both on campus and online activities available.
- Email enquires received to [staffwellbeing@lincoln.ac.uk](mailto:staffwellbeing@lincoln.ac.uk) will be acknowledged and where possible, answered within 3 working days.
- Requests for participation in wellbeing programmes will be confirmed within 3 working days.
- Requests for the annual on-campus flu vaccination programme will be confirmed on a first come first serve basis. A waiting list will be in operation for cancellations to ensure all vaccines are utilised. In addition the University will reimburse the cost of flu vaccinations for any member of staff who did not attend an on-site clinic and was not eligible for the government scheme.

## Payroll Services (includes Rewards and Benefits, Payroll, Pensions and Systems)

- Email enquires received to [payrollservices@lincoln.ac.uk](mailto:payrollservices@lincoln.ac.uk) will be acknowledged and where possible, answered within 3 working days. If it is not possible to answer your enquiry within this time you will receive an email to update you on the progress.
- If you have requested a currency advance, you will receive a notification before your trip to advise you when to expect the money, any queries should be emailed to [payrollservices@lincoln.ac.uk](mailto:payrollservices@lincoln.ac.uk)
- Pension queries should be emailed to [payrollservices@lincoln.ac.uk](mailto:payrollservices@lincoln.ac.uk) and the relevant person will respond within 3 working days.
- Expense account request forms will be set up within 5 working days and any expense queries should be emailed to [payrollservices@lincoln.ac.uk](mailto:payrollservices@lincoln.ac.uk) where again enquiries will be answered within 3 working days.
- If you have a question about the expenses system, you are able to create a support ticket which notifies the payroll team that you need assistance, we aim to respond within 3 working days.
- Any queries relating to benefits and Linc-on should be emailed to [payrollservices@lincoln.ac.uk](mailto:payrollservices@lincoln.ac.uk) where your query will be acknowledged and where possible, answered within 3 working days. If it is not possible to answer your enquiry within this time you will receive an email to update you on the progress.



## Operational Services

- **Recruitment** - any exceptions to the below should be discussed with HR Operational Services Team Leader or HR Operational Services Manager.

Tasks	Academic	Professional Support
<b>Advertising role</b>	<ul style="list-style-type: none"> <li>• Must have all information in the e-recruitment system in order to advertise – <b>only by exception without</b></li> <li>• If information e.g. room, presentation panel, is missing this may have to increase time between shortlisting and interview date</li> <li>• Minimum 2 working days' notice from submission of vacancy form to advertise date</li> </ul>	
<b>Scheduled interviews on day</b>	No more than 3 sets of interviews per day	
<b>Advertising/Closing date</b>	<ul style="list-style-type: none"> <li>• Minimum 1 week; or</li> <li>• Minimum 2 weeks if using 'paid for' advertising due to booking deadlines and service agreements</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 1 week; or</li> <li>• Minimum 2 weeks if using 'paid for' advertising due to booking deadlines and service agreements</li> </ul>
<b>Shortlisting to Interview</b>	<ul style="list-style-type: none"> <li>• Minimum 2 weeks between submission of shortlist and interview date.</li> <li>• Dependent on above information</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 2 weeks between submission of shortlist and interview date.</li> <li>• Dependent on above information</li> </ul>
<b>Offer Created</b>	Once PVC sign off and details on system, 3 working days	3 working days from offer on system
<b>Interview paperwork</b>	To be uploaded to e-recruitment system after interview or sent directly to Ops Services via secure electronic method	
<b>Once clearance received</b>	Line manager to give Ops Services minimum 1-week notice to start date in order to process information	

- **Transactional Processing** – Administration of the following processes will be completed within 5 working days of receipt, given the information provided is accurate and complete:
  - Parental Leave requests
  - Amendment to contracts
  - Resignations
  - References for mortgages, visas or tenancy agreements
  - New associates – requests to appoint
  - DBS check applications
  - Programme Leader Expressions of Interests
  - Teaching Qualifications or Professional Recognition updates
  - Arrangements for processing of early notifications of future changes will be in agreement with relevant HR Assistants.
  - General queries will be acknowledged and, where possible, resolved within 3 working days.



[hr.lincoln.ac.uk](http://hr.lincoln.ac.uk)



[@unilincolnhr](https://www.instagram.com/unilincolnhr)



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