

Submitting a Flexible Working Request - Employee Oleo User Guide

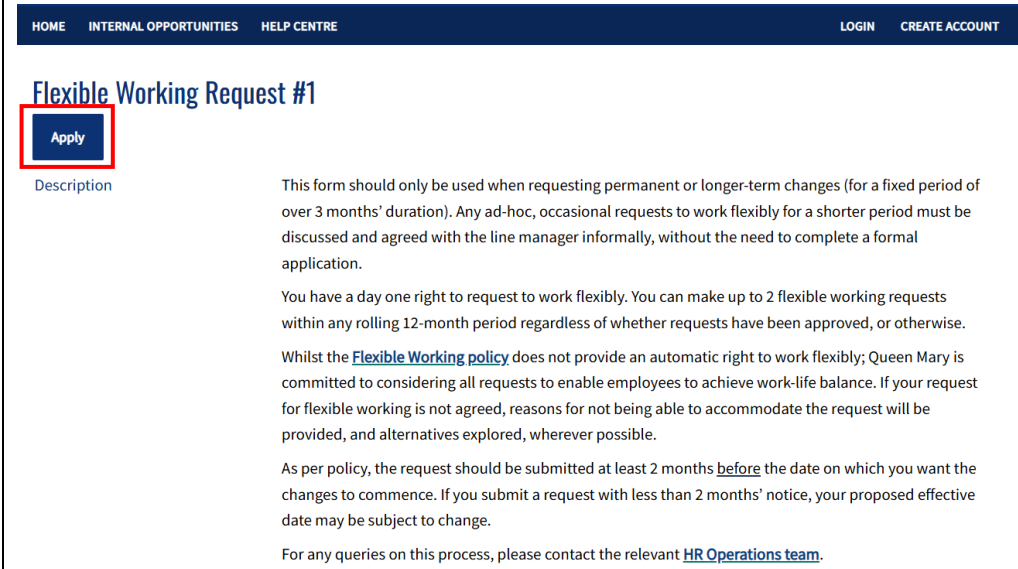
This document will provide you with step-by-step guidance on how to:

- Submit a Flexible Working Request
- [Access your submitted application and view the status of your request in your application portal](#)

Submitting a Flexible Working Request

As per policy, you can request a maximum of two Flexible Working Requests within a rolling twelve-month period.

If you have already submitted a Flexible Working Request within the past twelve months and are unable to proceed with your application, then please contact the relevant **HR Operations Team**.

Step/Action	Example/Screenshot
<ol style="list-style-type: none"> 1) Access the Flexible Working Request forms on the HR website. 2) Click the relevant link on the Flexible Working page (either Flexible Working Request 1 or Flexible Working Request 2). 3) Once selected, you will be taken to another screen, click “Apply”. 	 <p>The screenshot shows a navigation bar with links for HOME, INTERNAL OPPORTUNITIES, and HELP CENTRE, along with LOGIN and CREATE ACCOUNT buttons. Below this is the heading 'Flexible Working Request #1' and a blue 'Apply' button. The main content area is titled 'Description' and contains the following text:</p> <p>This form should only be used when requesting permanent or longer-term changes (for a fixed period of over 3 months' duration). Any ad-hoc, occasional requests to work flexibly for a shorter period must be discussed and agreed with the line manager informally, without the need to complete a formal application.</p> <p>You have a day one right to request to work flexibly. You can make up to 2 flexible working requests within any rolling 12-month period regardless of whether requests have been approved, or otherwise.</p> <p>Whilst the Flexible Working policy does not provide an automatic right to work flexibly; Queen Mary is committed to considering all requests to enable employees to achieve work-life balance. If your request for flexible working is not agreed, reasons for not being able to accommodate the request will be provided, and alternatives explored, wherever possible.</p> <p>As per policy, the request should be submitted at least 2 months <u>before</u> the date on which you want the changes to commence. If you submit a request with less than 2 months' notice, your proposed effective date may be subject to change.</p> <p>For any queries on this process, please contact the relevant HR Operations team.</p>

4) On the “[Create Account](#)” page:

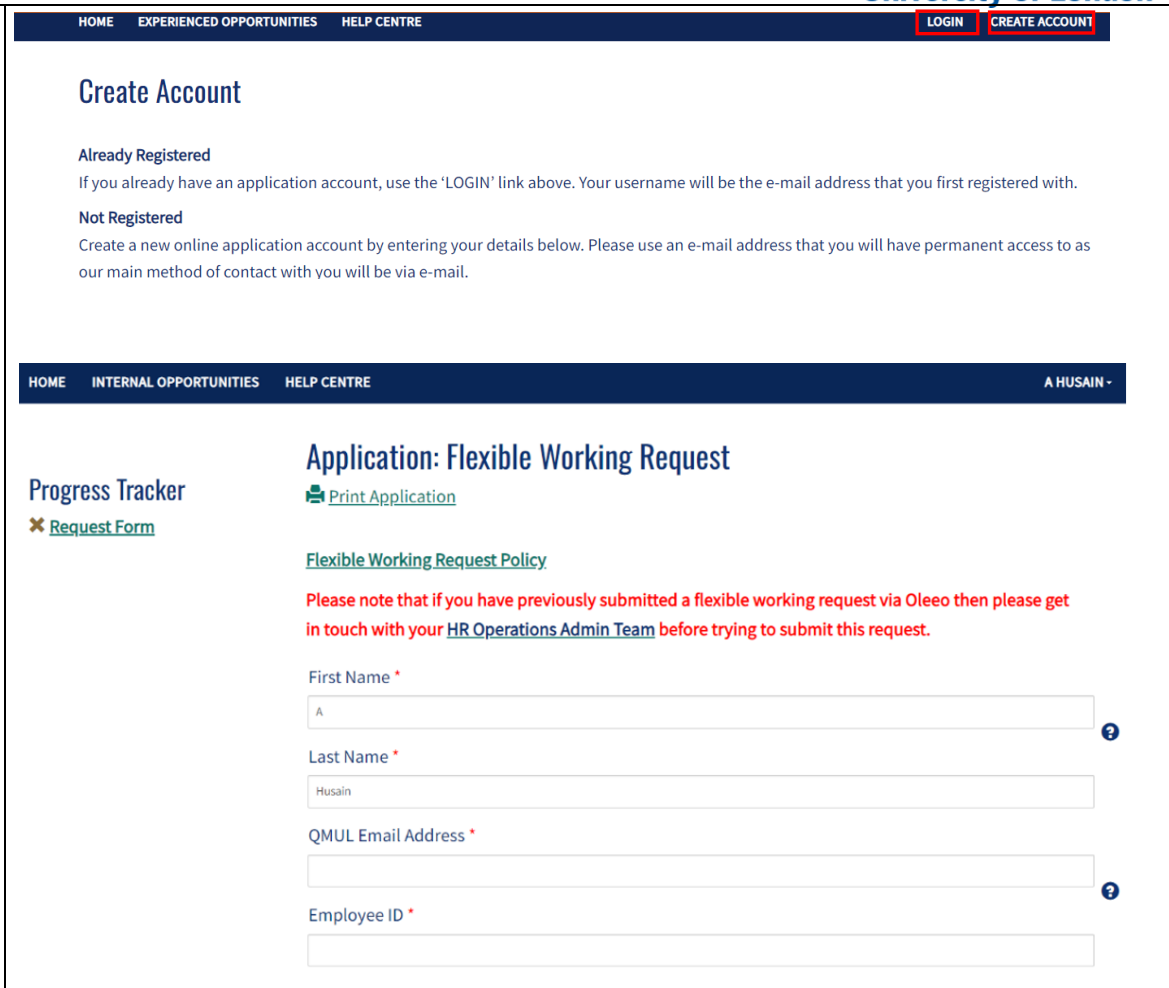
- i. If this is your first time submitting a request, complete the registration form using your **QM email address**.
- ii. If you have an account already, click “[Login](#)”.

5) Once you have logged in, you will be presented with the Flexible Working Request Form. Complete the form in full.

6) Click “[Submit](#)”.

Once submitted, your Line Manager will be notified via email of the request. You will also receive an email confirming the request has been submitted.

Note: If your Line Manager does not appear in the list of managers in the request form, they must raise a ticket with IT to be added to the list and for a Hiring Manager account to be created. This will ensure they are able to access, review and submit a decision for your flexible working request.



The screenshot shows two pages from the Queen Mary University of London portal. The top page is titled 'Create Account' and has a navigation bar with 'HOME', 'EXPERIENCED OPPORTUNITIES', and 'HELP CENTRE'. It features 'LOGIN' and 'CREATE ACCOUNT' buttons. The 'Create Account' page has sections for 'Already Registered' (with a 'LOGIN' link) and 'Not Registered' (with instructions to create a new account). The bottom page is titled 'Application: Flexible Working Request' and has a navigation bar with 'HOME', 'INTERNAL OPPORTUNITIES', and 'HELP CENTRE', along with a user profile 'A HUSAIN'. It includes a 'Progress Tracker' with a 'Request Form' link, a 'Print Application' button, and a link to the 'Flexible Working Request Policy'. A red warning message states: 'Please note that if you have previously submitted a flexible working request via Oleo then please get in touch with your HR Operations Admin Team before trying to submit this request.' Below this are four input fields: 'First Name' (containing 'A'), 'Last Name' (containing 'Husain'), 'QMUL Email Address', and 'Employee ID'. Each field has a red asterisk and a help icon.

You should expect to have a meeting with your Line Manager to discuss your request.

Once a decision has been made by your Line Manager, you will receive an email to notify you of the outcome of your request. The status of the request will also change on your Oleo application portal.

- If the request is approved, you will receive the relevant confirmation and paperwork from your HR Operations Team via email, as applicable.
- If the request is rejected, refer to our [Flexible Working policy](#) for further steps.

Accessing your application and reviewing the status

In your application portal, you can review:

- The status of your request
- Any communication (emails) sent to you via Oleeo
- The details of the form that you have submitted

Step/Action

Reviewing the status of your request
 If you have only ever made one application via our application tracking system Oleeo, the status of your request/application will be presented on your screen as soon as you log in.

If you have made more than one application via Oleeo, you will need to:

- 1) Log into your [application portal](#).
- 2) Click on your name on the top right of the screen.
- 3) Click on “**Review Status**” under the relevant “**Flexible Working Request**” heading.

Viewing communication
 Follow steps 1-2 above, click on “**Review Communications**” under the relevant “**Flexible Working Request**” heading.

You will be taken to a screen with all the emails sent to you in relation to the request.

Click on the communication you wish to view.

Locating your submitted Flexible Working Request
 Follow steps 1-2 above, click on “**Review Application**” under the relevant “**Flexible Working Request**” heading to view the request.

Example/Screenshot

