

MEMBER BENEFITS

Employment Affairs

Service Level Agreement

Summary

A highly valued benefit of membership, BESA Employment Affairs provide BESA members with consistent, solution-focused, advice and support on all aspects of employing and managing paid staff.

In addition, the Employment Affairs team negotiate and support two National Working Rule Agreements with the trade union, Unite. These Agreements set the pay rates and conditions of employment which BESA members are able to incorporate into the contracts of employment with individual employees or use as a benchmark.

How can we help?

Unlimited phone or email advice and support on all HR issues, including queries around the National Agreements. Guidance on how to manage formal processes, including disciplinary, grievance, dismissals (including support up to Employment Tribunal submission) sickness, performance and redundancies. Periodical publications covering relevant employment law matters

Depending on your situation and the details of your employment enquiry, we can also help you in the following ways:

Free Model/Template Documents

We have a variety of model/template precedent documents and letters available to BESA members to support the employment and management of paid staff. We are happy to provide guidance on modification of these documents/letters to suit your business needs.

These include:

- Written Statement of Employment Particulars
- Employment Contract Clauses
- Letter of Offer (recruitment)
- Various policies and procedures
- Settlement Agreement
- Training Agreement
- Model letters

Document Review

Review and provide members with written commentary and drafting advice for your employment documents including:

- Employment contracts
- Staff/employee handbook
- Policies and procedures
- Draft letters

HR Audits

- Visit your company premises to conduct basic HR audits

An HR audit is an invaluable tool available to employers to review their current human resource function and compliance with employment law. We offer our members two user-friendly HR audit tools to complete a snapshot assessment of their people processes (available free from the member's area of the BESA website).

Workplace Mediation (additional cost may apply)

Mediation is an effective form of dispute resolution that members can utilise to help resolve disputes or conflict quickly and cost effectively.

- Our in-house mediation service is designed to help resolve disputes in the workplace involving two or more employees, quickly and cost effectively whilst maintaining confidentiality. A fully trained, impartial mediator will engage with both parties and manage the whole mediation process from start to finish.

Service levels

- The Employment Affairs team are available during office hours from 9.00 to 5.00 Monday to Friday and respond to enquiries by email and telephone except for Bank Holidays and Christmas closure days.
- The Employment Affairs team will use reasonable endeavours to provide members with comprehensive and timely advice and support. However, should demand exceed the capacity of the service, the Employment Affairs team will prioritise levels of urgency at their discretion for the benefit of the service as a whole.
- A verbal response will usually be available immediately over the telephone during office hours, otherwise normally within two working days.
- Where a response is required in writing or via medium such as email we aim to respond immediately. Otherwise, you will receive confirmation that your written communication/email has been received and your query will be allocated to a member of the team within 2 days. We will then advise you of any further information we require and a timescale for a full initial response to your query.
- Should your query be complex e.g. review/advice on a contract of employment, staff or employee handbook or developing a bespoke policy, these will be completed within 15 working days and in any eventuality of an issue requiring longer, members will be kept abreast of revised timescales via a weekly email.

How to get help:

Additional help and support is available by searching our pages on the BESA website, www.thebesa.com to find useful information;

Accessing your free copy of the BESA Guide to Employment which contains comprehensive HR guidance, including model letters (available in the Member's area of our website).

You can contact our Employment Affairs Team at: **020 7313 4900 (option 4)** or by email at employment.affairs@thebesa.com