



Service Level Agreement

THE UNIVERSITY *of* EDINBURGH

and

Pertemps
Within Framework agreement
reference;
Scottish Procurement

Lot (Administrative)
Start date 1/09/2016 to 11/04/2018
with an option to extend for 12 months.

SERVICE LEVEL AGREEMENT

INTRODUCTION

The purpose of this Service Level Agreement is to detail the contractual day-to-day relationship and procedures between Pertemps 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.

These terms apply to all new bookings that start from 1st September 2016.

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	C Hennessy	August 2016	
1.1	S Mclean	19 August 2016	Post discussion with Kerry re highlighting AP process
1.2	C Hennessy	6 th September 2016	Updated AWRF form to v1.4

TYPE OF RELATIONSHIP

University of Edinburgh has engaged Pertemps hereafter referred to as <the supplier> the provision of Administrative Staff.

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 <The Supplier> in their appointment as a provider under the Framework Agreement Number: **SP-13-017**

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, Purchasing or HR Resourcing.

The above-named hereby appoints

Agency Name:
Agreement Start Date:

Pertemps
29 August 2016

Authorised On Behalf of The University of Edinburgh

Name: Zoe Lewandowski

Position: Director of Human Resources

Signature and Date:  1 September 2016

Authorised On Behalf of Pertemps

Name: Nicola Barr

Position: Director

Signature and Date:  29 August 2016

SERVICE CHARTER

<The Supplier> Authorisation

The following persons are the <The Supplier> Limited Representatives and are authorised to act on behalf of the <The Supplier> Limited on all matters relating to the Service level Agreement -

Name: Alan Paterson

Title: National Account Manager

Contact
Details: alan.paterson@pertemps.co.uk 0131 225 7531

Name: Richard West

Title: Business Analyst

Contact
Details: richard.west@pertemps.co.uk 0131 225 7531

Name: Nicola Barr

Title: Director

Contact
Details: nicola.barr@pertemps.co.uk 0131 225 7531

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: Craig Hennessy (Senior HR Partner – Resourcing)

Name: Stuart McLean (Procurement Manager)

Name: Martyn Peggie (Deputy Director- Reward, Systems, Business Information and Resourcing)

CONTRACT MANAGEMENT

On behalf of the Supplier (Table 1)

Position Title	Name	Tel 1	Mobile	e-mail
National Account Manager	Alan Paterson	0131 225 7531	07581 571 010	alan.paterson@pertemps.co.uk
Business Analyst	Richard West	0131 225 7531	07805 401 245	richard.west@pertemps.co.uk
Director	Nicola Barr	0131 225 7531	07808781947	nicola.barr@pertemps.co.uk

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

Name	Key Roles
Alan Paterson	Management of the account and to resolve delivery queries
Richard West	Resolution of financial and account implementation issues
Nicola Barr	Escalation point

On behalf of The University of Edinburgh

*Local Hirers

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

Designation	Email	Contact Name	Telephone Number
CSE HR	hrscieng@ed.ac.uk	Sarah Cunningham	0131 650 8653
CAHSS HR	hr.hss@ed.ac.uk Audrey.Chalmers@ed.ac.uk Ryan.McIntosh@ed.ac.uk Dawn.Hamilton@ed.ac.uk	Audrey Chalmers Ryan McIntosh Dawn Hamilton	0131 651 5528 0131 650 4506 0131 651 1642
MVM HR	MVM.HRadmin@ed.ac.uk	Angela Hackett Katarina Morrison	0131 242 9181 0131 242 9316
USG HR	hr.sgs@ed.ac.uk	Ann Thomson	0131 650 9601
CSG HR	hr.sgs@ed.ac.uk	Lesley Reid	0131 650 9275
IS HR	HR.InfoServices@ed.ac.uk	Heather Rutherford	0131 651 1439
AS HR	accom.hr@ed.ac.uk	Robbie Manson	0131 651 2164
UHRS Resourcing	Craig.Hennessy@ed.ac.uk	Craig Hennessy	0131 651 4627

	Hr.recruitment@ed.ac.uk	Ruth Austin	0131 650 8124
Procurement	Stuart.mclean@ed.ac.uk	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 made by the hirer, the hirer will call the agency to discuss the requirement, type of job role and likely start and end dates.

