



# Service Level Agreement

THE UNIVERSITY *of* EDINBURGH

and

Blue Arrow

Within Framework agreement  
reference;

2014/S 199-351837 “Inter Regional  
Temporary Agency Staff”

Lot 2 (Ancillary Staff)

3rd October 2015

to

7<sup>th</sup> March 2018

# SERVICE LEVEL AGREEMENT

## INTRODUCTION

The purpose of this Service Level Agreement is to detail the contractual day to day relationship and procedures between **Blue Arrow** and The University of Edinburgh in a format, which is easy for both parties to understand and refer to on an on-going basis. The document also sets out the positive obligations, which both parties will undertake in order to ensure the smooth operation of the contract for mutual benefit.

This agreement will be considered a working document and can form a basis for formal review and further enhancement and clarification should the need arise.

Should changes be agreed at any formal review meeting, and implemented, this document should be amended and version control completed:

Version reference	Name	Date	Reference number of changes made
1.0 (Draft)	Stuart Mclean	16/07/2015	N/A
2.0 (Final)	Stuart Mclean	24/08/2015	Final with updated job catalogue
3.0 (final)	Stuart Mclean	31/08/2015	Final with updated job catalogue

## TYPE OF RELATIONSHIP

University of Edinburgh has engaged **Blue Arrow** hereafter for the provision of Ancillary Staff (Lot 2 of SUPC framework).

Both parties see the relationship as a partnership. This agreement forms a basis upon which both parties can work together to achieve an efficient service for resourcing temporary workers at the Institution.

The Service Level Agreement represents the positive obligations which both parties shall action in order to deliver a mutually beneficial partnership that supports University of Edinburgh objectives and activities.

## AGREEMENT FORM

This Service Level Agreement defines the supply relationship between University of Edinburgh and Blue Arrow in their appointment as a provider under the Framework Agreement Number: 2014/S 199-351837, Southern Universities Purchasing Consortium.

This document is intended to be read in conjunction with the Terms & Conditions of the main framework terms and conditions a copy of which can be obtained from Stuart McLean, Procurement Office.

The above-named hereby appoints

Agency Name: BLUE ARROW

Agreement Start Date: 3<sup>rd</sup> October 2015

### Authorised On Behalf of The University of Edinburgh

Name: Michelle Christian

Position: Senior Accommodation Manager (Accommodation Services)

Signature \_\_\_\_\_ Date 27<sup>th</sup> August 2015

### Authorised On Behalf of The University of Edinburgh

Name: Ian Macaulay

Position: Assistant Director Catering Services

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Authorised On Behalf of Blue Arrow

Name: Aron Smith

Position: Business Director

Signature and Date: \_\_\_\_\_ 29/9/2015

# SERVICE CHARTER

## Blue Arrow Authorisation

The following persons are Blue Arrow's Representatives and are authorised to act on behalf of the Blue Arrow on all matters relating to the Service level Agreement -

Name: Aron Smith

Title: Business Director

Contact  
Details: 0131 220 4121

Name: Grant Hannah

Title: Operations Director

Contact  
Details: 0131 220 4121

Name: Warren Trewick

Title: Divisional Manager

Contact  
Details: 0131 225 4237

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Contact: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Contact: \_\_\_\_\_

## University of Edinburgh Authorisation

The following person is University of Edinburgh Representative and is authorised to act on behalf of University of Edinburgh, on all matters relating to the Service Level Agreement: -

Name: Stuart Mclean, Procurement Office

Name: Michelle Christian, Accommodation Services

Name: Ian Macaulay, Accommodation Services

Name: Paul McDiarmid, Human Resources

## CONTRACT MANAGEMENT

### On behalf of the Supplier

**(Table 1)**

Position Title	Name	Tel 1	Mobile	eMail
Business Director	Aron Smith	0131 220 4121	07850717354	<a href="mailto:Aron.smith@bluearrow.co.uk">Aron.smith@bluearrow.co.uk</a>
Divisional manager	Warren Trewick	0131 225 4237		<a href="mailto:Warren.trewick@bluearrow.co.uk">Warren.trewick@bluearrow.co.uk</a>
Consultant	Julie Smith	0131 225 4237		<a href="mailto:julie.smith@bluearrow.co.uk">julie.smith@bluearrow.co.uk</a>
Consultant	Ivan mckenzie	0131 225 4237		<a href="mailto:ivan.mckenzie@bluearrow.co.uk">ivan.mckenzie@bluearrow.co.uk</a>

