

FAQ's for staff/ line managers regarding Coronavirus (CoVid-19)

Working from Home

I am having difficulty working from home due to caring for young children- what should I do?

The University recognises that people are having to balance a number of different demands during this period and recognises that people may need to work flexibly. This may include working different hours than usual or acknowledging that an individual's ability to work may be significantly reduced. You should talk to your line manager about this and agree what you reasonably do.

I am having difficulty working from home due technical issues or a lack of appropriate IT equipment- what should I do?

Initially, you should talk to your line manager about this. However, we would like to reassure everyone that no one will be penalised if they are unable to undertake work due to technical issues.

Will I still be paid if I cannot carry out my role from home?

Yes, the University has committed that employees will continue to receive their full salary even if they are not able to undertake their role. However, you may be asked to undertake any alternative role during this period and your manager may discuss options with you.

If I am working from home, can I claim expenses for personal mobile use?

The University telephone serviced works through the Mitel App, this allows you to make and receive calls at no cost to yourself. Therefore, you should download this application. Also, the University has now deployed Microsoft Teams and calls, including video calls, can be made through this application.

Annual Leave

What if I have leave booked now that we are working from home?

Annual leave should be taken as planned and it expected that members of staff will use their annual leave as normal during this period. The University's usual policy on carry forward of annual leave remains in place and a maximum of 5 days being allowed to be carried over into the new leave year.

Can I continue to book leave during this current situation?

Yes, annual leave can be requested and booked in the usual way. The University is committed to ensuring that everyone has the chance to take annual leave during this period as it is vital to ensure the well being of staff members.

Sickness/ Self Isolation

Should I still be reporting if I am self-isolating now that we are working from home?

If you are following NHS advice and are required to self-isolate, you should inform your line manager and this information will continue to be recorded for information. Self-Isolation should not be used for staff who are feeling unwell - this should be recorded as sickness

absence. Self-isolation carries the assumption that you are available, well and able to work from home (if your job allows this). Absence due to Self-Isolation is recorded as special leave and not sickness absence.

Will sickness still be reported and will absence due to flu or colds be considered as special leave or sickness absence?

If you are feeling unwell and are not available to work, you should follow the usual sickness notification process. If the reason for the absence is due to cold, cough, flu, then this will be recorded as sickness. However, any sickness absence attributed to this reason will not count towards sickness absence triggers or be used for absence monitoring until further notice.

If I test positive with COVID-19 will I still get paid?

Yes, you will be entitled to receive sick pay in line with your contractual arrangements. You should continue to follow the usual sickness notification process for this.

What do I do if I am absent due to sickness for more than 7 calendar days but am unable to get a Doctors note?

Attempts should be made, but if a GP's surgery is unable/ unwilling, it may be necessary for the self-certification period to be extended.

I have an appointment scheduled with Occupational Health will this still take place?

Yes but face to face consultations have now been replaced with telephone consultations and you will be informed of the time and date of your appointment in the usual way.

Miscellaneous

Will I be permitted to travel in the UK and claim expenses?

No business travel will be permitted in the UK until further notice and therefore expenses will not be paid. Any pre-booked and paid travel should be discussed with your line manager.

Can I suspend my parking pass or will I be reimbursed?

No, parking passes cannot be suspended and staff will not be reimbursed at this time.

How do I get support and advice with HR or payroll issues?

Contact details are published on the intranet for HR and payroll. However, during this period a general email **hradvice@ljmu.ac.uk** is available and monitored between 8:30am until 5.00pm Monday to Friday. We would advise that this should be your first point of contact to ensure that you receive a timely response to your query.

Specific Questions for Line Managers

Should I still be recording self-isolation for staff members?

If you have a member of staff who is following NHS advice and self-isolating, you should record this. Self-isolation is available via manager self-service and you should follow the instructions below to record this:

Manager self-service > 'Absence Management' > Select 'action' for member of staff > select 'Book annual leave or other absence' > Select Self or Imposed Isolation > enter a start date.

What should we do for hourly paid Sessional staff/ Teaching Support Officers who are unable to undertake the expected work during contracted hours?

The hours have been agreed and contracted and the University has committed that it will honour these arrangements. You should look to agree with the sessional member of staff what suitable alternative work can be done at home, they should discuss this with the member of staff.

What do I do as a manager if a staff member refuses to work from home or fails to respond to emails/ engage in work whilst working from home?

We need to understand the reasons why and to support the member of staff in resolving any issues. However, ultimately unless the member of staff is unwell and this has been reported then they should be expected to comply with reasonable requests.

Recruitment

Should we be postponing any scheduled interviews due to take place in the next few weeks?

We would advise that interviews be postponed at this time, however should there be any business critical posts, the Vice Chancellor has agreed to a temporary relaxing of the recruitment policy and subject to the agreement of the ELT member, interviews can be conducted via skype/ video link and an offer made without the need for the candidate to visit LJMU as long as the panel consists of a minimum of 3 and includes a gender balance.

Should we continue to place adverts for approved posts?

This is a management decision, but you should consider the potential for a delayed start date and may not wish to proceed too soon.

What do we do for new starters where a start date has already been agreed (and a contract issued), now that the university buildings are closed?

For staff who have already had a contract issued, the start date will need to be honoured unless they are able to renegotiate their leave date with their current employer.

For new starters where start dates have yet to be agreed but all pre-employment checks have been satisfied, the Chair will need to make a decision based on the role and the ability of the new starter to make an effective contribution whilst working at home etc.

Will SRMG continue to meet?

Yes this will be arranged virtually so PAFs can continue to be submitted.