The hirer will provide a Purchase order form to scottishprocurement@pertemps.co.uk using either eFinancials or the University's eProcurement system. The Agency Worker Request Form (AWRF) as shown in (Appendix 2) must accompany all purchase orders raised. The purchase order number should be provided when placing the booking otherwise the order may not be accepted.

<The Supplier> can expect University of Edinburgh will complete obligations outlined below when ordering & deploying workers:

- fully adhere to the temporary booking process agreed in Appendix 1
- specify the estimated length of the assignment. If there is no defined end date, then renewal dates should be specified so that <The Supplier> 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 <The Supplier> 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 its eProcurement system catalogue and provide as an internal reference for hirers

University of Edinburgh can expect <The Supplier> 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 <The Supplier> and as such, responsibility for auto-enrolment to a pension scheme under the Pensions Act 2008 is the full responsibility of <The Supplier>.
- provide Agency Worker Directive (AWD) 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)*
- Provide timely updates to the eProcurement catalogue where prices changes occur during the contract

Pre booking

University of Edinburgh can expect that <The Supplier> 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 three 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

- UKVI Eligibility to work check
- Disclosure / Protection of Vulnerable Groups (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
- 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 / PVG the candidate must produce for each candidate undertaking such an assignment. 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 apply 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 <The Supplier> will:

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

Temporary to Permanent Vacancies

University of Edinburgh can expect <The Supplier> 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

- The supplier will not be entitled to charge a temporary to permanent fee, where a temporary worker of the supplier is employed to a permanent or fixed-term post by the University, following an external recruitment competition, providing the worker has been assigned to the University for at least 12 weeks.
- A fee will however be payable to the supplier if the temporary worker has been assigned to the University for less than 12 weeks, and/or the individual was appointed via an internally advertised post that the temporary worker would otherwise have not seen or been eligible to apply for if they had not been introduced by the supplier.

The following formula will be used to calculate any temporary to permanent fees:

Lot A - Administration / Clerical Staff

Weeks in Continual Employment	Fee applicable a
	<The Supplier>
0 – 6 Weeks	£800
7 – 12 Weeks	£500
12+ Weeks	No fee

- No temp to perm fees will be incurred if the candidate was recommended to Pertemps by University of Edinburgh or the temporary worker has been assigned to the University for more than 12 weeks.

Discipline and Performance Issues

University of Edinburgh can expect that <The Supplier> will;

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

<The Supplier> can expect University of Edinburgh will;

- Raise any performance / conduct issues with the <The Supplier> contact as soon as they occur.
- Provide verbal quantitative information regarding any performance / conduct issue

Site Visits & Performance Reviews

<The Supplier> can expect University of Edinburgh will;

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

Management Information including (AWD)

- **Monthly reports** to be sent through to:

Procurement Office: Stuart.Mclean@ed.ac.uk
 UHRS Resourcing: hr.recruitment@ed.ac.uk and
 Craig Hennessy (Senior HR Partner – Resourcing) craig.hennessy@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 First name	<i>Joe</i>	Provided by Supplier
Agency Worker Surname	<i>Smith</i>	Provided by Supplier
College	<i>Science and Engineering</i>	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 via rates catalogue and added to order form by manager.
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

- The following additional management information will also be collected and collated by the supplier:
 - % of Bookings filled, Outstanding, Lost, Cancelled in reporting period and YTD.
 - % of Bookings filled within 48hrs, 2-5 days, +5 days in reporting period and YTD.
 - Average time between booking received and start date per month and YTD.
 - % of Reasons for Leaving split across various reasons for reporting period and YTD.
 - % of leavers leaving prior to predicted End date with a list of the specific reasons.
 - % of current temps over 12 weeks (on Parity) overall.
 - % of the various reasons for order in reporting period and YTD
- **Monthly reports (KPIs)** to be sent through to the Procurement Office and HR contacts detailed above, no later than 48 hours prior to each review meeting.