**(Table 2) The Contacts Listed above will have key responsibility to:**

Name	Key Roles
Aron Smith	Issue regarding SLA, Service reviews
Warren/Ivan/Julie	Day to Day management of account

### On behalf of The University of Edinburgh

**\*Local Hirers**

- within the colleges / Accommodation Services = line manager or nominated recruiter
- within CSG / SASG = local HR

Designation	Email	Contact Name	Telephone Number
Accommodation Services HR	<a href="mailto:Michelle.Christian@ed.ac.uk">Michelle.Christian@ed.ac.uk</a>	Michelle Christian	0131 651 2076
Accommodation Services	<a href="mailto:I.Macaulay@ed.ac.uk">I.Macaulay@ed.ac.uk</a>	Ian Macaulay	0131 651 2140
UHRS Resourcing	<a href="mailto:Irene.cotugno@ed.ac.uk">Irene.cotugno@ed.ac.uk</a>	Irene Cotugno	0131 650 2264
UHRS Resourcing	<a href="mailto:Paul.McDiarmid@ed.ac.uk">Paul.McDiarmid@ed.ac.uk</a>	Paul McDiarmid	0131 650 2264
Procurement	<a href="mailto:Stuart.mclean@ed.ac.uk">Stuart.mclean@ed.ac.uk</a>	Stuart McLean	0131 650 2509

# SERVICE CHARTER

## Current Ordering

Please refer to **Appendix 1** for detail on ordering workflow.

Prior to an official order form being generated by the hirer; the hirer will call the agency to discuss the requirement type of job role and likely start and end dates.

University of Edinburgh to provide Purchase order form, using either; Saffron, eFinancial or PECOS (eProcurement) systems. The AWR form as shown in (Appendix 2) will accompany all purchase orders raised, other than that which are generated using Accommodation Services, Saffron system.

The cost code / purchase order number must be provided when placing the booking otherwise order should not be accepted.

At time of booking line managers will give an indication as to the start date required and expected length of the booking along with a review schedule.

Blue Arrow can expect University of Edinburgh will complete obligations outlined below when ordering & deploying workers:

- Fully complete the temporary booking process agreed Arrow in Appendix one
- Specify the estimated length of the assignment. If there is no defined end date, then renewal dates should be specified so that Blue Arrow can get in contact to see if the assignment is to be extended.
- Provide clearly written job details for new bookings and/or work plan for better understanding – Ref: Job Catalogue (Appendix four).
- To be responsible for the control supervision and direction of the temporary workers whilst on University of Edinburgh premises.
- Make provision of appropriate personal protective equipment (PPE) through locally agreed systems with Blue Arrow, University of Edinburgh will administer these requirements if required.
- On receipt of rate of pay calculation as noted below\*, the University will use this to populate PECOS system to facilitate its eProcurement catalogue and provide as a internal reference for hirers

University of Edinburgh can expect Blue Arrow to complete the following obligations:

- Provide key contacts as outlined in the Account Management Section of the SLA
- Meet locally agreed key performance indicators for the timely fulfilment of the service
- Provide monthly management information in format agreed with University of Edinburgh
- Responsible for Temporary Worker welfare i.e payroll, tax, NI contributions, escalation process and Working Time Regulations.
- Agency Workers are employed by Blue Arrow and as such responsibility for auto-enrolment to a pension scheme under the Pensions Act 2008 is the full responsibility of Blue Arrow.
- Provide Agency Worker Directive (AWR) related reports as required by the University of Edinburgh.
- Provide the University with a fixed rate per job role per grade/increment level based on the Pay rate to worker, hourly rates as quoted in Appendix 4 and WTR cost, NI cost and agency fee (all excluding VAT)\*

## **Pre booking**

University of Edinburgh can expect that Blue Arrow will complete the following obligations for Staff Qualification.

## **Referencing**

- Fully interview, reference and skill test all staff to Contract Standards outlined or as specified on the order
- References will be completed prior to the worker starting their assignment. Where possible, these references will cover two previous employment periods within the last five years or be supplemented by a personal reference from a person of responsibility or trust if one of the work references cannot be sought.
- If previously a UoE temp or employee, a reference should be obtained from local HR team before appointment to establish whether appointment to the assignment is appropriate.

