



Human Resources

On-Call Policy and Procedure for Professional Support Staff

1 Introduction & Purpose

The School currently operates core hours between 9am and 5pm, Monday to Friday. The

hours, as opposed to occasions that are covered by either overtime or regular non-standard working patterns.

4.2 On-call members who possess the necessary levels of knowledge, skills and experience will be given the opportunity to receive on-call and call-out payments. However, line manager or designated manager will ensure that there is parity in cover for on-call and call-out.

4.3 Staff may contractually be required to participate where it is determined that this is an essential requirement of the job. If this is the case, staff will be appropriately consulted and the requirement will be specified in the employment contract and offer letter for a new post. Such posts are normally in departments such as the press office, BSF, Estates and Information Services.

4.4 Managers will seek, wherever possible, to minimise any inconvenience of being on call.

4.5 The line manager or designated manager in each area will ensure that the relevant equipment necessary to perform the service is made available to employees on-call.

4.6 Employees participating in an on-call rota must have the relevant skills (and access permissions where appropriate) to provide the service required. The exact level of competence required will be determined by the line manager or designated manager.

4.7 On-call and call-out rates must be agreed in advance of the work to be undertaken by the Head of service and or COO with Human resources advice.

5. Employee responsibilities

5.1 An employee who is on-call or called out must:

5.1.1 be directly contactable by telephone and email and remain in an area of mobile phone and internet connectivity at all times;

5.1.2 respond to an agreed contact communication (e.g. telephone call, text, email, system alert) within an agreed time, typically within an hour;

5.1.3 where specified by the line manager or designated manager have access to a mobile device (or PC/laptop if required by the local on-call arrangements) that is connected to the internet within 30 minutes from being informed of a matter requiring attention in order to access systems and address the matter remotely;

5.1.4 remain capable to carry out the duties required;

5.1.5 be able to attend the School site within agreed time, if the matter cannot be dealt with remotely;

5.1.6 operate within the policies and protocols of the School at all times when on-call or called to work;

5.1.7 keep other on-call employees and the on-call Senior Manager informed and updated of progress in dealing with an issue and escalate key decision points to the on-call Senior Manager as appropriate and

5.1.8 keeps the rota organiser informed of any changes to their contact details, any booked annual leave or any other circumstances preventing them from carrying out on-call duties.

5.1.9 Subject to the above, it is not necessary for employees to remain at their home while on-call.

6.4 Employees will receive a call-

