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| **Policy Name** | **Staff Protocol** | **Policy Number** | HR003 |
| **Approval date** | June 2019 | **To be reviewed** | June 2022 |
| **Approved by** | UCB Guild HR Subcommittee | | |
| **Noted/endorsed** | Guild Manager | | |
| **Applicable to** | All staff and officers | | |
| **Related policies** | HR009 Grievance Policy; HR012 Dignity at Work Policy; HR015 Disciplinary Policy | | |

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| **REVIEW HISTORY** | | | |
| **Date** | **Name** | **Role** | **Notes** |
| 28/06/2019 | Sarah Kerton | Guild Manager, UCB Guild | Creation of new policy and approval by HR Subcommittee |
| 31/10/2019 | Sarah Kerton | Guild Manager, UCB Guild | Ratified by Trustee Board |

**STAFF PROTOCOL**

**Summary**  
*The Staff Protocol outlines the relationship between the elected officers and staff, as well as the expectations of students in their interactions with staff. It is important that the accountability relationship is respected, particularly when commenting on performance or work in public. These principles should be applied in all appropriate settings.*

*The Staff Protocol outlines how concerns or issues that staff and students may raise about each other should be managed.*

1. **Introduction**

University College Birmingham Guild of Students is structured as a collective, self-governing organisation. Central to the resources of the Guild are the employed staff who provide for continuity, professional advice, managerial expertise and the day-to-day operation and implementation of policy. The purpose of this protocol is to clarify the relationships between students, their elected representatives and staff.

It is important that a constructive day to day working relationship or effective communication between officers and staff is maintained. To this end, both officers and staff are expected to uphold the principles of appropriate accountability within a culture of mutual support and respect.

The Guild Manager shall ensure that all staff and members of the Executive Team are issued with a copy of this protocol. All student leaders of societies, student representatives and officers of the Guild will also be informed of the protocol.

The terms of this protocol will apply to all staff irrespective of their position in the organisation and their status as a member (or not) of a Trade Union.

Any breach of this protocol will be considered as a serious disciplinary matter.

1. **Purpose**

The intention of this protocol is to ensure that the Guild shall:

* Comply with all Employment, Employment Rights and Employment Relations currently in force (as amended from time to time);
* Empower the UCB Guild Trustee Board to act with the full authority as the employer of UCB Guild staff and officers;
* Protect the individual employee from breaches of confidentiality in respect of personal affairs and to ensure that contractual matters are dealt with only by the Trustee Board, or its delegated bodies;
* To protect the Guild from any interference in the conduct of its policy-making by employees
* To be committed to the effective implementation of the Equality and Diversity Policy;
* Maintain sound employment practices and good staff relations.

1. **Definitions**

In this document, the following definitions apply:

“Political Policy” is policy that is developed and approved by the elected officers through the democratic structures. E.g. affiliation to NUS, zero tolerance of sexual harassment in the Guild.

“Policies” are documents, such as this one, largely developed by staff, which provide frameworks and procedures for the day-to-day operations of the organisation e.g. Disciplinary Policy, Health & Safety Policy.

An officer of the Guild shall be defined as any full time officer, part time volunteer officers on the Executive Team, trustees and representatives of the Guild, and members of all Guild representative bodies.

Staff members of the Guild shall be defined as staff, managers, temporary staff and contractors, at all settings when engaged in work on behalf of the Guild.

“Student Staff” are students at University College Birmingham who are working during their period of study, but whose primary purpose at the University is as a student.

Permanent staff who have chosen to undertake a course to complement their work will not normally be regarded as student staff.

The distinction between “Staff” and “Student Staff” in this document exists to provide guidance on issues of conflicting priorities. In the event of confusion as to the status of an individual staff member, guidance from the Trustee Board will be sought.

1. **Staffing matters and elected officers**

Elected officers provide political leadership to the organisation, defining political policy through democratic means. They represent the members of UCB Guild and work closely with staff to ensure that the operations of the Guild, particularly those within an officer’s portfolio, cater for, and are responsive to, the needs of the membership.

Guild management shall take responsibility for ensuring that organisational direction is informed and influenced by the political agendas of elected officers.

In many instances, elected officers (in particular, but not exclusively, full time officers) work closely with staff members. Staff members and officers are expected to invest time and effort to ensure that productive working relationships are developed. Broadly, however, the work of staff is to be directed by the management structure, and Elected Officers’ impact on the day-to-day work of staff should be limited to the development of political policy, discussions within the Trustee Board for Officer Trustees, and discussions with Guild managers.

Courtesy between Officers and Staff is expected at all times and Officers will never instruct Staff without observing the requirements of the Line Management structure.

Relationships of an intimate nature between staff and officers should be avoided. When a relationship of this nature arises, it should be disclosed to a manager or Trustee to protect all involved from accusations or perceptions related to conflicts of interest.