## **Additional Checks**

- UKBA Eligibility to work check
- Disclosure / PVG checks if required Reference check on

## **Testing & Deployment**

- Ensure workers skills have been assessed to specified minimum standards prior to starting their assignment e.g. Word, PowerPoint, Numeracy & Literacy
- Ensure all Catering Staff have completed a Food Handlers Questionnaire
- Desirable that all catering Staff have an elementary Food Hygiene Certificate
- All catering and housekeeping/cleaning staff to have undertaken COSHH training
- Desirable that all catering and housekeeping/cleaning staff have undertaken some form of customer service training
- Proactively gather information to accurately assess the skills needed for the booking
- Issue each temporary worker with the relevant site's briefing guide pack and ensure each temporary worker understands the nature of the work involved by providing full job details prior to commencement of their assignment.
- To confirm delivery of the correct calibre and quantity of workers to the premises on commencement date.

## **Additional Vetting**

Where it is a requirement of the role, an Enhanced Disclosure Declaration for each candidate undertaking such an assignment must be produced. This requirement will be an explicit part of the job description and detailed in the booking form.

## **Rate of pay**

Full details of the University's rate of pay which applies to this agreement can be found in the Job Catalogue in **Appendix 4**

If an AW works on a public holiday, when the university is closed, the rate of pay for that day is multiplied by 1.5, as the comparator rate. Any AW who has less than 12 weeks accumulative service will be paid at the client's discretion

## **Expectations**

University of Edinburgh can expect that Blue Arrow will:

- Develop the Service level Agreement through a continuous improvement programme  
Via the contract management meetings and to develop further e-Procurement and improvements to ordering process.

## Temporary to Permanent Vacancies

University of Edinburgh can expect Blue Arrow to:

- Provide Temporary to Permanent Services upon request and relevant order form, from the Institution.
- Charge for services in accordance with the pricing schedule of this agreement
- Temp to Perm fees:

### Lot 2 Ancillary Staff

Weeks in Continual Employment	Fee applicable as a Percentage of Annual Salary
	Blue Arrow
0 to 4 Weeks	10.00%
4 to 8 Weeks	7.00%
8 to 13 Weeks	5.00%
Over 13 Weeks	Free of Charge

- Any person who is currently employed as a temporary employee applying to an **externally**, openly advertised position and who is successful through a competitive process will not attract a temp to perm fee irrespective if it is the current or other position.
- If position is externally advertised (available out-with the University) no temp to perm fee will apply
- No temp to perm fee incurred if the candidate was recommended by University of Edinburgh.

## Discipline and Performance Issues

University of Edinburgh can expect that Blue Arrow will;

- Handle all disciplinary and performance issues with their staff as soon as they are reported

Blue Arrow can expect University of Edinburgh will;

- Raise any performance / conduct issues with the Blue Arrow contact as soon as they occur.
- Provide verbal quantitative information regarding any performance / conduct issue

## Site Visits & Performance Reviews

Blue Arrow can expect University of Edinburgh will;

- Where practical, allow the time for temporary staff to see their Blue Arrow contact.
- Allow the time for key contacts to meet with local Blue Arrow staff where agreed.
- It has been recommended that a quarterly review take place.

## Management Information including (AWR)

- **Monthly reports** to be sent through to **Irene Cotugno: 0131 650 2264**  
[irene.cotugno@ed.ac.uk](mailto:irene.cotugno@ed.ac.uk)
- The information in the report will be collected and collated by the supplier and will detail the following in Excel format:

Report Heading	Format of entry (example)	Guide
Date of report creation	xx/xx/20xx	The date which the report was created
Agency	All Staff temp agency	Name of Supplier
Agency Worker Firstname	Joe	Provided by Supplier
Agency Worker Surname	Smith	Provided by Supplier
College	Science and Engineering	Pulled from order



