The Employment and Recruitment Service (ERS) Sept 2017

The Employment & Recruitment Service (ERS) is here to provide a professional recruitment service to the University, ensure a fair recruitment process and help our students gain a wide range of work experience while they study.

We recruit casual workers, variable hour’s workers and short term temporary workers on your behalf. We save you time by taking care of job adverts, candidate attraction, screening, shortlisting, scheduling interviews, offer management and weekly electronic timesheets.

_We can even make appointments from our database of workers on your behalf._

**FAQ’s for University Hiring Managers**

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1. How to recruit a variable hours, temporary worker?

You simply need to call, email or visit the ERS and provide the details of your vacancy and we will do the rest:

**Phone:** 01524 510853
**Email:** recruit@lancaster.ac.uk
**Visit:** The Base, University House

**Please note, fixed hours positions exceeding 12 weeks of any nature or Research and Academic appointments should be administered via HR’s request to appoint system.**
2. **How do I know if my role should be managed by the Service or HR?**

Positions that are “out of scope” for ERS and must be recruited via the HR system include:

- Delivery of credit bearing Teaching
- Research
- Fixed hours positions in excess of 12 weeks duration
  - *e.g. consistently working an average fixed number of hours e.g. 20hrs, 6hrs, 16 hrs or 36.5 hrs per week etc.*

If you are unsure, simply contact HR or ERS and we will help you assess the role by emailing hr@lancaster.ac.uk or recruit@lancaster.ac.uk.

3. **What information do I need when contacting the ERS with a vacancy?**

- Job title, brief description of duties and skills/experience required
- When you are available to interview (if applicable)
- Will the candidate need any pre appointment training?
- Will the candidate need IT provisions (is access to files systems and printers required?)
- Hourly rate for the role (nett of holiday pay). *we add holiday pay to the rate which you will see in your department’s expenditure in Agresso. Time off from work of 5.6 weeks per year pro rata must be managed locally.*
- Cost Centre or Project Codes **1x per vacancy only**
- Expected hours per week, start date and duration of the role
4. **Rates of Pay**

You can choose to pay hourly rates to temporary workers to suit your budget but you must consider the following:

- If there is a comparable worker in the department, the pay must be similar but taking into account experience levels and differences in responsibility.
- National Minimum Wage can be paid to student staff for short term and ad-hoc work but we encourage you to support the student economy and pay the National Living Wage to match the Student Union’s Pay Policy (Currently £7.50 plus holiday pay = £8.41 per hour).
- Holiday pay is calculated at 12.07% of the hourly rate for all hours worked
- **Day rates and fixed fees are not permitted.**

5. **Appointing International Students:**

International students with a Tier 4 visa are generally restricted to working no more than 20 hours per week during term time. It is the responsibility of both the student and the person supervising the worker to ensure the hours are not exceeded each week.

**Undergraduate term dates do not apply to Post Graduate Students who are in term throughout their studies until the official course end date. Student registry must authorise any "vacation" from studies for PGR’s during which additional hours may be worked.**

6. **Named Appointments:**

The University is committed to equality of opportunity in recruitment and seeks to promote diversity and fairness through open advertisement and competition for all vacant posts.

A fair recruitment process should always be followed but for specialist or urgent roles it may be appropriate for you to appoint your temporary worker directly.

**Named appointments should not be made for positions exceeding 8 weeks in duration.**

For details of the university’s Named Appointment policy: [http://www.lancaster.ac.uk/hr/recruitment/files/namedapp.html](http://www.lancaster.ac.uk/hr/recruitment/files/namedapp.html)

Your temporary worker will be required to register with ERS and then to pop in to the Base with their Passport (ID & Right to Work in the EU check) after they have registered.

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**Temporary work details needed from you by ERS prior to the start date.**

Email recruit@lancaster.ac.uk with the following information:

- Job Title:
- Job description:
- LU Student?
- Cost centre or project code:
- Start and end date of placement:
- Working dates/ patterns:
- Pay rate/ spinal point (excluding holiday pay):
- Staff members responsible for timesheet authorisation (minimum 2 required):
- Is IT access required?
- Where was the appointed person sourced/ recruited from?
- Is appointment of this person with accordance to the University’s Named Appointment policy?
  - [http://www.lancaster.ac.uk/hr/recruitment/files/namedapp.html](http://www.lancaster.ac.uk/hr/recruitment/files/namedapp.html)

**Please note:**

Instances of appointing workers who work prior to registering and providing their Right to Work (RTW) in the UK to ERS or HR as appropriate will result in escalation to your HOD & HR and no payment will be made to the worker for work completed prior to any RTW check.