- For the duration of the trial period, the relevant key performance indicators will be used by the University of Edinburgh to assess the quality of service provided by Pertemps.

Key Performance Indicators:

Service Criteria	Target and calculation	Reported
Supplier booking allocation & client communication performance	99% within agreed timescales noted in Appendix 3	Monthly dashboard
Supply of security cleared temporary staff	97% within 48 hours of request Number of temporary staff provided within 48 hours with clearance/total number of bookings requesting cleared staff*100	Monthly dashboard
Supply of security cleared temporary staff	100% within 5 working days of request Number of temporary staff provided within 5 working days with clearance/total number of bookings requesting cleared staff*100	Monthly dashboard
Temporary staff suitability	99% to be suitable for the work in any one-month period Number of worker with cited 'reasons for temporary staff leaving' (AWOL+Capability (poor performance + Misconduct) - Total number of bookings filled*100 97% of all bookings filled Total number of bookings taken – number of bookings 'lost' and 'outstanding' * 100 97% of bookings filled first time Number of bookings filled first time/Total number of bookings taken * 100	Monthly dashboard

Client feedback	<p>97% positive feedback from local hirers to each of the following:</p> <ul style="list-style-type: none"> • Suitability of skills • Attendance • Quality of work • Integration into organisation environment • Worker's presentation • Questions supplier asked in order to take a full and complete job description • Understanding of requirements • Meeting the needs in terms of timescales • Keeping in touch throughout the booking process • Overall service of Pertemps throughout the assignment • Service of the particular consultant <p>Total 'Good' and 'Excellent' responses/Total number of TWEF responses (specific to the question)*100</p>	Temporary worker evaluation form (TWEF)
Provision of management reports	90% to be submitted within 14 working days of the month end	Monthly dashboard
Complaint resolution (Complaints to be escalated and resolved as per agreed procedure)	97% of placements to have no complaint left unresolved (for whatsoever reason) over any one month period.	Monthly dashboard
Invoices presented on time, accurate and in the correct format (containing all required information)	99% of invoices to be accurate in any one month period	Monthly dashboard

Errors and Omissions

All errors and omissions will be included on the monthly breakdown of activity report.

PERTEMPS 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.

- To not progress instruction without a valid authorised Purchase Order (this will typically be 2/3 letters followed by a series of numbers)
- 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.
- Invoices to include the following:

Invoices to be sent out weekly or at the end of each hiring period (if the appointment is less than a week) to University of Edinburgh accounts payable,

All Invoices should quote:

- Purchase order
 - Hiring Manager
 - College/Unit/Group name
 - School/Department
 - Employee name
 - Dates of employment applicable (from and to)
-
- 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.
 - <The Supplier> 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 performance aspects of agreement
 - If previously a UoE temp or employee, contact will be made with the local College/Unit/Group HR team to ascertain whether appointment to the assignment is appropriate or not.
 - Ensure that any switches in assignments within a school are notified to local HR teams, where this information is known to Pertemps.

