

St Luke's Ramsgate

Employee Handbook



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Introduction

We are delighted that you have chosen to work for our Parish and are keen to provide you with information that will help you settle into your new job and which you will find useful during your employment here.

This Handbook is not an exhaustive source of information but will, we hope; help answer any questions you may have. At any stage, though, if you can't find the information you are looking for, please don't hesitate to speak to your Line Manager.

Please note, the Handbook should not be considered as contractual.

Other sources of information that you may find useful include:

- The original letter from us offering you a job
- Your personal terms and conditions of employment (known as the Contract and a copy of which you should retain for your records)
- Any correspondence outlining or changing your role (such as job descriptions or confirmations of changes)
- Our Policies and Procedures – available from your Line Manager

Our core beliefs and employment:

St. Luke's Ramsgate believes that all people are created in the image of God and that we are called to love our neighbours as ourselves. These beliefs are worked out through advancing equality and diversity in our employment practices and in our engagement with the public. We therefore aim to create an environment that respects, values and welcomes a diversity of staff, members and stakeholders so that everyone feels included.

Joining Us

We believe it is essential that all new employees receive a comprehensive induction that covers both the way the Parish functions and our culture and expectations.

Not only does this help new employees feel welcome; it also minimises mistakes, prevents accidents and reduces absenteeism. Furthermore, it allows staff to get up to speed more quickly because they are fully acquainted with their work situation, their colleagues, and what is expected of them. It is something that should be a positive experience for all parties.

As a new member of the team, you will receive a structured induction which is focused on your specific role as well as covering general standards/expectations. Induction normally commences on day one and – depending on your job – will last for the first few days or weeks of employment. Should you have any questions, worries or concerns during the induction process, please raise them with your Line Manager.

Probationary Period

All staff have an initial probationary period. During this time, you will receive more detailed information (in addition to the normal induction) about how we work and what is expected of you. The probationary period gives you a chance to find out more about the job that you'll be doing and the opportunity to benefit from any support/training – whether formal or informal – that you might need to help ensure your performance is at the level required for the role.

Should your performance not meet the required standards, your Line Manager will advise you of this during the probationary period and will explain to you what is expected or clarify any concerns you might have. If your performance remains below the required standards then, depending on circumstances, it may be that the probationary period is extended, or employment ended. Equally, you may decide that the job is not for you and decide to leave. However, we hope that you will pass your probation period and enjoy this part of your career with us.

Working Hours/Timekeeping

As you will understand, punctuality and good timekeeping are essential for the smooth running of the Parish, and we expect all employees to keep to the start, finish and lunch break times as detailed in their terms and conditions of employment or as agreed by their Line Manager. We also ask that you observe any time recording procedures that relate to your area of work.

Your work pattern is found in your Contract of Employment and as directed by your Line Manager.

It is important that staff take adequate breaks from work, both to protect their wellbeing and to comply with legal requirements. However, breaks (including lunch breaks) should be staggered and agreed with your Line Manager to ensure that there is adequate cover at all times, if appropriate.

If you are late to work for any reason, except with prior management approval, you may be required to make the time up. If you are absent from work for any reason without prior permission, you must contact your Line Manager by your scheduled start time on the first day of absence. Single incidents or trends of lateness, absence or failing to report absence may result in action being taken under the Disciplinary Policy.

Please advise your Line Manager should any personal circumstance be affecting or likely to affect your ability to work or to arrive on time.

Pay and Tax Office Information

The details of the pay frequency and method are stated in your Contract of Employment. You will be paid directly into your chosen Bank or Building Society account. This is outlined in your Contract of Employment along with the approximate date the payment will be made.

All employees receive an itemised pay slip from commencement of employment. You will receive this either at the time or before payment is made. You will find the pay slip contains details of:

- Your gross pay (pay with no deductions) for the period;
- The amount and purpose of any deductions made from the gross pay such as National Insurance (NI) and tax;
- Your remaining net pay (pay with any deductions such as tax and NI taken off) for the period; and
- Any amount and purpose of any further deductions the Parish is making from your net pay.