School/ Dept	<i>School of Engineering</i>	Pulled from order
Hiring Manager	<i>Mary Smith</i>	Pulled from order
Job Title Category	<i>Administrator</i>	Pulled from order
Comparable UoE Grade	<i>£x.xx</i>	Pulled from order
UoE grade hourly rate min	<i>£x.xx</i>	UHRS Resourcing provides.
UoE hourly rate max	<i>£x.xx</i>	UHRS Resourcing provides.
Hours per day	<i>£x.xx</i>	Pulled from order
Hours per week	<i>£xx.xx</i>	Pulled from order
Current agency pay rate per hour	<i>£xx.xx</i>	Provided by Supplier
Agency charge rate per hour	<i>£xx.xx</i>	Rate prior to NI, WTR, VAT and Mark Up
Agency charge rate per day	<i>£xxx.xx</i>	Multiple of Agency Charge Rate per hour by number of hours/day on order
Agency charge rate per week	<i>£xxx.xx</i>	Multiple of Agency Charge Rate per hour by number of hours/week on order
Pay Rate for UoE equiv. grade min hour	<i>£xx.xx</i>	UHRS Resourcing provides? or on order form
WTR	<i>£x.xx</i>	WTR rate applicable
NI	<i>£x.xx</i>	NI rate applicable
Total Cost	<i>£xx.xx</i>	Total cost prior to agency mark up
Agency Mark Up	<i>£x.xx</i>	either % or set (£0.XX/Hr)
Agency charge rate per hour	<i>£xx.xx</i>	Total charge to the University
VAT	<i>£x.xx</i>	At current rate (20%)
Agency Gross Charge	<i>£xx.xx</i>	Inclusive of all costs in preceding columns
Increase in costs per hour	<i>£xx.xx</i>	Auto calculation
Latest Start Date	<i>dd/mm/yyyy</i>	Pulled from order
Start Date from 01/10/2011	<i>dd/mm/yyyy</i>	Pulled from order
End Date	<i>dd/mm/yyyy</i>	enter if end or predicted end - yes
No of weeks	<i>xx</i>	Auto Calc
Accum. no of weeks		Auto Calc
Reason for hire	<i>Special Project</i>	Pulled from order
HR Rep	<i>DA</i>	UHRS Resourcing provides

- **Quarterly reports** to be sent through to the **Procurement Office** contact. The information will detail the following and will be in Excel format:

Report Heading	Format of entry	Guide
Date of report creation	xx/xx/20xx	The date which the report was created
Reason temp worker left assignment prior to agreed end date	Free text	Include: <ul style="list-style-type: none"> <li>• Insert temp worker first and last name,</li> <li>• Hiring manager name.</li> <li>• Detail reason provided by worker to agency</li> </ul>
Quantity of Management complaints	number	Insert number of hiring manager complaints received in period
Reasons for management complaints	Free text	Include: <ul style="list-style-type: none"> <li>• Insert Hiring managers first and last name,</li> <li>• Detail complaint</li> <li>• Detail actions to address and resolve.</li> </ul>
Quantity of escalations	number	Insert number of escalations to 2 <sup>nd</sup> agency contact

Quantity and percentage of posts not filled within agreed Service Level Agreements (SLAs)	number	Insert number of and % of posts not filled within agreed timescales
Reasons for any failure to meet SLAs	Free text	Provide detail
Invoicing Errors: Number of mismatched Invoices causing delay to payment	Number/reported cause	Provide PO Number hirer detail and purchase method used

### **Errors and Omissions**

All errors and omissions will be included on the following quarter's breakdown of activity report.

## **BLUE ARROW DELIVERY OBLIGATIONS**

The information below is provided as a synopsis of the Contract & SLA which may be useful for key end users, they may not wish to read & digest all of the terms and conditions, as such the below provides an overview of the key obligations of both parties.

- Provide an efficient temporary staff booking service to University of Edinburgh functional contacts in line with the booking processes outlined in appendix 1 of this Service Level Agreement.
- Ensure timely resolution of queries and issues raised through the complaints process attached in appendix 6
- To manage 100% order fulfilment for the roles outlined in this agreement.
- Issuing, collating and processing of temporary workers timesheets and payroll data.
- Administer all pay, PAYE, WTR and NI contributions.
- To ensure that each worker is legally entitled to work in the U.K.
- Raise invoices in accordance with locally agreed parameters outlined in appendix 7
- Manage and issue service evaluation questionnaires to individuals noted in this SLA.
- Where appropriate administer the supply of PPE equipment to its staff in support of University of Edinburgh.
- Blue Arrow shall work in partnership with University of Edinburgh to maximise value for the provision of the Services and make recommendations to University of Edinburgh to enable savings to be made.
- Providing accurate reporting to University HR Services, to ensure effective management of AWR aspects of agreement
- Providing accurate performance reporting to central HR and Procurement, to ensure effective management of AWR aspects of agreement

## UNIVERSITY OF EDINBURGH OBLIGATIONS

- Procure all temporary staff related to LOT 2 from Blue Arrow in the first instance.
- To inform Blue Arrow of any temporary workers to be terminated from their assignment, clearly stating reasons.
- To make temporary workers familiar with any equipment to be operated.
- Ensure that temporary workers are under the control, supervision and direction of the University whilst on assignment.
- Inform Blue Arrow of any breaches of discipline or standard of work issues whereupon it will be the responsibility of Blue Arrow to take the appropriate action.
- To raise issues & queries or complaints through the process outlined in appendix 6
- To provide payroll information including all overtime upon completion of assignment or weekly basis as appropriate.
- To ensure timely notification to Blue Arrow of all accidents involving Blue Arrow temporary staff.
- The University will notify the supplier any changes to its standard rates of pay which impact on this the job roles in the agreement, calculators and e-Procurement catalogues.