See over.....
Top tip: Please consider allowing ERS to recruit for your temporary vacancy the next time you need to hire which will save you time and give you access to a wider range of candidates.

7. University IT Accounts:
   If you have requested an IT account, ERS will arrange for a staff IT account for the duration of the temporary engagement.

   New workers and students will receive email instructions to their personal email address on the morning of the start date and they must follow the instructions in the email. Once the worker has their Username, you will request access to files, telephone extensions etc. via the ISS helpdesk as usual iss-service-desk@lancaster.ac.uk.

   Workers who already have IT accounts in other areas of the University will not receive an email; their account will simply be activated for permissions in your faculty and you may arrange local access permissions directly with ISS as usual (shared folders, telephones and mailboxes etc).

   If the worker’s contract ends early please remember to tell ERS so the IT account can be deactivated.

8. Access to Printers for Temporary Workers:
   **Student Workers:**
   Department must request printer credit that the student then adds to their student print account as follows:

   The department e-mails j.corless@lancaster.ac.uk with
   - The number of vouchers needed and value of vouchers e.g. 5x £5.00 vouchers
   - The amount of money on each voucher & the expiry date
   - Cost code
   - Student redeems voucher code via https://print.lancaster.ac.uk

   **Non Student Workers:**
   Worker logs in via https://print.lancaster.ac.uk
   Create a printer pin number
   Use pin and university username for printing/ scanning etc.
9. Door Access Cards
University Cards cannot be provided to Temporary Workers. Door access cards can be obtained from your building manager as usual; please be sure to return these when your worker completes their assignment.

10. Car Parking
Temporary workers can obtain a monthly parking permit from the parking Office (Security) at a significantly discounted price of £20 per month.

11. How to authorise Timesheets
https://temps.lancaster-univesity.co.uk/clientarea/login.aspx
ERS uses market leading electronic timesheets which makes managing Timesheets and processing very easy.

When you are added to our system as a timesheet signatory, you will receive a password enabling you to login to our Hiring Manager Portal.

Your timesheet portal username is your email address.

When you Log In you will be asked to verify, or edit and authorise the candidate's timesheet. This is done on a WEEKLY basis and the deadline for authorising timesheets every week is Tuesday by 5pm. When a candidate submits a timesheet you will be sent an automatic email alerting you that there is a timesheet requiring your authorisation. The whole process takes no more than a minute!

You will be given detailed instructions on how to do this when a candidate is appointed to your role and a member of the ERS Team will gladly give you a demonstration if you require further assistance. Click HERE for detailed guidance

Please note:
Workers must claim for payment within 3 months of completing the work after which time the timesheets will no longer be available to them.

12. How much will it cost?
There is no charge for the recruitment service to internal University Departments. The hourly cost of the candidate will simply be deducted as casual wages from whichever cost centre or project code you gave us when registering your vacancy.

The hourly cost of the candidate you see in Agresso will include:
- Gross Pay
- Holiday Pay
- Employers National Insurance
- Apprenticeship Levy (new April 2017)
- Pension contributions (if applicable)

ERS cannot allocate your casual wages to any account line other than 1241 (casual wages).

Top tip: Your department can arrange journaling to another account code once the wages have been deducted from your cost centre or project code after the end of each calendar month. For further help or guidance contact budgetsupport@lancaster.ac.uk
13. Where can I go for more information?
Please do call, email or pop into The Base anytime and see us!

General Enquiries
01524 510853
recruit@lancaster.ac.uk
Candidate Registration & Hiring Manager Portal:
https://temps.lancaster-university.ac.uk

Useful Information
http://www.lancaster.ac.uk/employment-and-recruitment-services/hiring-managers/

Recruiting Apprentices & Higher Apprentices (Grade 3-5)

Lancaster University Named Appointment Policy

Health & Safety in the Workplace for New Starters (Moodle Online Induction)

Information Security Training for Staff & Workers (Mandatory Online)

Access to LUSI

Staff Printing Information – LU Print

Tier 4 Students - How many hours they can work