For more information regarding your personal tax, please contact the HMRC directly on:

- Tel: 0300 200 3300
- Address: Pay As You Earn and Self-Assessment
HM Revenue and Customs
BX9 1AS

Sickness/Attendance

Employees will receive payment in accordance with the Statutory Sick Pay Scheme (SSP). Any contractual sick pay entitlement will be detailed in your Contract of Employment. For details, please refer to the absence policies and procedures.

Employees who are not able to work due to illness are required to report their sickness and provide certification of all sickness absence either by self-certification or with a GP certificate as covered in the absence policies and procedures.

Policies and Procedures

St Luke's has a number of rules and standards that are communicated as policies and procedures or through notices or meetings. You are required to familiarise yourself with these as well as any rules or instructions that apply to your role. You are also expected to comply with any reasonable instructions that your managers may give you.

Breaching procedures or failing to comply with the rules, guidance or instructions may require informal or formal action to address concerns as appropriate. The Disciplinary Policy and Procedure gives more information regarding the rules and standards including examples of misconduct.

Health and Safety

The Parish takes the health and safety of all employees seriously. We recognise our duty of care around maintaining the health and wellbeing of our workforce. We take positive steps to ensure that all equipment (both electronic and mechanical) used is well serviced and safe, that employees are trained to use the equipment they need for their role and are protected and assessed where appropriate. You will be notified of the relevant Fire Officer and where the First Aid Box is kept during your induction process.

We maintain a Health and Safety Policy which is reviewed regularly or when circumstances change. This will be covered during your induction and further explanation and/or training given as appropriate. Further details can be found in the Health and Safety Policy or by asking your Line Manager.

Accidents

Employees should report any accident in the First Aid log or to the First Aider (you will be told who this is during your induction) who will review the situation and take appropriate action. An accident report form will need to be completed in the accident book; the first aider will support you in completing this process. A copy of each accident incident report is then stored in the individual employee's file.

Additional Employment

In general, the Parish has no objection to employees undertaking additional employment so long as:

- It does not affect your ability to perform your role in a satisfactory manner during your hours worked with us;
- The additional hours worked do not result in you exceeding the limits on average weekly working hours imposed by the Working Time Regulations, unless you have previously opted out of this part of the Regulations;
- The nature of the work does not reflect adversely on the Parish; and
- You are doing something that competes with the best interest of the Parish.

If you are thinking about taking on a second job, please discuss your plans with your Line Manager so that any related employment conflict and health/safety issues can be discussed. Please note, employees must gain written approval from the Parish.

Working with Us

Our Code of Conduct

As a representative of our Parish, your appearance, professional conduct, and actions are important not only to your own advancement and job satisfaction but to the continuing development of the church.

If you are unclear as to what we would regard as appropriate standards, you should seek guidance from your Line Manager.

Absence, Attendance and Timekeeping

Planned Absence

It is only to be expected that during any period of employment people's circumstances change. In addition to your normal holidays, you may need to take planned leave to cover issues such as:

- Maternity Leave
- Paternity Leave
- Parental Leave
- Adoption Leave
- Shared Parental Leave

There are statutory provisions relating to the various types of leave, which require specific processes to ensure they are managed correctly. Please review the relevant policy for more information on the approach we follow and our responsibilities to each other.

Holidays and Entitlement

The leave year is detailed in your Contract of Employment. All holiday must be approved by managers.

Your entitlement to holiday and holiday pay is detailed in your Contract of Employment. Part time employees have a holiday entitlement, which is pro rata of a full-time employee's entitlement.

Public Duties, including Jury Service

You may need to take time off to perform a public service, including Jury Service, acting as a Justice of the Peace, a reservist in the armed forces, or as a Member of a Local Authority.

To request such leave you should consult your Line Manager, producing all of the relevant documentation you have. This should show clearly the details of duties and timescales etc. Further details about these periods of leave, including how we approach your pay during this time can be found in the Non-Sickness Related Absence Policy.