## APPENDIX ONE- BOOKING PROCESS

### BOOKING PROCESS (HOSPITALITY/CATERING)

If assignment length is not clear a realistic review day should be agreed.

1. The process is initiated by a call from the local hirers to the suppliers to discuss the requirement. This initial discussion should include:
  - Job profile, grade and pay and charge rate per hour (reference UoE Job Catalogue)
  - Number of hours required to be available and number of days given very temporary nature of use in catering
  - Name of hiring manager
  - Location of assignment
2. The local hirer will generate a purchase order from the “Saffron” stock management system. The AWR form in Appendix 2 **will NOT** be used for these roles.
3. The system generated purchase order will be provided to the Supplier, who should only accept the booking if supported with the paper copy of the purchase order. The order can be faxed to: **0131 240 8820** or emailed to **edinburgh.hospitality@BlueArrowglobal.com**
4. The Agency will then contact the local hirer, after following Blue Arrow process, with details of suitable AW.
5. If the agency cannot fulfil the requirement either based on skills/worker available or in the time frame required. The Hiring manager should then seek the 2<sup>nd</sup> rank supplier from the framework via central HR contact as detailed earlier in this SLA.
6. The AW must attend for the hours to be worked with a timesheet to be signed by the hirer to confirm the hours have been worked and only on this basis will the supplier invoice the hiring manager afterwards, with the invoice detailing the purchase order number.

### BOOKING PROCESS (OTHER ROLES)

1. The University of Edinburgh’s **PECOS** system is used by Accommodation Services to book other roles **out-with** Hospitality and Catering.
2. In this case the AWR form in Appendix 2 **WILL** be provided either separately to match PECOS order or as an attachment to the PECOS order itself
3. The order will be posted automatically to blue arrow @

### EPROCUREMENT (PECOS)

The supplier will agree to work with the university to analyse purchasing routes with an opportunity to improve on e-procurement where there is a benefit in invoice payment speed, ease of use for buyer, improved accuracy of invoices against purchase orders.

The supplier should provide, working with the University of Edinburgh’s e-Procurement team, a csv (Excel) file listing all job roles as in Appendix 4, the total cost (including NI, WTR, and agency fee all not inclusive of VAT) per incremental point.

**The detail required to populate our PECOS catalogue will be an immediate requirement which must be completed and made live prior to agreement start date.**

The embedded file on **Appendix Four** will be used:

1. As a price reference for eFINancial users
2. Saffron system users (Accommodation Services catering roles)
3. Will be extracted to populate PECOS system catalogue.

We are seeking to adopt PECOS as the standard mechanism for raising Purchase Orders not raised in Accommodations Saffron system during the duration of this agreement.

## APPENDIX TWO – DOCUMENTATION & FORMS



### Agency Worker Request Form

To request approval to hire an Agency Worker to provide short-term additional resources from time to time to enable flexibility. Prior to hiring an Agency Worker all internal options should have been exhausted to ensure utilisation of existing staff and minimise cost and disruption.

**Please complete this form and send to:**

**Support Groups:** [hrsgs@ed.ac.uk](mailto:hrsgs@ed.ac.uk) **AS:** [as.hr@ed.ac.uk](mailto:as.hr@ed.ac.uk)

**CSE:** [hrscieng@ed.ac.uk](mailto:hrscieng@ed.ac.uk); **MVM:** [MVM.HRadmin@ed.ac.uk](mailto:MVM.HRadmin@ed.ac.uk);

**HSS:** [lisa.sutcliffe@ed.ac.uk](mailto:lisa.sutcliffe@ed.ac.uk)

#### SECTION 1 : Hiring Manager

Hiring Manager Name	Department	Phone number	Email address
Invoice Address			

#### SECTION 2: Requirements

Job Title & Grade		Required start date & Expected Duration	
Nature of work & reason for additional resources required		Number of agency workers required	
What previous experience is required?		Will they be supervised or working on their own?	
Is a PVG required?		Other comments/special requirements	

