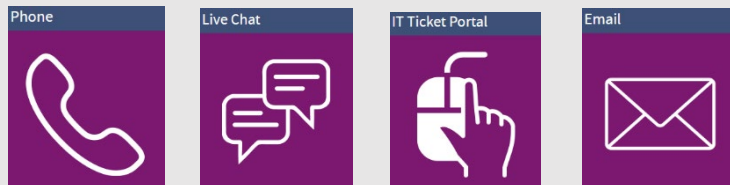


QUEEN MARY UNIVERSITY OF LONDON, IT SERVICES

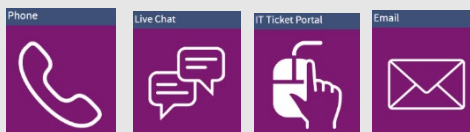


EMPLOYEE INDUCTION PACK

Name:	
Job Title:	
Start Date:	
Line Manager:	



CONTENTS



Overview of ITS

Checklist for New Starter

Mandatory Training

Health and Safety

Annual Leave Procedure

Reporting Sickness

Sustainability

Useful Links



OVERVIEW OF ITS



[PLEASE CLICK THIS LINK TO VIEW THE ITS ORG CHART](#)

IT SERVICES

Chief Information Officer – Rachel Bence

IT Services is a key enabler to the successful fulfilment of Queen Mary's strategic goals of excellence in research, and teaching and learning. Our services support students and colleagues and range from email and internet access to state-of-the-art teaching and learning facilities, business application software and high-performance computing in support of research.



CHANGE DELIVERY

Deputy CIO, Assistant Director – Rupa Dey

The team is made up of project professionals; Project and Programme Managers, Project Management Officers, and Business Analysts with domain expertise in the functions where we manage change. This team is led by the Deputy CIO, Assistant Director for Projects, and Change. The team is responsible for delivering major IT projects and the resulting changes in the IT environment.



PLATFORMS & SERVICES DELIVERY

Assistant Director - Shahid Rashid

Responsible for frontline support via the IT Service Desk, desktop, and audio visual (AV) support in teaching spaces and for the provision and support of central print services, PC's, laptops, and mobile devices. In addition, the team is responsible for the quality of the IT service we provide, focusing on our customer relationships and requirements, manages our IT suppliers, the Copy-Shop, and provides help and support for events.



RESEARCH

Assistant Director – Thomas King



IT services provides an IT consultancy, a high-performance computing service, research data storage and specialist applications to facilitate and enhance the world-class research at QMUL. Research IT services also supports teaching of computational methods across all Faculties.

SOLUTION DEVELOPMENT & TECHNOLOGY ENHANCED LEARNING

Assistant Director – Richard Young

Solution Development are responsible for the applications that underpin all aspects of teaching and learning at Queen Mary, along with administrative capabilities in student admin, HR, Finance and so on. They also provide Business Intelligence services, and the integration services that glue it all together.



The Technology Enhanced Learning Team provides educational support and direction for technology enhanced learning applications and engages with staff and students across all levels of the institution. As well as steering the improvement roadmap of our learning applications, they also help with support, training, or advice on anything regarding the use of technology in teaching and learning.



CHECKLIST FOR NEW STARTER



Item	Person responsible	✓
Before your first day		
<i>You should receive and read the following:</i>	Human Resources	
• Contract		
• Pension information		
• Job description		
• Terms & Conditions of employment		
<i>You should sign and return any outstanding HR documents:</i>	You	
• Contract		
• Medical health questionnaire (Occupational Health)		
• Personal Details form		
• Proof of eligibility to work in the UK		
• P45 from previous employer, or completed P46		
<i>Your manager will contact you by phone or email, including:</i>	Line Manager/ Supervisor	
• Where to report to and who to ask for on your first day		
• The dress code or uniform for your role (as relevant)		
<i>Your manager will make sure that you'll have everything you need, including:</i>		
• Desk, storage and seating (as needed; some colleagues will be hotdesking in Department W, for example)		
• ITS user account and email via New Starter Request ticket on the ITS Helpdesk , which includes: <ul style="list-style-type: none"> ○ E-mail and Windows login ○ Hardware (e.g. laptop) ○ QMplus account ○ MyHR access ○ Software and system access ○ Read/write access to shared mailboxes and staff calendars as needed. ○ Relevant Sympa list ○ Team Sites / SharePoint Sites <p>It is possible to copy the account permissions of another member of staff with a similar role. A request for an IT account should be made at least 1 week before the start date, or 4 weeks if new hardware is needed.</p>		
• A request for you to be added to the Staff Directory		
• Listing on the departmental website (as required)		
• An email to let your colleagues know you are starting		
• Handover notes or meeting as relevant		