UNIVERSITY OF EDINBURGH OBLIGATIONS

- To provide the supplier with a valid authorised Purchase Order at the point of order in accordance with the University's segregation of duties policy, delegation of authority policy and procurement and tendering policy
<https://www.wiki.ed.ac.uk/display/Finance/Expenditure+Policy#> (requires EASE login).
- To advise and provide the supplier with details of changed Purchase Order details.
- Procure all temporary staff related to LOT A from <The Supplier> in the first instance.
- To provide the Supplier with constructive feedback for CV's provided before requesting subsequent CV's.
- To inform <The Supplier> 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 <The Supplier> of any breaches of discipline or standard of work issues whereupon it will be the responsibility of <The Supplier> 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 <The Supplier> Limited of all accidents involving <The Supplier> Limited temporary staff.
- The University will notify the supplier any changes to its standard rates of pay, which affects this the job roles in the agreement, calculators and e-Procurement catalogues.
- The Parties acknowledge that the Agency Workers Regulations 2010 ("AWR") may apply to the temporary workers engaged by the University under this Agreement, and as a result
- The University shall be responsible for compliance with the Day 1 Rights in accordance with Regulations 12 and 13 of AWR.
- The University shall provide <The Supplier> with accurate and comprehensive "Comparator" information as defined under AWR with specific reference to Regulation 5.(2) and 6 of the regulations, to enable <The Supplier> to comply with its obligations under AWR.
- On completion of the Qualifying Period, as defined in the AWR, by a temporary worker <The Supplier> shall assess, based on the information provided by the University, the impact of the Comparator information on the supply of the temporary worker and shall advise the University of any change to the fees or terms and conditions applicable to the temporary worker's assignment and the effective date of the change.
- The University will promptly advise <The Supplier> of any changes to comparator information.
- The University shall promptly notify <The Supplier> of any claims or complaints made by a temporary worker in connection with AWR, and shall supply <The Supplier> with such information that <The Supplier> reasonably requires in order to comply with its obligations under AWR in connection with any claim or complaint.
- Local College/Unit/Group HR teams to engage with Pertemps when contact is made to ascertain whether appointment of a former UoE Temp or Employee to the assignment is appropriate or not.
- Allow the time for key contacts to meet with local staff where agreed.

APPENDIX ONE- BOOKING PROCESS

BOOKING PROCESS

The ordering process for this service is in accordance with the University's segregation of duties policy, delegation of authority policy and procurement and tendering policy (<https://www.wiki.ed.ac.uk/display/Finance/Expenditure+Policy#>).

Purchase orders must be raised using the University's systems (eFinancials, PECOS, Sciquest) for all purchases of goods and services before the purchase is made.

If assignment length is not clear, a realistic provisional end date should be agreed. The resulting rates and total estimated cost should be reflected in the purchase order raised. Purchase orders with no associated value (£) should not be raised.

1. Once the need for a temporary worker is established, local hirers should discuss the need for a temporary worker with their local HR team. For CAHSS, please send a copy of the AWRF to your local HR team for approval at this stage.
2. Availability of suitable candidates and estimated costs can initially be discussed with the supplier prior to raising an official order.
3. If the agency cannot fulfil the requirement either based on skills, worker available or in the time frame required. The local hirer should then seek the 2nd rank supplier from the framework by contacting their local HR team.
4. The local hirer must raise a valid authorised purchase order, complete the Agency Worker Request Form (AWRF) with all details as in appendix two and attach to the PO in eFinancials.
5. For internal purposes, please also copy the AWRF to your local HR contact.
6. The form is then sent to the Supplier, who have been instructed to only accept bookings with fully completed information and relevant authorisation.
7. The Supplier will then contact the local hirer, following the agreed process and provide details of suitable candidates.
8. The hiring manager is responsible for ensuring hours worked are 'received' on eFinancials, utilising timesheets for this purpose.
9. Once the agency worker is in place the supplier will send invoices to accounts payable on a weekly basis and in arrears, detailing of number of hours worked per week and charge rate plus VAT, as agreed on AWRF.
10. If a new or revised Purchase Order is raised at any stage (pre and post assignment), the hiring manager must provide the supplier with relevant details.

APPENDIX TWO – DOCUMENTATION & FORMS

Agency Worker Request Form



Hiring Managers are asked to fully complete all sections of this form, unless otherwise stated. Once completed the form should be sent to the supplier and copied to the relevant HR email below:

AS: acom.HR@ed.ac.uk **IS:** HR.InfoServices@ed.ac.uk
CSE: HRscieng@ed.ac.uk **MVM:** MVM.HRadmin@ed.ac.uk
CSG: HR.sgs@ed.ac.uk **USG:** HR.sgs@ed.ac.uk
CAHSS: HR.hss@ed.ac.uk

SECTION 1: Hiring Manager

Hiring Manager name:		Phone number:	
College/Unit/Group:		Email address:	
School/Department Address:			
Work location if different from above (if applicable):			

SECTION 2: Essential ordering information

Purchase order number ¹ :	
<p>¹ A valid PO number per assignment, must be provided, please attach this booking form to the PO within eFinancials.</p> <p>Note that the timesheets act as a receipt. Time sheets/receipting should be passed to the person who raised the PO to enable them to complete purchase to pay process.</p> <p>For inputting into eFinancials please use supplier number 2116367</p>	

SECTION 3: Details of requirement

Job Title & Grade:		Required start date & expected duration:	
Nature of work duties & reason for additional resources required:	Choose an item.	Number of agency workers required:	
What skills and experience are required?:		Will they be supervised or working on their own?	Choose an item.