Medical and Dental Appointments

Whenever possible, and in order to minimise disruption to the church, you should make GP, dental, optician or hospital appointments in your own time. If this is not possible, you should give as much advance notification as you can to your Line Manager and attempt to make appointments either early in the morning or late in the afternoon. You may be required to make up any time lost. You might also be asked to alter or reschedule an appointment if cover is required to manage your absence.

Unplanned Absence

We recognise that occasionally members of staff may need to take unplanned time off work without notice, such as for:

- Compassionate reasons
- Domestic emergencies
- Childcare issues

By their very nature these absences are unpredictable. We ask that, as far as is possible these are kept to a minimum and their impact is managed by you to ensure minimum disruption to the Parish and your team.

Weather and Travel to Work

Extreme weather conditions or undue difficulties affecting your travel to the workplace might occasionally affect your attendance. At such times you should contact your Line Manager as soon as possible to notify and update them of your situation on your first day of absence.

Communications and Technology*Communications and the Media*

The Parish considers communication to be of paramount importance. As such, you will be informed about items of interest – whether Parish results, updates around our products and services or Parish changes – by various methods including but not limited to noticeboard postings, team briefings and e-mail announcements.

We welcome any comments or suggestions on church communication and how we might develop and improve this further.

The Parish works hard to ensure that all of our sales, marketing and publicity is carefully designed and managed. Should you receive a call or email from a member of the Media regarding the Parish please ensure that all enquiries are directed to your Line Manager in the first instance.

Personal Information

All personal information which we hold about you will be held and processed in accordance with the data protection legislation for the time being in force and our Privacy Notice.

You shall comply with our privacy standards/data protection policies when handling personal data in the course of your employment including personal data relating to any employee, worker, contractor, customer, client, supplier or agent of the Parish.

Any changes to your personal details, including your name, address, mobile or landline telephone numbers, email address or bank details should be notified to us in writing immediately.

Use of Technology

You must ensure that if you have access to technological equipment (i.e. mobile electronic devices, laptops, phones etc.) as part of your job that you take adequate precautions to maintain confidentiality so that neither the Parish nor individuals are liable to prosecution as a result of loss or disclosure of information. Loss of equipment should be reported to your Line Manager as soon as possible so that appropriate action can be taken in accordance with the data protection policies.

Computer Equipment

Any computer equipment that you are issued with should be treated and maintained with care. The device should be secured with a Password, so that any sensitive or personal data cannot be accessed by others. The device will need to be returned to the PCC when your employment comes to an end.

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Social Networking

Employees are encouraged to manage their personal privacy settings to ensure comments made via social networking services do not affect the reputation of the Parish negatively. Incidents of employees making derogatory comments about the Parish, other employees or our products and services will be taken very seriously and could result in disciplinary action.

Complaints and Concerns

We recognise that staff may at times have concerns or complaints that are affecting their ability to do their role in the most effective manner. In the first instance please raise any concerns with your Line Manager so that informal or formal action can be considered as appropriate.

If you are worried about approaching your Line Manager, then you can raise an issue using the Grievance Procedure. Once raised as a grievance, it can then be looked into.

Complaints from the public are also dealt with through a formal process so pass any complaint to your Line Manager at the earliest opportunity.

Additional Useful Information

Social Responsibility

We recognise that our Church doesn't exist in isolation nor is it simply a way of making money. We recognise that our employees depend on our Parish being successful and the local community are all affected by our work and what we do and the way in which we do it.

We work to understand the impact that the Parish has on the wider world and consider at all times, how we can use this impact in a positive way. We aim to adopt a responsible attitude, working to minimise any negative impact our church may have.

Acceptance of Gifts

As part of some roles, employees may occasionally be offered a gift or invited to an event. It is imperative that all employees understand our approach and obligations under the law with respect to this.

The unauthorised acceptance or solicitation of any incentive, inducement, bribe, gift or favour from any customer, contact, client, prospective buyer/seller or supplier of ours which might in any way compromise the church's relationship is forbidden. Failure to comply with this rule will be investigated under the Disciplinary Policy and contravention may result in summary dismissal.

