




Totton & Eling Community Association CIO Employee Handbook

1) Employee Handbook

Version	Action	Date	Signed
Version 01	Issued	03/11/22	 C D Compton
	Authorised		

2) Introduction

- a) This handbook contains general information, help, guidance and rules for employees of the Totton & Eling Community Association CIO (the Association).

3) Contract of Employment

- a) This handbook extends and adds detail to your Contract of Employment and as such forms part of your contract.
- b) In any case where this handbook differs with your contract, your contract takes precedence.
- c) The Association will not change the employee's contract without the prior agreement of the employee however the Association reserves the right to review, revise, amend and/or replace the content of this handbook and introduce new policies from time to time to reflect the changing needs of the Association. We will endeavour to consult with employees about proposed changes. Employees are responsible for ensuring that they are familiar with the employee handbook and the changes to it.

4) Employees General Conduct

- a) See the association's 'Code of Conduct'.
- b) Breach of the code of conduct may result in disciplinary action up to and including dismissal.

5) Employees Dress & Appearance

- a) The Association wishes to portray a professional business image to its clients and customers. As a result, it operates minimum standards of dress and appearance, which require you to dress in a manner that is suitable and appropriate to the Association's business and your job role. If your job requires you to wear protective clothing, it must be worn as appropriate and should be kept clean and in good repair.

6) Community Centre Employees

- a) The Association's employees normal place of work is the Totton & Eling Community Centre (the Centre) and associated buildings and grounds.
- b) All employees are expected to participate and contribute positively to good order and running of the Community Centre.

7) Employees Attendance & Punctuality

- a) Employees are expected to
 - i) present for work in a fit state to conduct their duties responsibly and appropriately.



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- b) All employees are expected to report for work punctually and to observe the normal hours of work laid down in their contract of employment.
- c) You have no contractual or statutory right to be paid for time not worked due to lateness or unauthorised absence. Any payments made by the Association in such circumstances are done so in its absolute discretion. Failure to comply with the above rules and procedures without reasonable excuse and/or persistent poor timekeeping, are serious offences and will be dealt with in accordance with the Association's disciplinary procedure.

8) Administrators Job Description

- a) The Community Centre Administrators (the Administrator/s) are employees of the Totton and Eling Community Association (the CA).
- b) The Administrators will report to The CA Management Committee (the Committee) and the Trustees. In relation to personnel matters and terms and conditions of employment the Administrators will, in the first instance refer to the Chair of the CA Trustees.

9) Administrators Job Overview

- a) To impartially deliver the aims of the Community Association by providing an accessible service for all the residents of Totton & Eling through information, communication, and activities for the benefit of everyone.
- b) To manage the Centre on behalf of the Trustees, under the direction of the Committee and the Trustees.
- c) To ensure that all allocated resources are used in a cost-effective way.
- d) To ensure that the building is maintained in good condition.
- e) To deliver high quality services to the public while complying with the CA Constitution, the CA Practices and Procedures, all other CA documentation and current Health & Safety legislation.

10) Administrators Responsibilities and Duties overview

- a) Ensure that effective administrative functions are developed and implemented to take booking, invoice customers and bank payments.
- b) To market and manage lettings of rooms and facilities available to the public and to ensure that all the Centre income and expenditure is accurately recorded, monitored and reported.
- c) Receive and deal with routine correspondence and documents on behalf of the CA.
- d) Perform any other duties as specified by the CA Trustees and agreed by the committee.
- e) Ensure that effective administrative functions are developed and implemented to maintain the building in good condition and to provide timely access to the Centre's equipment and that such equipment is returned and stored after use.
- f) Attend the Committee meetings and prepare, in consultation with the Trustees and appropriate members, agendas for the meetings and produce accurate minutes for approval by the Chairman.
- g) Provide cover for the Centre during absences and holidays.



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- h) Ensure plant/equipment inspection/maintenance function are carried out efficiently and cost effectively for the Centre and its associated facilities.
- i) Manage the Centre and the CA Volunteers