On your first day		
<i>Your manager will give you/arrange:</i>	Line Manager and/or † Health & Safety departmental contact	
<ul style="list-style-type: none"> Hybrid working: A 'face-to-face' meeting or virtual coffee morning with your team (this may need to be divided into smaller meetings as availability allows) 		
<ul style="list-style-type: none"> An ITS owned device, set up with Outlook, Teams and any other relevant applications 		
<ul style="list-style-type: none"> Details of emergency procedures or health and safety checklist 		
<ul style="list-style-type: none"> Information on risk and accident reporting 		
<ul style="list-style-type: none"> Other health and safety information 		
<ul style="list-style-type: none"> A campus map 		
<ul style="list-style-type: none"> An email/phone list for key contacts, e.g. dept/HR/payroll 		
<ul style="list-style-type: none"> An organisation chart 		
<ul style="list-style-type: none"> For you to be provided with a locker (depending on your location) 		
<i>Your manager will confirm:</i>	Line Manager	
<ul style="list-style-type: none"> Working arrangements (breaks, start time etc.) 		
<ul style="list-style-type: none"> Contact details 		
<ul style="list-style-type: none"> Desk Booking in Department W 		
<i>You will have a tour of key locations:</i>	Induction Buddy/Line Manager/Team Leader	
<ul style="list-style-type: none"> Department W, including safety & security features 		
<ul style="list-style-type: none"> Facilities for making refreshments 		
<ul style="list-style-type: none"> Toilets (and showers) 		
<ul style="list-style-type: none"> Obtain security pass from security office – taking completed Application for Staff ID form, provided by HR 		
<ul style="list-style-type: none"> Identify eating places on campus 		
During your first 1-2 weeks		
<ul style="list-style-type: none"> Book in ITS New Starter Briefing with CIO of ITS. Please email Amanda Blankson – Operations & Resource Manager. 	Operations & Resource Manager	
<ul style="list-style-type: none"> Check the current DSE guidance on working from home and adjust as needed 	You	
<ul style="list-style-type: none"> Hybrid working: Arrange introductory meetings over Microsoft Teams for team members and other close contacts 		
<ul style="list-style-type: none"> Hybrid working: Hybrid Working Support 		
<i>Explore the HR website to find out more about:</i>	You	
<ul style="list-style-type: none"> Salary and pension arrangements 		
<ul style="list-style-type: none"> Season Ticket Loans and Parking at Queen Mary 		
<ul style="list-style-type: none"> Appraisal Scheme 		
<ul style="list-style-type: none"> Trade Unions 		
<ul style="list-style-type: none"> Equality, Diversity & Inclusion and Staff Networks 		
<i>Check your online MyHR account is set up correctly:</i>	You	
<ul style="list-style-type: none"> Personal details 		
<ul style="list-style-type: none"> Annual leave allowance added 		
<ul style="list-style-type: none"> Line manager can access your details 		



<i>You'll be introduced to departmental procedures as they apply:</i>	Administrative Support - Please request further detail from your line manager	
• Administrative support available		
• Printing and photocopying		
• Obtaining stationery		
• Recycling and waste disposal (include confidential waste)		
• Post, telephone answering and voicemail		
• Security procedures and office keys		
• Email, calendars, file storage, Wi-Fi, Intranet and Internet use		
• Sharing calendars and mailboxes		
• Guidance on a suitable email signature format		
• Use of flexitime and recording if applicable		
• Travel booking, expenses & petty cash procedures (referring to Finance forms and policies)		
• Check if you are trained as a first aider/fire marshal and add you to list if applicable		
• Visitors (reporting, signing in, temp pass & Wi-Fi access)		
<i>You'll find out more about your department:</i>		
• Introductions to your colleagues and who does what		
• Meet your department's director (maybe later, as a group)		
• Information on the team structure		
• Departmental strategic aims		
• Communications and meetings (team and department)		
<i>You'll get more information on your role:</i>	Line Manager to arrange	
• Main duties and responsibilities		
• Training and development needs for your role and the plan/timeframe for you to meet them		
• Schedules, timetables and rotas that you will observe		
• Absence reporting		
• Discuss the probation process; set first objectives and review dates		
• Plan for any work shadowing you will do to learn processes and procedures relevant to your role		
• Check you have booked your place on the QMUL Welcome Event (or book online under course code W156)		
• Arrange 1-to-1 meetings at a frequency that works for you both		
<i>Additional things to do:</i>	You	
Upload a profile photo to Outlook		
Make calendar open and share with colleagues		
Add colleagues' calendars to Outlook calendar		
Set up Eduroam on mobile phone to reduce data usage		
Download from the app store to their mobile phone: - QM Mobile App - Space Connect app (if working in DeptW) - Expenses app		