Is a Disclosure or PVG required?	Choose an item.	Other comments/special requirements, such as specific systems knowledge.	
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SECTION 4: Pay information

Detailed pay scales are available from the [Job Catalogue](#).

Pay per hour:		Cost per hour:	
Completed by:		Date:	

Version control:

Version	Date	Comments
v1.0	15 th February 2016	Initial order form from SLA introduced
v1.1	28 th May 2016	Reference to cost centre removed from form with a note that POs should be used where possible.
v1.2	8 th August 2016	New Form devised for start of new SLA period. This reflects the need for PO use. Provided link to job catalogue in section 4 and removed section 4 for supplier completion.
v1.3	19 th August 2016	Procedure change re. receipting alert on eFIN.
v1.4	6 th September 2016	Minor amendment to error in version control 'section 4' not 5 as previously stated. Added 'Booking Guide'

APPENDIX THREE- QUALITY & PERFORMANCE REVIEWS

Vacancy Allocation Guide

Assignment Start Date	Defined	Discipline	Support Supplier Booking Allocation & Client Communication
Same Day	Assignment to start on the same day as order is placed	All	<The Supplier> assess if candidate available, contact Local hirer if unable to fill within 30 minutes.
Next Day	Assignment to start on the day following order placement	All	<The Supplier> assess candidate availability, contact local hirer 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	<The Supplier> to assess candidate availability, contact local hirer next business day if unable to complete. Daily updates to local hirer
Standard	Assignment to start within 10 business days from order placement	All	Contact local hirer 3 business days prior to assignment if <The Supplier> unable to complete. Daily updates to local hirer
Short Term Future	Assignment to start within 11-15 business days from order placement	All	Contact local hirer 3 business days prior to assignment if <The Supplier> unable to complete. Daily updates to local hirer
Long Term Future	Assignment to start after 15 business days from order placement	All	Contact local hirer 3 business days prior to assignment if <The Supplier> unable to complete. Daily updates to local hirer
All	All assignments	Specialist	Communication to be managed through <The Supplier> daily.
High Volumes	Bookings relating to in excess of 10 candidates	All Disciplines	Each booking to be treated on individual basis. Daily updates to local hirer if required.

APPENDIX FOUR - PRICING SCHEDULES

The University of Edinburgh Agency Worker Job Catalogue

Job Profiles)	Grade	Lowest point	Highest point
Administrative (Including HR, Finance, Planning etc.			
Clerical: e.g. Data Entry	2	8.25	8.78
Clerical: e.g. receptionist/ admin assistant	3	8.96	10.56
Clerical: e.g. secretary	4	10.27	12.19
Clerical: e.g. senior Secretary / PA	5	11.84	14.97
Administrative: professional, part qualified e.g. HR, Finance, Planning	6	14.54	18.40
Senior Administrative: e.g. professional, qualified HR, Finance, Planning	7	17.35	22.61

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



Pertemps pricing
schedule - ADMIN S

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.
- Pension – 1% Actuals will be collated on a per annum basis) with rebates on pension costs not realised attributed back to HR
- NI is fixed at 13.8%
- WTR increases after 12 weeks* depending on grade of role being filled:

UOE Grades 1 - 5 = 16.07%

UOE Grades 6 - 8 = 18.18%

* Calculated based on: Days (A/L) + 4 Public Holidays/ [working days in a year – total holiday]

<The Supplier> will work with the University to amend methods of applying rates where there a demonstrable advantage to the University in terms of systems and lean processes.

