

## Employee Handbook

### **Introduction**

This handbook provides further details of procedures and practices referred to in your contract of employment. As the need arises it may be expanded further.

You should also refer to the Food Bank's Operations Manual which outlines duties, responsibilities and arrangements in place that are applicable to all volunteers and employees of the Food Bank

### **Working pattern and locations**

The Administration Assistant will be expected to work between the hours of 9.00 am and 4.00pm, Monday to Friday.

Some travel may be necessary and will be agreed in advance with the Project Manager and/or Administration Co-ordinator. Applicants must hold a UK driving licence and have access to a car although [when available] the WVFB vehicle will be preferred transport option. [mileage rates will be paid in accordance with HMRC AMAP rates].

### **Absence**

The Food Bank aims to minimise the impact of unplanned absence on our service and to treat staff who are genuinely unwell fairly. Therefore staff who will be absent from their normal duties should contact a Trustee at the earliest opportunity.

You should provide the reason for your absence, an estimate of how long you expect to be off work, a telephone number by which you can be contacted and details of any outstanding or urgent work that requires attention.

If your absence lasts for seven calendar days or fewer, you must complete an absence form immediately upon your return to work. You are required to provide the appropriate medical certification to cover the absence and your entitlement to any applicable sick pay.

Unacceptable levels of absence will be subject to disciplinary proceedings. Unauthorised absence will not be subject to pay.

If it is considered that your absence level is a cause for concern, the Food Bank may meet with you to investigate the situation fully and may require you to undergo an Occupational Health assessment.

If you are issued with a formal disciplinary warning, you will be advised as to the level of attendance which the Food Bank expects of you. If you fail to achieve this level of attendance further disciplinary action may be taken.

### **Medical suspension**

If the Food Bank becomes concerned about your health and safety at work, or that the health and safety of others is being affected by your physical and/or mental health, you may be suspended on medical grounds pending further investigation to establish that you are fit to work. You will receive full pay during the period of your suspension.

### **Holidays**

Annual holiday entitlement during your year of employment accrues at the rate of one-twelfth of the full annual holiday entitlement, on the first day of each month, in advance. Approval to take holiday entitlement prior to accrual or to take more than two weeks' holiday at any one time remains at the sole discretion of the Food Bank.

### **Grievances**

A grievance is any concern, problem or complaint that you have in relation to your employment.

If you have any grievance, you should discuss this with the Trustee to whom you normally report in the first instance, who will then attempt to resolve the situation on an informal basis.

If you feel unable to approach this Trustee directly, you should approach another Trustee of the Food Bank, who will discuss with you ways of dealing with the matter.

If attempts to resolve the matter informally do not work, it may be appropriate for you to raise the matter formally in writing, describing the nature and full particulars of the grievance. You will then be invited to a Grievance Meeting, normally within ten working days of the Food Bank receiving your grievance. You must take all reasonable steps to attend this meeting and are entitled to be accompanied by one person. If you are under 18, your parent or guardian will be allowed to accompany you. Should you wish to be accompanied, you must notify the Food Bank of the name and position of your chosen companion as soon as possible.

After the Grievance Meeting, an appropriate period of time may be taken to allow for any further investigation and/or the consideration of all the facts before a decision is reached. The Food Bank will then, normally, inform you in writing of its decision regarding the raised grievance without unreasonable delay. The letter will also explain your right to appeal against any decision taken.

If you are dissatisfied with a decision made regarding a grievance you have raised, you have the right of appeal. Whenever possible, the appeal will be dealt with by a different Trustee to the person who dealt with the grievance. You will be expected to make a further written submission and offered the opportunity to attend a meeting in order to state your case.

The Food Bank's decision at the appeal stage is final and there is no further right of appeal.

## **Disciplinary Policy and Procedure**

The Food Bank will deal with disciplinary matters promptly, consistently and fairly. The aim of this procedure is to encourage an improvement in individual conduct and/or performance. Any disciplinary action taken will be determined according to the severity of the offence and will be explained to you at the time that the process is invoked.

You have a responsibility to assist the Food Bank, if required, to investigate the matters raised at disciplinary meetings and comply with the disciplinary procedures. Any suspension deemed necessary during the investigation of a disciplinary matter will be kept as brief as possible and will be on full pay. However, should you fail to co-operate at any time with the investigatory process, for example by failing to attend any meeting, without good reason then the Food Bank reserves the right to treat this as unauthorised absence and this may result in pay being withheld until such time as you attend any rearranged meeting.

You are entitled to be accompanied by one other person to any disciplinary meetings. If you are under 18, your parent or guardian will be allowed to accompany you. Should you wish to be accompanied, you must notify the Food Bank of the name and position of your chosen companion as soon as possible.

You have the right to appeal against a decision the Food Bank makes at a disciplinary meeting. In these cases, the Food Bank will make every effort for the appeal to be dealt with by a different person to the individual who dealt with the matter initially.

The Food Bank's decision at the appeal stage is final and there is no further right of appeal.

The Food Bank reserves the right to discipline or dismiss you without following the Disciplinary Procedure if you have less than 24 months' continuous service.