During your first month		
<ul style="list-style-type: none"> Explore SYMPA lists and ensure that you are added to the mailing lists to receive alerts for your own building or department, All Staff etc. 	You	
<ul style="list-style-type: none"> Familiarise yourself with the Ivanti IT Helpdesk and ticket raising system 		
<ul style="list-style-type: none"> Complete mandatory training, including Health & Safety and any mandatory training specific to your role or area (as agreed with your line manager) 		
<ul style="list-style-type: none"> Book other necessary training for your role (e.g., data protection) as needed 		



MANDATORY TRAINING



QMUL expects all members of staff to complete forms of training during their time here. This is either because we have professional and ethical standards that we expect to see, to ensure that each of us is treated fairly by colleagues, or because we are obliged to comply with regulation or legislation that governs how we operate.

The table below identifies the types of training, how it's delivered, and the frequency with which every member of staff will need to complete that course.

Please visit The QM Mandatory Training for further information – [Access Here](#)

Course Name	Area	Required For	Frequency	Link to Training
Anti-Bribery Essentials	Finance	All Staff	Induction	Access Here
Criminal Finances Act	Finance	All Staff	Induction	Access Here
Health & Safety Induction	Health & Safety	All Staff	Induction	Access Here
Display Screen Equipment (DSE) Safety	Health & Safety	All Staff	Induction + every 3 years or any change of location (whatever comes first)	Access Here
Fire Safety Induction & Training	Health & Safety	All Staff	Induction + every 2 years or any change of location (whatever comes first)	Access Here
Introducing Inclusion	HR	All Staff	Induction + every 2 years	Access Here
Cyber Security	IT	All Staff	Induction + Annually	Access Here
Data Protection (GDPR)	IT	All Staff	Induction + Annually	Access Here
Recruitment and Interview Selection	HR	Recruitment Panel Members	Every 2 years	Access Here



HEALTH & SAFETY



*Rachel Bence - CIO, has overall responsibility for IT Services.
You, have responsibility for yourself and that of others.*

IT Services are committed to the safety and welfare of all employees through prevention, education, and promotion of staff awareness on health and safety issues.

Our aim is to prevent and / or reduce workplace accidents by educating staff on safe practices in the workplace and reducing hazardous conditions for the good of all, directly and indirectly associated with IT Services.

USEFUL INFORMATION

Dept. W Assembly Point

This is located outside the main building entrance (out on to Whitechapel Road), accessible via the numerous fire escape routes.

Dept. W Fire Alarm

The fire alarm in the building is tested between 10:55am and 11:45am every Friday.

If you are based at any of our other sites, please contact your line manager for the relevant information.

Key Contacts for Immediate Assistance:

- Local ITS Safety Coordinators:
 - Simon Hennessy s.hennessy@qmul.ac.uk
 - Chanel Akhigbemen c.akhigbemen@qmul.ac.uk
- Health and Safety Partner for ITS:
 - Junior Joseph j.joseph@qmul.ac.uk

QUEEN MARY HEALTH AND SAFETY INDUCTION

Each member of staff should receive a health and safety induction when starting at the University, or when moving to a new School, Institute or Directorate. This involves two steps:

1. Completing the online QMplus H&S Induction module.
2. Completing the H&S induction form with your Line Manager and/or local Safety Coordinator. Access to the module and induction checklist can be found on the [Health and Safety Directorate webpage](#).