The Trustee Board and its relevant committees will be the only body with elected representatives empowered to discuss individual staff members, and to discuss matters relating to recruitment, appointment, remuneration and terms and conditions of staff.

All employee related discussions at Trustee Board shall be held in private and there shall be no published minutes of such discussions. The Guild Manager will keep a written confidential record that will be countersigned by the Chair of the Trustee Board as being a true and accurate record of such discussions.

The elected officers of the Guild should actively ensure that discussions on individual staff members, on conduct, performance, recruitment and of terms and conditions do not take place:

* In University or external media
* On online fora or websites
* In formal and informal Guild meetings
* With Guild members

UCB Guild Trustee Board and its sub-committees shall be responsible for staff matters. The membership of the Trustee Board shall be as specified in the Guild constitution and shall be serviced by the Guild Manager. The Trustee Board shall conduct its affairs in accordance with the provisions of the Constitution and its supporting Bye-laws and the policy of UCB Guild.

1. **Responsibilities of Staff**

Staff members are expected to advise elected Officers of the Guild on any matter that is within their area of work, but shall not seek in any other way to influence the policy-making process.

The President shall be the public face of UCB Guild, particularly in regard to relationships with, and any statements to, the press.

Staff may not take part in any public discussion of UCB Guild policy, nor give public expression to views contrary to Guild policies, including:

* In University or external media
* On online fora or websites
* In formal and informal Guild meetings

Staff members should actively ensure that discussions on individual Guild Officers, on conduct, performance, recruitment and of terms and conditions do not take place:

* In University or external media
* On online fora or websites
* In formal and informal Guild meetings
* With Guild members

Staff may not seek to influence the outcome of the democratic processes of the Guild, though they may contribute to the administration and fair operation of such processes. Staff will respect the student-led nature of Guild political discussions, activities and events but are expected to be enthusiastic advocates for the Guild as a democratic organisation.

Staff clearly work in a political environment and it is important that student officers recognise this and the responsibility of staff to encourage and enable participation, without having any stake in the outcome.

Staff may not show support by the wearing of badges or the display of any campaign literature relating to any internal or external elections.

Unless defined as “Student Staff” in accordance with Section 3 above, the responsibilities and restrictions placed on staff members shall override the privileges of Guild membership.

In practice:

* Staff members cannot participate in democratic meetings.
* Staff members should not stand or vote in any Guild elections.
* Staff may not be members nor participate in the activities of clubs and societies that give expression to political views or opinions that may undermine the roles of elected officers within the Guild.

Staff will develop professional working relationships with personnel from University College Birmingham. At all times care needs to be taken not to compromise the Guild on issues concerning elected officers or any other member of Guild staff.

The Guild Manager is the designated senior staff member with responsibility for servicing and attending Trustee Board meetings and employed to provide professional advice and continuity in the organisation’s affairs.

The Guild Manager will be in attendance at all meetings of Trustee Board. When such discussions directly relate to the Guild Manager they will be asked to leave the meeting.

The Guild Manager, after consultation with the President, may appoint a nominee to attend a meeting in their place. Staff may not exercise a vote in any meeting organised under the auspices of the Guild Constitution.

1. **Student Staff**

Student staff may be employed by the Guild to carry out specific duties within the Guild’s employment structure. The procedures for the recruitment and selection of such staff shall be determined by the Trustee Board.

Student staff shall enjoy the full rights and privileges of membership, save for any restriction placed on that staff member whilst on duty.

In particular:

* Student staff may not campaign on an issue or in an election whilst on duty for the Guild;
* The points relating to staff above apply to Student Staff whilst on duty or acting as a staff member;
* Student staff are permitted to speak at Guild meetings but must not draw attention to the fact that they are members of staff and shall cover any staff uniform they may be wearing at the time;
* Student staff are precluded from raising any matters in relation to their employment with the Guild in any public forum or meeting.

Student staff may raise complaints or grievances about their employment through the line management structure, and have recourse to the Guild’s Grievance Procedure.

1. **Complaints**

Procedure for complaints about staff

Any individual member of the Guild having cause for complaint or raising a grievance on a matter relating to any individual or group of staff employed by the Guild should, in the first instance, raise the matter with the President.

The President shall in turn raise the matter with the Guild Manager who will investigate the complaint and report back to the complainant within 10 working days.

The Guild Manager shall determine what, if any, further action is to be taken in relation to the complaint. The relevant UCB Guild discipline and grievance procedures may be invoked.

Procedure for complaints by staff

Any member of staff having cause to complain about the conduct or behaviour of a student or Student Officer shall raise the matter in confidence with their line manager.

The Line Manager will raise the matter with the President and inform the Guild Manager. The complaint shall be investigated by the President who shall decide if further action is to be taken in relation to the complaint. The President shall report their findings back to the Guild Manager who will feed back to the staff member via the line manager.

1. **Discipline and Grievance Procedures**

This Agreement does not affect an employee's right to access under the Guild’s disciplinary and grievance policy.