Low-cost individual gifts such as diaries, pens and calendars are not normally regarded as compromising.

If in doubt, please consult your Line Manager for guidance.

Development and Reviews

Performance and Appraisals

We see a well-constructed performance planning and appraisal programme as a particularly valuable means of developing a cohesive, motivated and efficient workforce. As such, all employees will have the opportunity to discuss their objectives, performance, individual training and development needs on a regular basis with their Line Manager, along with any challenges they may be facing.

Your line manager will discuss with you the most appropriate programme and process for your specific role. We would encourage you to embrace the process: become involved, make suggestions and learn from the constructive feedback given.

On-going Learning

The continual learning and development of employees is particularly important in relation to:

- The induction and orientation of new employees
- Attracting and maintaining a workforce which is committed and able to meet the demands of providing a quality service, at a competitive cost in a specialised and ever-changing environment
- Keeping employees up-to-date and abreast of new equipment, methods, and techniques in relation to their work, and updating skills and knowledge to enable employees to retain and improve their ability, efficiency and motivation
- General development of employees, e.g. through educational courses leading to appropriate professional certification, or non-qualification courses providing advanced knowledge in an appropriate subject or discipline

The Parish promotes and encourages participation in on-going learning programmes which are designed to meet, or will assist in meeting, the general objectives outlined above.

We encourage staff to put forward learning/training suggestions that they feel may be appropriate to their professional and personal development, and to discuss them with their Line Manager.

Support from your Manager

The Parish will, at all times, endeavour to ensure that employees achieve and maintain a high standard of performance in their work. Employees will be given appropriate training and support, where necessary, to meet these standards. Where an employee falls below the standards expected, the underlying reasons will be investigated and improvement sought.

Managers will be on hand to support staff through any periods of under-performance and to understand the reasons for it. However, if after a reasonable period of time, the employee remains unable to perform to the required standards and further training or re-deployment is not a viable option, then there may be no option other than to consider dismissal on the grounds of capability.

Salary Reviews

Salary reviews are carried out on a yearly basis. If you would like more information about the review process, please contact your Line Manager in the first instance.

Leaving Us

Handing in your notice

When the time comes for you to leave St Luke's Ramsgate, we hope that your period of employment will have been enjoyable, that you feel you have developed professionally and the reasons for leaving are not the result of a negative experience.

Please refer to your Contract of Employment to understand what notice period you are contractually obliged to provide. In the first instance your resignation needs to be given in writing and addressed to your Line Manager. Your Line Manager will discuss the decision with you and may suggest alternatives relating to this. Once your decision is confirmed and a leaving date agreed it is important that you work with your Line Manager and team to ensure that an effective handover is planned.

Outstanding holiday entitlement

Your holiday entitlement will be calculated to the date that you leave the Parish and any unused entitlement will be paid to you or any amount owed to the Parish due to holiday being used in excess of entitlement will be deducted.

Retirement

As there is no longer a default retirement age you need to give notice of your wish to retire. Should you wish to retire, you need to follow the same process as for resignations.

Our Property

Any property of the Parish that you have been provided with needs to be returned e.g. uniform, phones, laptop, mobile phones etc. Your Line Manager will liaise with you on arranging this. Anything not returned or returned in a poor condition may need to be replaced or the Parish reimbursed for the value.

Exit Interview

You may be asked to attend a meeting to discuss your employment and your decision to leave. This meeting will help us to understand why people choose to leave and to address any issues or trends that may be occurring. We respect people's views and ask that you be as candid as possible during this meeting.

References

Upon receipt of a formal request, the Parish will provide references for all employees who have left our Parish. No references will be provided on a 'To Whom it May Concern' basis. References will only be provided with the permission of the individual employee involved and only distributed by a suitably authorised person within the Parish. References will confirm details such as dates of employment, job title and, if requested, any additional information as agreed with the employee.

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