**Please now send to your local HR team at as above**

#### SECTION 3 : To Be Completed by HR

Pay per hour		Cost per hour	
Completed by		Date	

**SECTION 4: To Be Completed by Blue Arrow**

Name of Temp		Agreed hourly rate	
Agreed Start Date			



## APPENDIX THREE- QUALITY & PERFORMANCE REVIEWS

### Vacancy Allocation Guide

<b>Assignment Start Date</b>	<b>Defined</b>	<b>Discipline</b>	<b>Support Supplier Booking Allocation &amp; Client Communication</b>
Same Day	Assignment to start on the same day as order is placed	All	Blue Arrow assess if candidate available, contact Hiring Manager if unable to fill within 30 minutes.
Next Day	Assignment to start on the day following order placement	All	Blue Arrow assess candidate availability, contact Hiring Manager if cannot identify suitable candidate within 4 hours of close of business on the day of the booking.
5 Business Days	Assignment to start within 5 business days from order placement	All	Blue Arrow to assess candidate availability, contact Hiring Manager next business day if unable to complete. Daily updates to Hiring Manager
Standard	Assignment to start within 10 business days from order placement	All	Contact Hiring Manager 3 business days prior to assignment if Blue Arrow unable to complete. Daily updates to Hiring Manager
Short Term Future	Assignment to start within 11-15 business days from order placement	All	Contact Hiring Manager 3 business days prior to assignment if Blue Arrow unable to complete. Daily updates to Hiring Manager
Long Term Future	Assignment to start after 15 business days from order placement	All	Contact Hiring Manager 3 business days prior to assignment if Blue Arrow unable to complete. Daily updates to Hiring Manager
All	All assignments	Specialist	Communication to be managed through Blue Arrow daily.
High Volumes	Bookings relating to in excess of 10 candidates	All Disciplines	Each booking to be treated on individual basis. Daily updates to hiring manager if required.

# APPENDIX FOUR - PRICING SCHEDULES AND JOB PROFILES

## The University of Edinburgh Agency Worker Job Catalogue

Detail on pricing schedules and total cost can be found on the embedded file here:



BA Ancillary LOT 2  
SUPC revised Pricing

**NOTE; THE PRICING CATALOGUE ABOVE INCLUDE THE PROPOSED 1% WAGE RISE WHICH SHOULD COME INTO EFFECT BY THE START OF THIS AGREEMENT (Oct 2015) we will notify Blue Arrow to confirm prior to agreement start date.**

SUPPLIER	Indicative Pay Rate to Worker (hourly)	£7.00	£8.00	£10.00	£15.00	£20.00	£30.00
	BLUE ARROW	WTR %	12.07%	12.07%	12.07%	12.07%	12.07%
EMP NI%		5.49%	6.535	7.99%	9.92%	10.89%	11.86%
COMM		£0.88	£0.88	£0.88	£1.03	£1.03	£1.03

The University will notify any changes to its standard rates of pay which impact on this calculator and any resulting e-Procurement catalogues as a result.

- WTR is fixed at 12.07% for employees from week 1-12.
- WTR increases after 12 weeks to 14.04%
- NI is fixed at 10%

For the avoidance of confusion variable commission rates as specified in the SUPC agreement will at all times be based on the standard Pay Rate above, not any enhanced or any overtime rates.

### Agency Worker Operational Job Profiles - Hospitality

**Grade:** 1

**Job Title:** Domestic Assistant

**Experience:** Learning gained through on-the-job training over days to weeks

**Summary:** Roles at this grade will be engaged in performing a narrow range of straightforward, repetitive tasks within established routines under regular or direct supervision. Instructions will specify what needs to be done, how it should be done and what equipment/tools to use. Generally work will be carried out by an individual as a member of a team of people doing the same or similar things. There is little need for the post holder to have an understanding of work activities beyond those that are the immediate concern of the job. Any queries or non-routine situations are referred to others and any variation to the work routine would be decided by others.

#### Knowledge & Skills Required

- Learning gained through on-the-job training over days to weeks.
- Ability to follow instructions, gain basic knowledge about routines and apply this correctly
- Ability to make effective use of simple equipment

### **Representative Work Activities**

- Perform a limited range of tasks within a straightforward routine or practice. Tasks might involve e.g. catering support, portering, grounds work, providing a security presence, basic filing and/or data entry.
  - Operate common, standard, single purpose machinery/equipment in a simple or repetitive way.
  - Carry out basic equipment maintenance according to detailed instructions.
  - Transport goods and equipment according to detailed instructions.
  - Inform supervisor of stock levels for consumables/stores of basic equipment etc. in order to ensure availability to meet work requirements.
  - Comply with standard procedures, including those governing health and safety
  - May carry out routine record keeping, filing, data inputting, cataloguing, logging and maintenance of simple databases to ensure accurate records are maintained.
  - May carry out basic data entry using standard formats and templates or following detailed instructions.
  - Clarify work instructions and communicate problems or difficulties to a supervisor/manager. job. Any queries or non-routine situations are referred to others and any variation to the work routine would be decided by others.
- 