11) Administrators shall,

- a) Ensure implementation of all statutory health and safety requirements.
- b) Ensure health and safety regulations are regularly monitored for compliance and suggest appropriate revisions to policies as and when required.
- c) Undertake periodical risk assessments to identify potential risks and measures needed to minimise such risks.
- d) Assist the Trustees to develop, implement and monitor policies and procedures for routine inspection/maintenance of plant, telecommunications, fire safety equipment, mechanical and electrical equipment (including PAT testing) within the building and ensure that maintenance schedules are developed and implemented.
- e) Take overall responsibility for the security of the buildings and for establishing administrative arrangements for locking/unlocking the building.
- f) Use the CCTV system in order to
 - i) identify intruders/trespassers into the Community Centre,
 - ii) monitor intruders/trespassers activities in the building,
 - iii) for the protection of buildings and/or vehicles against theft or damage,
 - iv) but must not be used for the specific monitoring of members of the public.
- g) Develop and implement procedures for monitoring and responding to emergency alarms.
- h) Effect/Manage minor internal or exterior repairs and maintenance within the delegated budget.
- i) Take overall responsibility for ensuring that all rooms and public areas are kept clean and serviced and for establishing waste management and disposal procedures.
- j) Liaise with the contract cleaners and the contracted cleaning company to ensure that the building is cleaned according to the terms of the cleaning contract.
- k) Maximise use of allocated resources to ensure the provision of high quality, effective, efficient, and economic services.

12) Administrators must - Customer Service

- a) Develop first class customer services. Meet and greet new and potential users and show them around the building. Carry out regular customer surveys.
- b) Encourage and facilitate new members of the CA.
- c) Deal with day-to-day issues raised by the public and take action to develop and implement improvements as required.
- d) Deal with all complaints as specified in the CA Complaints procedure.



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- e) Make recommendations to the Trustees and the Committee with regard to new or replacement equipment to improve services to Centre Users.

13) Administrators - Marketing & Publicity

- a) Work in conjunction with the Trustees and Committee to develop and implement agreed strategies to market and promote the Centre to potential users.
- b) Update and maintain Community Centre Facebook page and website (via the webmaster).
- c) Carry out market research and customer satisfaction surveys as appropriate.
- d) Prepare, in consultation with the Trustees and the Committee, press releases and newsletters about the Centre activities and arrange their despatch/distribution.
- e) Develop and promote activities and events to maximise utilisation of the Centre's accommodation and facilities to best meet the purpose of the CA as specified in the CA Constitution.

14) Administrators - Qualifications & Experience Required.

- a) Administrators must,
 - i) have excellent communication skills both written and verbal.
 - ii) be Computer literate.
 - iii) have excellent Customer services skills.
 - iv) be Confident and able to work on own initiative.
 - v) be able to make accurate financial recordings.
 - vi) be able to prioritise work and other demands.
 - vii) be able to work as part of a wider local team managing community buildings and services.
 - viii) Consent to an enhanced disclosure under Protection of Children Act 1989
- b) Administrators will benefit from having,
 - i) some Financial management experience and understanding of financial budgets.
 - ii) ability to work some flexible hours – prioritizing needs of Centre Administration.
 - iii) experience in managing services and buildings, personnel and contractors.
 - iv) an understand of Health & Safety rules, including risk assessment and maintenance management.
 - v) experience of Development and marketing of services
 - vi) have a commitment to community run services and the ability to work occasional evenings and weekends and attend the Centre at short notice.

15) Administrators DBS Check

- a) Offer of employment with the Association is conditional upon, amongst other things, a Criminal Background Disclosure (DBS) Check. As a new



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employee you will be asked to complete a DBS CHECK Form and to provide relevant documents to confirm identity, in order for the check to take place. Incurred costs will be met by the CA.

16) Confidentiality & Data Protection

a) The Association has a responsibility to ensure that all private and personal information about employees, clients, customers, partner organisations, etc. is kept confidential.

b) See

<http://www.compark.co.uk/taeca/documents/DataProtectionPolicy.pdf>

17) Electronic & Telephonic Equipment

a) Employees will have access to telephones and computers at work for use in connection with the Association's business. Employees who are discovered unreasonably using the Association's telephones and computers for personal and/or private purposes will be dealt with under the Association's disciplinary procedure.

18) Equality & Diversity

a) Respect is one of the Association's core values. The Association serves people of different ages and genders and people from many racial, ethnic, and religious backgrounds. As such, our approach to equality and diversity forms part of the framework within which other policies, procedures and practices are developed and implemented.

b) See

<http://www.compark.co.uk/taeca/documents/Equality&DiversityPolicy.pdf>

19) Insurance

a) The Association has comprehensive insurance cover which applies to all staff and volunteers whilst carrying out any activities organised by or on behalf of the Association.

20) Health & Safety

a) See [Health and Safety Policy](#)

b)

21) Salaries & Pay

a) Salary is payable calendar monthly in twelve equal payments by credit transfer. All employees/workers are required to have a bank account that these credit payments can be made into. Cash or cheque payment of salary cannot be made. Salaries are paid on the 18th of each month (or the last working day prior to this if the 18th falls on a weekend or a bank holiday) and cover your basic salary for the whole of the month in which it is paid. Overtime payments, sick pay adjustments, etc., are normally paid a month in arrears. Relief/casual workers are paid a month in arrears for all work undertaken.