These rates or the models of rate calculation may be subject to change as directed by Scottish Government framework and agreed by all parties.

Agency Worker Administrative Services Job Profiles

Grade: 2

Job Profile: Clerical: e.g. data entry

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. The work is typically to short deadlines, but may involve planning own time within the working day to provide courteous and effective service to others.

Knowledge & Skills Required

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

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.

Grade: 3

Job Profile: Clerical e.g. receptionist / administrator

Experience: 6 months minimum - may include short courses.

Summary: Roles at this grade will be engaged in performing a range of duties within basic procedures and under regular supervision. They involve responding to routine queries/issues/circumstances, and referring any unusual or non-routine situations to others. The work is typically to daily deadlines, providing courteous and effective service to others. The range of tasks performed can be varied and will therefore require some understanding of office/departmental routines.

Knowledge & Skills Required .

- Basic IT skills.
- Numeracy and literacy skills.
- Accuracy and ability to prioritise tasks within a routine.
- Ability to exchange basic information verbally or in writing.
- Appropriate knowledge of basic office equipment and software, typing skills etc.
- Basic understanding of and ability to apply, relevant standard procedures, including those governing health and safety.

Representative Work Activities

- Carry out activities such as typing up work, photocopying papers, filing papers etc.
 - Raise standard letters in response to routine queries.
 - Prepare documents following standard formats or templates or following daily work instructions.
 - Organise information according to procedures by filing, data entry, checking/matching data, etc. to ensure accurate records are maintained on a day-to-day basis.
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Grade: 4

Job Profile: Clerical e.g. Secretary / Administrator

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 work within established processes and procedures to provide a range of support services to an agreed quality standard or specification. Supervision may not be close, but clear guidance will be available. The role requires a working knowledge of systems/processes and may have specific responsibility for a sub-section of work. Some planning and organisation of workload is required, but the nature of planning is essentially about timing and sequencing of assigned tasks over days to weeks.

Knowledge & Skills Required:

- Knowledge of relevant systems, standard software packages and possibly some knowledge of non-standard software.
- Competent written and oral communication skills.
- Competent numeracy and literacy skills.
- Familiarity with own work priorities and those of colleagues.
- Understanding of policies and procedures relevant to the role.
- Knowledge and understanding of relevant Health and Safety requirements.

Representative Work Activities

- Create documents/presentations, typically following standard formats or templates
 - Run straightforward reports to support basic information procedures, e.g. staff lists
 - Carry out straightforward calculations
 - Undertake some more specialised administrative functions within defined procedures such as processing invoices or payroll data
 - Deal with incoming written communication and understand the nature
 - of the inquiry in order that it can be dealt with by the appropriate individual
 - Provide informal guidance and support to junior colleagues to maintain operational
-

Grade: 5

Job Profile: Clerical / secretarial: e.g. senior secretary / PA / Administrator

Experience: Vocational qualifications (N/SVQ 3, ONC or equivalent) plus typically at least **2 years'** work experience in a relevant role **or** school education to standard grade or equivalent plus typically **3 years'** relevant work experience.

Summary: Roles at this grade will be responsible for providing or contributing to the provision of support services to an agreed quality standard or specification, within clear procedures or practices. There will be minimal day-to-day supervision, but clear guidance. The roles require an understanding of the allocated workload but also to react to changing priorities. Initiative is needed to handle processes and resolve problems and queries based on procedures plus experience and judgment, mainly without reference to others. The role may involve supervision of other staff.

Knowledge and Skills Required

- Working knowledge of relevant systems, equipment, processes and procedures including standard software packages and possibly non-standard software.
- Initiative and judgment to resolve many day-to-day problems independently.
- Good written and oral communication skills; good numeracy skills (if appropriate).
- Good IT skills.
- Familiarity with work priorities and those of colleagues.
- Understanding of relevant policies and procedures, as they affect the role, and the quality standards and outputs required.
- Ability to apply relevant health and safety and other University policies and procedures.