HEALTH AND SAFETY DIRECTORATE & IT SERVICES READING MATERIALS

[Health & Safety Directorate – A-Z Topics](#)

[Fire Safety Information](#)

[QMUL Health and Safety Policy \(April 2023\)](#)

[Guidance on Queen Mary Emergency Fire Procedures](#)

[Mile End Assembly Points Guidance](#)

[Accident and Incident Online Reporting Form](#)

[IT Services Health and Safety webpages](#)

[IT Services Health and Safety Guidance for Staff](#)

HEALTH AND SAFETY DIRECTORATE TRAINING

[Online Health and Safety Training courses](#) (via QMplus)

Each member of staff should book onto the Dept W building Induction via <http://www.cpdbookings.qmul.ac.uk> (NWOW01) – hosted by the Dept. W building coordinator.

WELLBEING

[Wellbeing](#) is the experience of good mental, emotional and physical health. This does not necessarily mean being in a constant state of pure happiness, but what you yourself experience as comfortable.

These pages explore the elements of wellbeing, and how to promote and enhance your wellbeing and that of your colleagues.

Queen Mary has an [Employee Assistance Programme](#) which is a free, confidential service that provides a wide range of support for staff around help balancing work, family and personal life.

ANNUAL LEAVE PROCEDURE



This procedure is applicable to all staff within the establishment and our aim is to deal with all annual leave requests in a fair and consistent manner.

Queen Mary's annual leave year runs from 1st August to 31st July each year. The annual leave entitlement for full-time staff is 30 working days. Part-time and part-year staff are entitled to annual leave on a pro-rata basis.

PROCEDURE

Annual leave will need to be booked via [MYHR](#) and must be authorised by your Line Manager. Annual leave requests should be made in a timely manner, by giving at least 2 weeks' notice. You will not normally be granted more than 2 weeks leave, but the department will consider such requests in exceptional circumstances.

AUTHORISATION AND ADMINISTRATION

Authorised holidays will be recorded on your [MYHR](#) profile, once authorised by your manager. Holiday requests may be refused if it is considered that the needs of the business would suffer at that particular time. Only after you receive confirmation that your request has been granted should you make your holiday arrangements.

STARTERS AND LEAVERS

Holiday entitlement is pro-rated in the year of joining the university and the year that you leave. Holiday accrual will commence from the first day of employment.

If at the termination of employment, you have exceeded your prorated entitlement to holiday for the period to the end of your employment, the full amount of pay for that additional holiday will be deducted from your final salary payment. Where the final payment is insufficient to cover such deduction, you will be required to provide the university with a cheque for the outstanding amount at least 5 days prior to your date of leaving.

If you leave the employment of the university for any reason, you will be paid at your basic rate for each day of holiday accrued but not taken in that holiday year. However, once either you or the university have given notice to terminate your employment the university has the right to require you to take any outstanding holiday entitlement during the notice period. No holiday entitlement shall accrue during the notice period if you receive a payment in lieu of notice and/or do not work the notice period.



PUBLIC HOLIDAYS

You are entitled to statutory public holidays provided you attend work throughout the preceding working day and the following working day. If you are absent on either of these days, you will be paid only if you produce a medical certificate or if the absence was previously authorised.

In the case of part-time employees, you will be paid for the public holiday provided you would normally have worked on the day on which the public holiday has fallen. Shift workers may be required to work public holidays as part of their normal rota duties. No additional payment will be made if so required.

UNIVERSITY CLOSURE DAYS

The university is closed on all official bank holidays throughout the academic year. Additionally, as the festive season approaches, the university is also closed during the Christmas and New Year's holidays. These closure days are updated yearly via the [HR webpage](#). We kindly ask you to plan accordingly and take note of these closure days in your schedules.

CARRY OVER OF ANNUAL LEAVE

If, owing to the needs of the service you are unable to take your full entitlement during the leave year, you can apply to your Line Manager to carry forward. No reasonable request will be refused, but the amount carried over will not exceed five days and these requests will need to be approved by the Line Manager. Leave carried forward will need to be taken by 31st August.

For further leave information (Sabbatical, Parental, Study, Special Leave) please visit the QM HR webpage - <https://hr.qmul.ac.uk/procedures/leave/>

REPORTING SICKNESS



We aim to ensure that all staff are treated in a way that is sensitive, fair and which balances the needs of the individual and the University.

If you are unable to come to work for any reason, then you must follow the procedure below.