22) Expenses

a) You should always seek the prior approval of the trustees before incurring any expenses.

b) Reimbursement of agreed expenses arising from work related activities



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will be re-imbursed by the Association Treasurer.

23) Pensions

(The follow are, as of 2022 and may change over time).

- a) For details of how this affects you, please refer to you contract.
- b) Whether you work full-time or part-time, the Association will enrol you in a workplace pension scheme if you meet these auto enrolment rules:
 - i) you work in the UK (including seafarers residing in the UK)
 - ii) you aren't already in a suitable workplace pension scheme
 - iii) you are at least 22 years old, but under State Pension age
 - iv) you earn more than £10,000 a year for the tax year 2022/23.
- c) If you earn less than £10,000, but above £6,240 (for the tax year 2022/23), your employer doesn't have to automatically enrol you into a scheme. However, you can still ask to join. The Association will not refuse and will make contributions for you.
- d) How much will the employee have to contribute?
 - i) There is a minimum total amount that must be contributed by you, the Association, and the government (in the form of tax relief).
 - ii) These minimums are generally: 5% from you (which includes tax relief) and 3% from your employer.
 - iii) The minimum contribution applies to anything you earn over £6,240 up to a limit of £50,270 (in the tax year 2022/23). This slice of your earnings is known as 'qualifying earnings'.

24) Flexible Working

- a) It is the Association's view that the promotion of flexible working arrangements increases employee engagement, performance, and productivity, reduces stress and encourages staff retention by enabling employees to balance their work life with their other priorities.
- b) For more information, please see [Time off in lieu Policy](#)

25) Holidays (Paid Annual Leave)

- a) The provisions relating to your entitlement to paid annual leave are set out in your contract of employment.

26) Public & Bank Holidays

- a) All UK annual Public/Bank holidays are recognised by the Association.

27) Religious Holidays

- a) Subject to complying with leave request requirements and the requirements of the Association's business, you will normally be allowed to use your annual leave entitlement to observe religious holidays.

28) Compassionate Leave

- a) You have a statutory right to time off to deal with a family emergency. There is no contractual or statutory entitlement to be paid for absences relating to compassionate leave, so any payment of salary during such leave is made at the absolute discretion of the Association. However, the Association wishes to be supportive so in any one leave year, you are eligible for up to three days paid compassionate leave (pro rata if part



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time).

29) Special Unpaid Leave

- a) The Association may, in certain circumstances, consider requests for special unpaid leave, for example, for the purposes of education, family responsibilities or for personal reasons. However, the Association expects you to use your paid annual leave first. Otherwise, any further time off for special reasons will only be granted at the absolute discretion of the Association.

30) Maternity

- a) The Association has adopted the statutory maternity leave and pay regulations.

31) Parental Leave

- a) The Association implements the parental leave rights set out in legislation.
- b) Shared Parental Leave (SPL) allows parents of babies born or children placed for adoption on or after 5 April 2015 the opportunity and flexibility to share the care of their child during the first 12 months.

32) Sickness Absence

- a) The Association has an Occupational Sick Pay (OSP) Scheme to cover genuine sickness absence which has been correctly reported and certified. The arrangements are (Pro-rata for part time employees):
 - i) First year of employment with the Association - 1 week full pay then Statutory Sick Pay (SSP) only (if eligible)
 - ii) Second year of employment with the Association - 3 weeks full pay then SSP only (if eligible)
 - iii) Third – fifth year of employment with the Association - 4 weeks full pay, 2 weeks half pay then SSP only (if eligible)
 - iv) Over five years employment with the Association - 8 weeks full pay, 4 weeks half pay then SSP only (if eligible)
- b) During periods when both OSP and SSP are payable the payment will consist of the SSP payment plus OSP to bring the salary up to full pay or half pay as appropriate. If the absence is not properly reported or appropriate certification is not produced, then sick pay (including SSP as appropriate) will not be paid. The Association reserves the right to amend sick pay arrangements and will inform employees of changes. On the first day of sickness absence, employees must contact the Chairperson at the earliest possible opportunity preferably before the normal start time and certainly no later than two hours after. Employees working shifts must contact the Chairperson before their shift is due to start as cover may need to be arranged. Employees must give details of the nature of the illness and, if possible, an indication of when they think they will be fit to return to work. Once an employee knows when they may be returning to work, they must let the Chairperson know.