Representative Work Activities

- Prepare reports
- Analyse, present and draw conclusions from relatively straightforward information, identifying trends and problems.
- Plan and prioritise own work activities to ensure operational efficiency; adjusting priorities as needed.
- May perform support tasks which contribute towards an area which is specialist in nature, managing own work from start to finish.

Grade: 6

Job Profile: Administrative: e.g. senior secretary, PA, Team Leader or similar role within administrative services function, college or school.

Experience: HNC/HND or equivalent level qualifications plus a minimum of 3 years' relevant work experience

or broad experience - **minimum 5 years** - acquired through a combination of job related training and considerable on-the-job experience, demonstrating development through involvement in progressively more demanding relevant work/roles.

or for entry-level **professional roles**, a degree plus some relevant experience plus experience of working with relevant specialised equipment, software or procedures.

Summary: Roles at this grade will be providing advice and support based on a detailed understanding of methods, systems and procedures gained through significant practical experience and/or formal training. They will exercise initiative and judgement to resolve daily problems within a range of established policies/procedures, seeking advice on more complex issues. There is discretion to determine short-term priorities and if applicable the priorities of a team of people involved in the same type of work. Contributions include proposing and implementing improvements to current working methods

Knowledge & Skills required

- Comprehensive knowledge of the work practices, processes and procedures relevant to the role.
- Operating knowledge of service/systems/processes in own area that would be required to provide first line advice and guidance, typically of a more technical/specialised nature, to customers.
- Clear understanding of the standards and regulations set for the output of the job and how it is carried out.
- Working knowledge of the activities of other areas of the university relevant to school/department/work unit.
- Proven written and verbal communication skills.
- Experience of working/responding independently and dealing with unforeseen problems and circumstances.
- Where relevant, ability to supervise and train/develop other staff.

Grade: 7

Job Profile: Senior Administrative / Professional, Qualified: e.g. within HR, Finance, Planning or other administrative service function

Experience: Degree in relevant subject or equivalent formal training, plus a minimum of 2 years' hands-on experience in a similar or related role(s).

Summary: Roles at this grade will be providing advice and support to schools/departments/work units based upon a full understanding of a technical, professional or specialised field. They will plan and ensure progress within established professional procedures and university policy. They will be expected to identify gaps in information, and conduct analyses to solve/resolve problems and issues with short-term consequences. They will put forward recommendations on managing situations that are more complex. Individuals will be responsible for planning and organising their own work or that of a team of colleagues who may be involved in different types of work and will encounter changing priorities. There will be a need for liaison and the co-ordination of activities, across a number of subsections of a school/department/university.

Knowledge & Skills Required

- Thorough knowledge and understanding of the work practices, processes and procedures relevant to the role, which may include broader sector/commercial awareness.
- Detailed operational knowledge of systems relevant to own field of work in terms of functionality and capability and/or detailed knowledge of own service area and products/services available.
- Clear understanding of the regulations and codes of practice set for the conduct and output of the role.
- Experience of planning and progressing work activities within general guidelines, using initiative and judgement without recourse to seniors.
- Proven analytical and problem solving capability
- Proven communication and interpersonal skills.

APPENDIX SIX – COMPLAINTS PROCESS

- Any dissatisfaction in service aired is deemed a complaint and must be addressed by the supplier.
- The complaint must be logged, recorded, acknowledged and forwarded to the Quality Director for investigation.
- Investigation includes clarification and escalation to the relevant account manager.
- Local teams should resolve day-to-day operational issues within **1 working day**.
- If local resolution is not possible, the issue is then escalated via Account Managers to the Account Director and then Board Sponsor.
- Matters involving employment legislation or discrimination are immediately referred to the Quality Director and Board Sponsor for ultimate and prompt resolution.
- Formal response issued within **5 days in writing**, outlining the investigation findings and actions taken where necessary. It is acknowledged that some complaints can be resolved verbally but they are still recorded on the complaints log.
- Further escalation to Employment Agency Standards Inspectorate or REC.
- Analysis of all complaints received with recommendations on change to ensure best practice reviewed at contract review meetings.

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.