FIRST DAY OF SICKNESS ABSENCE

On the first day of absence, you must call your line manager or make contact via any other pre-agreed method before your start time, giving as much notice as possible about your situation and clearly stating the reason why you are unable to come to work.

Wherever possible, you must make contact yourself and not ask someone else to call on your behalf. Your manager will ask you to confirm the reason for your absence and ask you if any support is required. If your manager is not available when you call, please leave a message and a contact number and a manager will call you back as soon as possible.

ABSENCE THEREAFTER

If you are absent for more than one day, your manager will agree a regular “contact” schedule with you and where appropriate provide support. If you are absent for longer than a week you will need to obtain a Fit Note from your doctor

When you return to work after sickness, your manager will always conduct a return-to-work interview to ensure that you are able to fulfil your duties.

It is imperative that regular contact is made with you throughout the duration of your absence.

SUPPORTING STAFF THROUGH SICKNESS

Referrals to Occupational Health may be appropriate if a pattern of absence becomes apparent or your levels of absence exceed those stated in the policy.

If you wish to speak to someone confidentially, you are welcome to contact the Workplace Options scheme which is free and confidential. You can contact them on 0800 243458 (24 hours) or by email at assistance@workplaceoptions.com



SICK PAY

Further information on the University's Sickness Benefit Scheme can be found on the Human Resources Website using the following link:

<http://hr.qmul.ac.uk/media/hr/docs/working-at-qm/policiesprocedures/sickness/QMUL-Sickness-Benefit-Scheme.pdf>

ABSENCE FOR OTHER REASONS

If you are absent for any other reason, then please follow the same procedure as above. Your manager will take every reasonable step to support you when personal emergencies arise and will be able to discuss the options available to you. (e.g., annual leave, compassionate leave, and domestic leave (unpaid) etc)

Your manager will also consider reasonable requests such as adjusting working arrangements to assist you in returning to work.

MANAGING ABSENCE

If an employee's attendance record causes concern, your manager can, and may, carry out a formal review.



SUSTAINABILITY



Environmental sustainability is one of the most important issues facing society. Large organisations, such as Universities, can have a significant impact through embedding sustainable development into education, reducing carbon emissions and cutting waste.

Queen Mary, University of London's Environmental Sustainability Action Plan (2020 - 2023) and Environmental Sustainability Policy (2020) were adopted by QM's Senior Executive Team as part of QM's immediate response to these global environmental risks and commitment to embed good environmental practices across all areas of our operation. Specifically, QM's six-year 30% carbon reduction target against our 2018/19 baseline is one of QM's immediate responses to the global risks associated with climate change.



There are plenty of ways to get involved and make your mark in sustainability at QMUL. Please visit the official QM Sustainability Page: <https://www.qmul.ac.uk/about/sustainability/get-involved/>

In addition, you can get regular updates by following QMUL Sustainability on Facebook, Instagram or Twitter below.

Facebook

Instagram

Twitter (X)



USEFUL LINKS & RESOURCES



IT SYSTEMS (LOG IN USING QMUL CREDENTIALS)

[MyHR](#)

[QMUL Webmail](#)

[Online course booking system](#) (Register User Account for Access)

[Dept W Room Bookings](#)

[Other Campuses Room bookings](#) (Room Plans and Photos Available on [Timetabling Support site](#))

[QMplus](#) (QMUL e-learning platform)

[IT and Estates helpdesk](#) ([Introduction to IT Services](#))

HUMAN RESOURCES

[Working at Queen Mary](#) (Including Pay, Staff Benefits, Pension, Trade Union information etc)

[Policies & Procedures](#)

[Equality](#) (Including Charter Marks, Governance, and Staff Networks)

[Wellbeing](#)

[Eye Care Voucher Scheme](#)

[Cycle to Work Scheme](#)

[Staff Support Hub](#)

[LinkedIn Learning via TELT \(Learning & Development\)](#)

INFORMATION & RESOURCES

[QMUL Connected \(Intranet\)](#)

[Campus maps](#)

[Staff Directory](#)

[Who's who of departments](#)

[Organisational & Professional Development](#)

[Technology Enhanced Learning Team \(TELT\)](#)

[Health & Safety Directorate](#)

[SharePoint guides](#)

ITS

[IT Services Induction slides for QM Staff](#)

[ITS Wiki](#)

[TELT Website](#)

[ITS Website](#)

[ITS Architecture Requests](#)

[Jira](#)

[Confluence](#)