33) Jury Service



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- a) Should you be called up for jury service or required to attend court to give evidence as a witness, you must notify the trustees as soon as possible. Time off work will normally be granted in these circumstances. You will be required to provide a copy of the court summons to support your request for time off work which will be granted wherever possible. Any payment of salary by the Association during this period is done so in its absolute discretion and will be subject to the deduction of any monies received from the court in respect of loss of earnings. You must therefore submit a claim to the court for loss of earnings and claim the full allowance available to you. The paperwork must then be submitted to the Association Treasurer so that the appropriate adjustments can be made to your pay. If on any day on which you attend court you are told that your services are not required, you must then return to work and inform the trustees before starting work.

34) Public Duties & Statutory Entitlements

- a) Employees are entitled to reasonable time off for the following purposes covered by statutory legislation: Paid leave for:
 - i) Ante natal care (See Maternity section)
 - ii) Carrying out duties or undergoing training as a safety representative or employee representative
 - iii) Carrying out duties or undergoing appropriate training as a trustee of an occupational pension scheme
 - iv) Looking for another job or arranging training for future employment when under notice of redundancy (see Redundancy section)
- b) Reasonable unpaid leave is available for:
 - i) Employees who hold certain public duties e.g. school governors, JPs

35) Membership of The Reserved Armed Forces

- a) We are keen to support those who are members of the Reserve Armed Forces and will grant up to 2 weeks additional paid leave each leave year to attend the 2 consecutive weeks of compulsory training. This leave should be booked in the same way as annual leave.

36) Medical Appointments

- a) Appointments with doctors, dentists and other medical practitioners should, as far as reasonably practicable, be made outside of your normal hours of work or with the minimum disruption to the working day (i.e. made at the beginning or end of the working day). Unless there are exceptional circumstances, no more than two hours should be taken off work for any one appointment. You have no contractual or statutory right to be paid for absences relating to attendance at medical appointments. Any payment of salary during attendance at such appointments is made at the absolute discretion of the Association.

37) Wellbeing At Work

- a) The Association recognises that its employees are its most important asset and is committed to providing the support and assistance necessary



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to enable its employees to undertake their job duties in an environment that positively supports their wellbeing wherever possible. The Association's aim is to ensure employees' health and safety at work and ensure that they are not subjected to excessive workloads, onerous working practices, or a detrimental work environment.

38) Violence

- a) The Association will not tolerate instances of violence at work, on the Association's premises or whilst off site and engaging in work on behalf of the Association. Anyone believed to be involved in acts of violence will be subject to disciplinary action, in accordance with the disciplinary policy and procedures.

39) Whistle Blowing (Disclosures In The Public Interest)

- a) The Community Association is committed to the highest possible standards of openness, honesty and accountability. If you as an employee have serious concerns about any aspects of our work we want to encourage you to come forward and raise those concerns. Our [Whistle Blowing Procedure](#) gives further advice and information.

40) Alcohol & Drugs

- a) Employees who drink excessively, abuse over the counter or prescribed drugs, use any new psychoactive substance (NPS) or take illegal drugs will be subject to disciplinary action.

41) Redundancy

- a) It is the intention of the Association to offer security of employment, but circumstances may arise, which necessitate reductions in staffing levels leading to a situation of redundancy. Full and very careful consideration is given to all situations which could lead to redundancies and it is hoped that good management and planning, both in the long and short term, can avoid these situations. However, in some circumstances, redundancies may be unavoidable. the Association will consult with staff on situations which could lead to redundancies before decisions are taken, so that all options may be fully considered. In the event that redundancies are unavoidable, the Association will apply appropriate selection criteria in a fair and reasonable manner. Whilst the Association will aim to keep the number of compulsory redundancies to a minimum, the overriding consideration will always be the needs of the Association. In the calculation of redundancy payments, the Association applies the statutory requirements. Should the need to make an employee redundant the Association will take no action until they have gained the advice of an employment law expert.

42) Resignation

- a) Should you decide to leave the Association, written notice of your resignation must be given to the Chairperson. The amount of notice you are required to give to terminate your employment is set out in your contract of employment and for most staff this will be a minimum of one



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calendar months' notice. Wherever possible all accrued annual leave should be taken during your notice period as agreed with the trustees. An early leaving date may be mutually agreed, at the discretion of the Chairperson and subject to the requirements of the Association's business. For most staff who resign, the Chairperson will also invite you to attend an exit interview which gives the Association the opportunity to gather information about your time with the Association etc. On your last day of work (or on a day arranged by the Chairperson) it will be necessary for you to return to the Association any items of Association property which are in your possession, such as clothing, equipment, keys, fob, phone and security codes, laptop etc.