

## **Working for the Central Support Team – General Information**

### ***What is the Team's purpose?***

The team is rather like an in-house temping agency for Surrey Police. We work on a supply and demand basis, and therefore there is no guarantee of continuous work. There is no obligation on the Team member's part to accept any work offered. NB The Team is unofficially known as 'Angels'.

### ***What sort of work might I be offered?***

We never know what we might be asked for, and do get some unusual requests! However, the vast majority of our work is general administration/secretarial work in any department within the Force. Whilst we are asked to provide cover across the whole County the majority of our jobs are around the Guildford area.

### ***How long is a typical assignment for?***

Again, very difficult to say as they vary from one day to several months! However, it is fairly usual for us to be asked to provide cover for six weeks/twelve weeks at a time. Many assignments are extended once the Angel is in place, with the agreement of the Angel.

### ***Are there a minimum number of hours I am expected to work on a weekly basis?***

Yes, we expect our 'Angels' to be available for a minimum of 28 hours per week.

### ***Who do I report to?***

The Angels report directly to Linda Clemens, the Manager of the Recruitment Desk. They are, however, also subject to the requirements and disciplines of the supervisor where they are actually working.

### ***How much will I be paid?***

The current rate for Angels is £10.60 per hour. However, part of this is banked for holiday pay, as we are required by law to make allowance for this. This Financial Year 2009/2010 the deduction made is £1.27p per hour. You will accrue paid holiday entitlement for every hour worked, and will be notified monthly of the amount accrued. When you take your holiday you are paid £10.60 per hour for the time taken. You are only paid for hours worked and

are not entitled to pay for Bank Holidays however, you can claim holiday pay against those days.

***When will I be paid?***

Angels are paid on the 28<sup>th</sup> of the month. However, please note that Angels are paid in arrears. Therefore hours worked in January are paid on 28<sup>th</sup> February, etc etc.

***How does the pay system work?***

You complete a timesheet for every day worked, with details of hours worked, breaks taken etc. This is signed off by your local supervisor. At the end of each month, you submit your timesheet to the admin office, and we translate the information onto a pay sheet, which will now show holiday hours accrued as well as a gross pay figure. A copy of this is sent to the Angel at their home address. Another copy goes to Pay Section, who makes arrangements for the payment due to be made minus the usual N.I. and tax deductions etc.

***Do I receive a payslip?***

Yes, for the first month worked. After that, you will be able to access, and print off, your payslips from the Force intranet.

***Am I permitted to apply for Internal Job Vacancies advertised?***

No – as casual workers the Team are not permitted to apply for internal vacancies. They are, of course, free to apply for externally advertised vacancies if they so wish.

***Am I entitled to any benefits?***

No, as the Angels are on a casual contract, they are not entitled to any of the established benefits afforded to permanent staff of the Force. This includes sick pay and maternity pay, however you are entitled to claim statutory sick pay (SSP) and maternity benefit, but only if you have enough NI contributions. You are not entitled to travelling expenses, and health care etc. etc. however, if you are required to attend a specific training course for a system that is deemed to be necessary for the work you are doing, you would be entitled to reclaim your travelling time only, if the venue was further afield than your current place of work. You are entitled to eye care vouchers but not to eye wear vouchers.

### ***Can I join the Force Pension scheme?***

No. Angels are not entitled to join the Force Pension Scheme due to the nature of their casual contract.

### ***Am I paid for any training I undertake?***

Yes, all time spent training is paid, although travel expenses or time spent travelling are not, unless you are required to attend a specific training course for a system that is deemed to be necessary for the work you are doing, you would be entitled to reclaim your travelling time, but only if the venue was further afield than your current place of work.

### ***Is there any mandatory training I must undertake?***

Yes, several courses including Behaviour in the Workplace, Manual Handling, Human Rights, Freedom of Information. You will be contacted to arrange this training, which is usually in the form of e-learning, which should be done within approximately 3 months from the date of your contract.

### ***What happens if I do not work for a period of time?***

If you take no work from us for any reason for six months, you would be asked to verify that your personal circumstances had not changed in the meantime – if they had, you would need your Vetting brought up to date. If you know you are not going to work for six months, you need to let us have your access card for safe-keeping. After six months, these have to be sent back to Vetting to be destroyed, and if you subsequently start to work for us again, a new card would need to be arranged.

If you have not taken any work from us as an angel for more than twelve months we may make the decision to end your contract.

### ***How much notice do I have to give if I leave the Team?***

One week on either side is required.

### ***Do the admin team meet with Angels regularly?***

We are always available to Angels via email or telephone. We also aim to have quarterly opportunities to meet us and other angels at the HR Service Centre at HQ.

***Am I able to park at my place of work?***

A lot depends on where you work? At HQ there is normally parking on the premises, although on occasion you may have to drive around to find a space. For almost every other location parking will be off site and at your own expense.

August 2009