

HUMAN RESOURCES DIVISION SERVICE LEVEL EXPECTATIONS IN RESPONSE TO DEPARTMENT/DIVISION/RESEARCH CENTRE ENQUIRIES

1. Purpose

The purpose of Service Level Expectations is to describe the quality standards that our stakeholders can expect from the Human Resources Division in terms of service delivery.

This document sets out the overall standards which the HR Division aim to achieve in the provision of our services.

The Service Level Expectations will be introduced as a pilot from Monday 16 January 2017 and will be reviewed after six months based on user feedback and HR metrics. Revisions will be made as appropriate going forward.

2. Working hours

The HR Division's core working hours are from 9:30am to 5:30pm Monday to Friday except during Bank Holidays and School closure days. The HR Division telephone lines are open during these core hours and emails are normally responded to within these hours, but email responses may be provided at times outside of these hours.

The HR Division has a Reception desk situated on the 5th Floor of the Lionel Robbins Building which is open from 9:30am to 5:30pm.

Please see the HR Division's 'Who's Who' page for details of your HR contacts:

<http://www.lse.ac.uk/intranet/staff/humanResources/Whos%20Who/home.aspx>

3. When you contact us

Key Services	What you can expect from the HR Division
Telephone enquiries	<ul style="list-style-type: none">• Telephone calls to the Division will be answered within 5 rings during core working hours.• Voicemail messages will be returned within 1 working day.• Where a specific individual is being sought by a user, every attempt will be made to return the call within the same working day. Where this is not possible, the call will be returned by 11am the next working day*. <p>*Please note that the above is subject to the specific individual being at work and that it may not be possible for the individual to respond within the specified period if they work part time.</p> <p>During periods of planned absence the answering machine message of the absent individual will provide details of who to contact.</p>
Email enquiries	<ul style="list-style-type: none">• Emails received within the working day from internal users will be acknowledged and wherever possible responded to fully within 2 working days.• Where the email enquiry is more complex, HR staff will acknowledge receipt of the email within 2 working days and provide

	<p>a timeframe in which they will come back to the user with a response.</p> <ul style="list-style-type: none"> • Any emails sent before 4pm to the humanresources@lse.ac.uk and hr.jobs@lse.ac.uk inbox will be acknowledged and where possible responded to within 1 working day. Where the email enquiry to this inbox is more complex and a response is not possible within this timeframe, HR staff will acknowledge receipt of the email within 2 working days and provide a timeframe in which they will come back to the user. • HR staff working part-time will clearly message their working hours as part of their email signature and refer to an email or phone number that the customer can contact should they need support. • For some functions in HR, the relevant customers will be emailed if their allocated contact is on leave for 2 days or more with the details of who to contact in their absence.
Contract Administration	<ul style="list-style-type: none"> • Offer letters will be sent to new recruits within 3 working days of HR receiving a fully completed new starter checklist and the relevant approvals. • Hourly paid, Graduate Teaching Assistant and Guest Teacher Contracts will be issued within 5 working days of receiving correctly completed paperwork from the department, providing paperwork is submitted by the published HR deadlines. • All contract variations will be processed within 10 working days of receiving the correct information and relevant approvals.
Job Evaluation (HERA)	<ul style="list-style-type: none"> • HERA assessments for new posts will be processed within 5 working days of receipt of a fully completed job description. <ul style="list-style-type: none"> • The relevant advisor shall let the HERA requester know within 2 working days if more work is required on the job description. • HERA re-grading will be completed within 4 weeks of receipt of fully completed job description and business case (please note that these timescales may change as the HERA re-grading process is currently subject to review).
Sabbatical Leave enquiries	<ul style="list-style-type: none"> • HR will provide Departments with Sabbatical leave entitlements at the beginning of each term providing that departments have confirmed information within a reasonable timeframe.
Committee Support	<ul style="list-style-type: none"> • Providing that agenda items have been confirmed, committee papers will be issued at least 5 working days in advance of the meeting. • Committee minutes will be issued to the committee Chair within 5 working days following the meeting. • Minutes from HR Advisory Group meetings will be issued to the Chair within 3 working days of the meeting.
Project optimisation implementation support	<ul style="list-style-type: none"> • Request for support linked to the implementation of HR systems optimisation will be acknowledged within 2 working days.
Devolution of work from	<ul style="list-style-type: none"> • Work will only ever be devolved from HR to local areas where there

HR to local areas	are efficiency savings as a result of the new way of working, either within the local area and/or where it can be directly linked to efficiency savings in HR. In the latter case any business mandate to ITPB will cover the full savings and the impact on local areas and the nature of central savings in HR (and/or other Divisions).
-------------------	--

4. Comments and feedback

To help the HR Division improve its levels of service, feedback from users will always be appreciated and acted upon wherever possible. If you want to comment on any aspect of the HR Division's service please email HR Directors Executive Assistant in the first instance y.lewis@lse.ac.uk