### **Grade: 1**

**Job Profile:** Catering Assistant / Banqueting Assistant (no cash handling)

**Experience:** No experience necessary, although previous experience with a catering environment is desirable. After on the job training must be able to learn by experience and through the training given in the operation of cleaning and food preparation equipment.

The expectation is to attain basic food hygiene qualification within 6 months.

**Summary:** Roles at this grade will be engaged in prescribed or reactive work, performing straightforward tasks within established routines and procedures and under regular or direct supervision. They involve responding to routine queries/issues/circumstances, and referring any unusual situations to others. The range of tasks performed is generally specified in detail and instructions or training will make it clear what needs to be done and how.

### **Job Purpose**

Assist in the service of food and beverages to a range of customers and undertake general cleaning duties within the catering department.

### **Catering Assistant Duties**

- Set up of all front of house food areas prior to service to ensure that the catering unit is ready for opening.
- Serve and assemble food for customers to ensure both a fast and courteous standard of service.
- Through operating the dishwasher, clear dirty crockery and store clean crockery ready to be used again for food service.
- Undertake cleaning duties to include general cleaning of front of house areas and all dining areas & equipment (eg. Juice & coffee machines, serving counters, fridges & public areas) as part of the legal requirement to provide a clean and hygienically safe catering environment.
- Will undertake the above duties working on a rotational basis and any additional duties as requested by management.

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**Grade: 2**

**Job Profile:** Catering Assistant / Banqueting Assistant

**Experience:** Learning gained through on-the-job training and/or short formal training and work experience over weeks to a few months.

**Summary:** Roles at this grade will be engaged in prescribed or reactive work, performing straightforward tasks within established routines and procedures and under regular or direct supervision. They involve responding to routine queries/issues/circumstances, and referring any unusual situations to others. The range of tasks performed is generally specified in detail and instructions or training will make it clear what needs to be done and how.

### **Job Purpose**

#### **Catering Assistant**

To assist in the service of food and beverages to a range of customers along with basic food preparation duties. In addition undertake general cleaning duties within the catering department.

#### **Banqueting Assistant**

Undertake the preparation, setting up, service and clearing for Conference & Banqueting events across multiple sites and serve alcoholic and non-alcoholic beverages and handling of moneys as required. Subject to level of Conference & banqueting work, undertake some general Catering Assistant duties.

### **Conference & Banqueting Duties**

#### **Catering Assistant Duties**

Ensure a post event area has a full clean down and be responsible for collecting all dirty linen post events and removing all food waste as per food hygiene management systems, informing supervisor of function usage e.g. extra wine supplied out with original booking requirements.

- Set up of all front of house food areas prior to service and assist with any deliveries to ensure that the catering unit is ready for opening.
- Preparation of food items, salads, sandwiches, pre portions etc as directed by the chef/manager in order that the full menu of items can be provided.
- Serve and assemble food for customers to ensure both a fast and courteous standard of service.
- Operate the till and take cash and issue change in order that customers can settle their bill accurately and timely.
- Through operating the dishwasher, clear dirty crockery and store clean crockery ready to be used again for food service.
- Wash all pots, cooking and serving equipment as per the requirements of the Food Hygiene Management System.
- Undertake cleaning duties to include general cleaning of front of house areas and all dining areas, as well as cleaning kitchen surfaces including fridges and freezer units, as part of legal requirement to provide a clean and hygienically safe catering environment.

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**Grade: 2**

**Job Profile:** Junior Chef

**Experience:** Learning gained through on-the-job training and/or short formal training and work experience over weeks to a few months.

**Summary:** Roles at this grade will be engaged in prescribed or reactive work, performing straightforward tasks within established routines and procedures and under regular or direct supervision. They involve

responding to routine queries/issues/circumstances, and referring any unusual situations to others. The range of tasks performed is generally specified in detail and instructions or training will make it clear what needs to be done and how.

### **Skills & Knowledge Required**

- Numeracy, literacy and, where relevant, IT skills, at a basic level.
- Ability to follow instructions, gain basic knowledge about routines and apply this correctly.
- Ability to exchange basic information verbally or in writing.
- Knowledge of simple equipment and/or machinery
- Manual dexterity in some roles.
- Basic understanding of, and ability to apply, relevant health and safety policies and procedures.

