



IT Services Policy

ITS Overtime Policy

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Reviewers:	ITLT, Head of Business Management
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Policy Owner: Office of the CIO (Chief Information Officer)

Name/Position	Amanda Blankson/Resource and Operations Manager
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Revision History

Version	Description	Author	Date
1.0	Policy created	Amanda Blankson	13.1.23
1.1	ITLT Review	Amanda Blankson	30.1.23
1.2	Added MIM cover	Amanda Blankson	21.2.23
1.3	Added On Call remuneration	Amanda Blankson	16.11.23

Authorisation: IT Lead Team

Name / Position	Rachel Bence
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Date	6.11.23

Contents

1	Policy Statement	5
2	Scope	5
3	Policy Detail	5
4	Roles and Responsibilities	4
5	Process and Procedures	6
6	Monitoring	6
7	Exceptions	6
8	References	6
9	Appendix A	6
10	Definitions	7

1 Policy Statement

- 1.1 This policy is issued by IT Services to outline when and how ITS staff can claim additional hours allowances for time worked over and above contracted hours.
- 1.2 The Policy aims to:
- Provide clear, documented guidance to IT Services staff of the process for claiming compensation for overtime.
 - Standardise overtime claims across IT Services and eliminate local arrangements within IT Services teams.
 - Ensure IT Services staff are appropriately, consistently and fairly rewarded for overtime.

Disclaimer:

1.3 The IT Services department recognises that although overtime may be necessary in cases of emergency, heavy workload and other circumstances, excessive overtime is not conducive to good health and performance. Line managers should work with team members to avoid excessive overtime wherever possible.

2 Scope

- 2.1 This policy applies to all IT Services staff paid via QMUL Payroll, working outside of contracted hours. As set out in the employment contract of each individual. This policy does apply to on call and related call out working including MIM Cover
- 2.2 The principles of this policy come into effect on 20th February 2023 and will not apply retrospectively.

3 Policy Detail

- 3.1 For the purposes of this policy overtime refers to time worked outside of contracted hours.
 - 3.2 Additional Hours Allowance or Time off in Lieu (TOIL) (both claimed via Myhr) can be claimed by IT Services staff who have worked outside of their contracted hours.
 - 3.3 Whenever possible all instances of overtime should be approved in advance by the IT Services staff member's line manager, or with the budget holder if additional hours allowance is to be funded outside of the staff member's usual pay budget (e.g., by a Project). This approval must be in writing and must include confirmation of whether the IT Services staff member can claim additional hours allowance or TOIL.
 - 3.4 All IT Services Staff at Grade 6 and below are eligible to claim for overtime.
 - 3.5 All IT Services Staff at Grade 7 and above are deemed to be remunerated to adequately cover the requirements of the post which allows for flexibility in working hours. Therefore, overtime will only be available in exceptional circumstances and as agreed with the staff members Assistant Director or if unavailable, any other Assistant Director. (Exceptions to be agreed at the discretion of the Assistant Director)
- 3.6 On Call Arrangements – Applies to staff at all grade levels**
- 3.6.1 Staff volunteer up front to be available on a given day.
 - 3.6.2 Staff who are on call can claim additional hours allowance the entire period they have agreed to be available regardless of whether they have been called or not.
 - 3.6.3 The cover runs between 9am - 5pm and may be outside of these hours at times.
 - 3.6.4 It is expected that the staff member will pick up their mobile when called and be within 1 hour away from a computer that they can start working on.
 - 3.6.5 They would work towards problem resolution to the best of their ability.
 - 3.6.6 They would come on site, if the problem resolution requires that, subject to social distancing protocols.
 - 3.6.7 It is still fine to go shopping for groceries / run errands while on call but not to be under influence (i.e., no pub/drinking, while on call).
 - 3.6.8 This volunteering only tends to be formalised at key points including over Easter and Christmas holidays
 - 3.6.9 Remuneration for On Call arrangements is as follows:
 - 2h overtime (or half a day of TOIL) on standard weekends, if not called out.

- 3h overtime (or half a day of TOIL) on Bank Holidays, if not called out – this will include the Christmas closure days.
- Plus, overtime for hours worked on the problem resolution, and time spent traveling on site.
- The choice on TOIL vs. pay will need to be agreed with your line manager in advance to avoid any confusion thereafter.
- Overtime rates will be paid in line with the QM ‘additional allowance’ policy and would be claimed via MyHr as per the day rates stipulated (based on the employee's current spine point).

3.7 MIM (Major Incident Manager)

- 3.7.1 Staff covering MIM can claim additional hours allowance if they have been called upon and for the duration of the time they have worked. They can claim irrespective of whether the issue is classed as a Major Incident.

4 Roles & Responsibilities

- 4.1 It is the responsibility of the IT Services staff member that has worked the overtime to claim the additional hours allowance or record TOIL via the QMUL Myhr system. See Reference 2 for guidance.
- 4.2 Individual managers are responsible for ensuring that this policy is applied within their own area.

5 Process and Procedures

- 5.1 The policy is retained with all other ITS policies on the ITS webpages (its.qmul.ac.uk/governance/policies)
- 5.2 Any non-compliance should be raised with the ITS Head of Business Management for further investigation and action.

6 Monitoring

6.1 Compliance

- 6.1.1 Compliance with the policies and procedures laid down in this document will be monitored via regular review by the Resource and Operations Manager, together with independent reviews by both Internal and External Audit on a periodic basis.
- 6.1.2 The AD OCIO, in conjunction with the Head of Business Management, is responsible for the monitoring, revision and updating of this document.

7 Exceptions

- 7.1 None

8 Related Documents

- 8.1 Any changes to HR policies regarding working hours, overtime and pay may affect this policy Documents which refer to this policy: None
- 8.2 Documents which this policy refers to: HR policies regarding working hours, overtime and pay

9 References

[1] Hourly rates for additional hours:
<https://hr.qmul.ac.uk/forms/pay/>

[2] Guidance on using MyHR to record overtime and Time Off in Lieu can be found at:
<https://hr.qmul.ac.uk/myhr/myhrtimesheets/>

10 Appendix A – Definitions

Term	Meaning
Out of hours	Anytime outside 9am to 5pm Monday to Friday including bank holidays.
On call	<p>Being available to respond swiftly and appropriately to IT Service escalation contact in the out-of-hours period</p> <ul style="list-style-type: none"> • A response to an escalation within 30 minutes, by a person on call, is considered acceptable. • Being on call requires the on-call person to be fit and able to respond to escalation, and thus preclude excess ('over the limit') consumption of alcohol and being under the influence of substances that may affect response levels
Working Time	<p>Being on call is not considered 'working time' in the Working Time Directive definition however when an on-call person is being 'activated' and required to follow up on an escalation it will be considered working time</p> <p>The on-call person and their line manager will monitor working time and, if appropriate, substitute any on call and/or MI (Major Incident) assisting person(s) who are at risk of working beyond what is dictated by their terms & conditions,</p> <p>https://hr.qmul.ac.uk/procedures/contracts/tandcss/</p> <p>as well as consider staff health and wellbeing regarding what is being required.</p>