



UNIVERSITY OF  
LINCOLN

HUMAN RESOURCES

# 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 and Equalities
- Operational Services
- Wellbeing and Engagement
- Rewards and Benefits (to include Payroll, Pensions and Systems)

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

- All calls into the department will be answered within 3 rings during office hours of 08.00 -17.00 Monday to Friday.
- If you are unsure of who to call for your query, please call the HR reception desk and we can advise on the best person to speak to.

### Organisational Development and Equalities

- 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.

## 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 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 this form to advertise date</li> </ul>	
<b>Scheduled interviews on day</b>	No more than 3 interviews per day	
<b>Advertising/Closing date</b>	<ul style="list-style-type: none"> <li>• Minimum 1 week (Internal)</li> <li>• Minimum 30 days to hit RLMT</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 1 week</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</li> <li>• Dependent on above information</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 2 weeks</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>	Emphasis must be on returning interview paperwork	
<b>Once clearance received</b>	Minimum 1 week notice from clearance 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 associate clearances
  - DBS check applications
  - Programme Leader Expressions of Interests
  - Teaching Qualifications or Professional Recongition
- 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.



## Wellbeing

- Outlook invites for wellbeing classes will be sent out every week for the following week's classes
- 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 such as 'Taking Care of Your Back' will be confirmed within 3 working days.
- Request for the annual flu vaccination programme will be confirmed on a first come first serve basis due to the limited number of vaccines. A waiting list will be in operation for cancellations to ensure all vaccines are utilised.

## Rewards and Benefits (to include Payroll, Pensions and Systems)

- Email enquires received to [payrolldept@lincoln.ac.uk](mailto:payrolldept@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 [payrolldept@lincoln.ac.uk](mailto:payrolldept@lincoln.ac.uk)
- Pension queries should be emailed to [payrolldept@lincoln.ac.uk](mailto:payrolldept@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 [expensesmailbox@lincoln.ac.uk](mailto:expensesmailbox@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 [rewardsandbenefits@lincoln.ac.uk](mailto:rewardsandbenefits@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.

## 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.c.uk](mailto:staffwellbeing@lincoln.c.uk)
- [inclusivecommunity@lincoln.ac.uk](mailto:inclusivecommunity@lincoln.ac.uk)
- [payrolldept@lincoln.ac.uk](mailto:payrolldept@lincoln.ac.uk)
- [rewardsandbenefits@lincoln.ac.uk](mailto:rewardsandbenefits@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 within the department if they would prefer to speak to someone in person. 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. The HR Department is located on the third floor of Minerva building.

## Engagement Meetings & Roadshows

The department offers a series of engagement groups and roadshows which we invite staff to participate in. These will be delivered around our campuses and will normally be around a specific subject or target group. To find out more; check our HR Website or our HR social media channels.



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



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