

## Framework for Staff Flexibility

The following guidelines have been prepared on foot of the Productivity Agreement to facilitate a common understanding of, and clear and consistent approach to staff flexibility. The practical application of the guidelines will be agreed between management and staff at centre level to allow for the flexibility needed to reflect local circumstances.

The following refer specifically to provisions outlined in Sustaining Progress

- Work should be organised in a manner that ensures the provision of high quality services. This may require change in existing structures and working methods to ensure that services are provided in the most efficient and effective way.
- Full co-operation with the introduction of new schemes and initiatives and changes to existing schemes, which are a routine, a routine feature of the work.
- Work demands may lead to a need to change the way in which work is organised involving a redistribution of tasks among staff and more flexibility in regard to reporting.
- There will be situations where existing work procedures must be adapted to respond to work requirements and traditional methods of performing particular tasks will have to be changed.
- There will be situations where work can be discharged in the most effective manner by assigning particular tasks to a group comprising people in different grades and disciplines. The operation of such a group may require variations in traditional reporting relationships involving members of the team reporting to another member in a different discipline or cross organisational working. As already provided for under the terms of previous agreements, all of the parties will co-operate fully with initiatives in these areas and it remains open to management to implement such initiatives in accordance with the provisions of this Agreement.
- Working with different groups of Trainees
- Full cooperation with achievement of centre ratios of 12:1.

### Flexible Working – Attendance Patterns

1. Staff are required to work with management to provide the flexibility needed to achieve this aim in a cost effective and reasonable manner
2. Staff may be required to adjust their normal '9-5' working day to meet the demand for services from time to time

3. Any requirement for staff to vary their working day will be agreed in advance between the parties.
4. The service may close for specified periods annually. Staff will be required to take annual leave to accommodate service closure, with due regard to the interests of both parties.

### **Supervision and Contingency Planning**

Management and Staff have a contractual responsibility to discharge their duty of care to participants and to provide for adequate supervision during the full period of time that centres are in operation. Management is required to assign this responsibility at all times.

The following guidelines refer to the provision of short-term, unplanned or unexpected absences (less than 1 week). They relate to supervision arrangements for participants on the centre premises outside of normal 'class room' duties, including lunchtime supervision.

As part of the current offer, each centre will produce a contingency plan to provide appropriate cover at all times.

#### **Principles:**

1. In discharging their duties, management and individual staff members will take as much care as is reasonable to ensure their own health and safety and that of the participants and others in each situation
2. The General Manager is normally responsible for the supervision of participants in general areas; in addition, the catering instructor has a supervisory role in the canteen area.
3. Staff are required to work with management to provide the flexibility needed to ensure that appropriate supervision arrangements are in place at all times.
4. Where a staff member is rostered to provide supervision during lunch, this shall be no more than a deferral or advancement of their own break.
5. Except in exceptional circumstances, staff will not be asked to take a colleagues trainees in addition to their own to facilitate the deferral or advancement of lunch breaks.
6. Staff will be required to provide cover for the short-term absence of the general manager. Management is required to assign this responsibility at all times.