### **Job Purpose**

Assist in the service of food and beverages to a range of customers along with basic food preparation duties. In addition undertake general cleaning duties within the catering department.

### **Main Responsibilities**

Set up of all front of house food areas prior to service and assist with any deliveries to ensure that the catering unit is ready for opening.

- Preparation of food items, salads, sandwiches, pre portions etc. as directed by the chef/manager in order that the full menu of items can be provided. Serve and assemble food for customers to ensure both a fast and courteous standard of service.
- Operate the till and take cash and issue change in order that customers can settle their bill accurately and timely.
- Through operating the dishwasher, clear dirty crockery and store clean crockery ready to be used again for food service.
- Wash all pots, cooking and serving equipment as per the requirements of the Food Hygiene Management System.
- Undertake cleaning duties to include general cleaning of front of house areas and all dining areas, as well as cleaning kitchen surfaces including fridges and freezer units, as part of legal requirement to provide a clean and hygienically safe catering environment.

**Grade:** 4

**Job Profile:** Chef

### **Experience:**

Vocational qualifications (N/SVQ 2/3, ONC or equivalent) plus typically 1 year's relevant work experience.

**Or** School education to standard grade or equivalent plus typically 2 years' relevant work experience.

**Summary:** Roles at this grade undertake a range of routine operational and practical activities/ services drawing on some prior experience, in accordance with established processes/ procedures. Activities may involve: organisation and scheduling of work; interpretation of instructions, within parameters determined by set procedures; and accountability for the quality of service. Roles may not be subject to direct supervision but managerial guidance is readily available. There may be a requirement to guide/ plan the work of others and/or to make efficient use of materials and equipment.

### **Job Purpose**

To prepare and cook a wide range of food items as per pre-set standards and as per standard recipes for commercial and/or student customers.

### **Main Responsibilities**

- Prepare, cook and present food ready for service on a daily basis, mentoring Food Production Assistants as required, ensuring consistency of presentation, production amounts and portion control as per standardised menus.
- As per the departmental Food Hygiene/HACCP System, ensure full compliance throughout all food handling and storage with accurate recording of critical temperature controls, and thawing and chilling times, as well as completion of cleaning procedures as per cleaning policies and checklists.
- Provide supervision to other staff working within the kitchen as required e.g. other Agency Chefs, Kitchen Porters or Food Production Assistants, in respect to instruction in portion control and

presentation or instruction on the correct use of specialist technical equipment e.g. combi ovens, slicing machines, cleaning machines.

- Transport food to other sites if required e.g. outside catering and assist with service to customers when appropriate.
- Ensure the removal of all food and packaging waste from kitchens in a hygienic and safe manner.
- To ensure that all staff provide a courteous standard of service and deal with any customer/staff issues which arise during operation/opening hours.
- Will undertake the above duties working on a rotational basis and any additional duties as requested by management.

## APPENDIX SIX – COMPLAINTS PROCESS

All indications of dissatisfaction with the level of service provided will be taken seriously and handled properly and promptly. What constitutes a complaint is as follows:

- ✓ If an Institution, Candidate, Temporary Worker or other person is dissatisfied with the service provided, it must always be considered a complaint and dealt with as such.
- ✓ If the incident is serious, either in terms of the impact on the business relationship or compliance with the law etc., it must be considered a complaint.
- ✓ If the incident involves a Temporary Worker not arriving for work or not performing satisfactorily, it must be recorded as a complaint.
- ✓ If the incident involves a Temporary Worker's conduct being unsatisfactory, it must be recorded as a complaint.

### **Analysis of Complaints**

Complaints will be reviewed at Management Review meetings for University of Edinburgh so that data can be compared and trends identified.

If a contractual serious issues or breeches of the agreement has occurred, notification should be given to the Procurement office contact or Directly to the owner of the Framework.

## APPENDIX SEVEN – INVOICE & ACCOUNTING (INTERIM)

Invoices to be sent out at the end of each hiring period as stipulated on the order form) to University of Edinburgh Hiring Managers or as indicated on relevant Purchase order form,

All Invoices should quote:

- Purchase order / cost code reference
- Department name
- Employee name
- Time sheet reference's
- Line by line item on Invoice must duplicate each agreed signed and completed weekly timesheet
- Dates of employment applicable (from and to)
- Blue Arrow placement/reference number where applicable.