ECA team and service update December 2017

Dear all

Please see below some updates from the ECA team, including deadlines for Christmas advert placements.

**SIP**

As part of the ongoing improvements to our processes to ensure the University remains compliant with UK Visa and Immigration (UKVI) compliance, the following change will be made to SiP on Tuesday 5th December:

- Inclusion of nationality on all contract request forms and form 7 payment requests.

To ensure UCL is collecting the correct RTW information for all employees and workers at UCL, departments will be asked to provide the nationality of the individual on all new contract requests and form 7 payment forms. This field will be mandatory on all forms saved/submitted from Tuesday 5th December.

Please note, it is a legal requirement that original RTW documents are sighted, verified and copied BEFORE the individual undertakes any work for UCL/starts employment. Where the correct RTW documents are not provided then an individual’s start date will be delayed, including payment of salary ([https://www.ucl.ac.uk/human-resources/immigration](https://www.ucl.ac.uk/human-resources/immigration)).

**ADVERTS**

**ROME**

In addition to the above change to SiP, the following changes will be made to ROME within the next two weeks to ensure RTW compliance at UCL:

- Addition of a location field on all advert templates.

This change will ensure UCL adverts are compliant with UKVI legislation for Certificate of Sponsorship (CoS) applications. Currently we do not state the location of the role advertised, however for CoS purposes this is a legal requirement.

The field will be mandatory and will be a drop down list of UCL locations on all advert templates. Where the role will not be based on a UCL site, a free text field will need to be populated providing particular location details. The location (UCL location or non-UCL site) will pull through on to the UCL advert and will also be sent to third parties to appear on adverts placed by jobs.ac.uk and Penna.
• Updated tier 2 wording.

The wording regarding tier 2 sponsorship has been slightly updated, to make it more flexible in its use and more factually accurate. The wording will now be available on all advert templates. The template guidance text has been updated concerning the use of the tier 2 sponsorship wording.

If you are unsure if the wording can be used on an advert, please do contact the ECA adverts team for further advice.

REMEDYFORCE

We have been live with RemedyForce in the HR Adverts Team since 6 November and after a transition period the new system appears to be working well. Thank you to all of you who were patient with the team during the transition period in early November and for the feedback provided which has enabled us to make further improvements to provide you with a better service (e.g. updating ticket communications to make things clearer). Since go live we have processed 275 advert requests, from internal to external placement. In addition, we have processed a further 139 internal advert requests which are yet to have been moved to external advertisement. We currently have 63 open tickets/requests.

There are some things that we need your support with to enable us to provide you with a faster and more efficient service:

• Please only send your email to hr_adverts@ucl.ac.uk, there is no need to copy in existing team members (e.g. Oksana, Vicky) as they all have access to the system. This will reduce the time spent checking emails in personal Outlook accounts and duplication of work.
• Each new request is reviewed within 4 hours of receipt to identify the type of query, classify and allocate depending on the nature of the request (e.g. query, process, amendment). To speed up the process if would be helpful if you could classify your emails with one of the following headings in the subject line of the email:
  o AMENDMENT: Job reference xxxxxx
  o EXTENSION: Job reference xxxxxx
  o QUERY: Job reference xxxxxx (if known) – if not known, subject of the query.
  o PENNA COST: Job reference xxxxxx (if known)
  o REDEPLOYMENT: Job reference number xxxxxxx
  o EXTERNAL: Job reference xxxxxx

This allows us to quickly identify the service level to apply e.g. where a job is already published an amendment is typically more urgent than an initial posting (24 hours for queries, three days for external, five days for internal/redeployment) and allocate quickly to the right team member. The job reference number also makes it quicker for the team to deal with the high volumes

• Once you have submitted your initial request (e.g. REDEPLOYMENT) and received a ticket notification please try to reply to the automated ticket notification – this means it automatically routes back to relevant member of the Adverts team and keeps the full email chain updated.
• Alternatively, you can log into the RemedyForce Self-Service Portal and update your ticket number directly into the system (this is also available for other RemedyForce notifications e.g. ISD).
CHRISTMAS DEADLINES FOR ADVERTS

Finally, please see below the deadlines for adverts to be placed prior to the UCL Christmas closure:

- **6th December** - Penna have asked any external placements due to appear in the weeks commencing 18th December 2017, 25th December 2017 and 1st January 2018 are received by Penna no later than Monday 11th December @ 1pm (due to Christmas closure times). To meet this early deadline, the Adverts team will need to have received the external placement request and purchase order number by **5pm on Wednesday 6th December**. Both the Adverts team and Penna will try to place advertisements received after these dates, however we are also reliant on Publishers' deadlines.

- **15th December** – guaranteed placement for redeployment/internal advertising requests

- **19th December** – guaranteed external placement if just advertising on UCL pages (see Penna point above). Jobs.ac.uk have yet to confirm deadlines for their publications.

- As UCL closes on 22 December there will be no advert processing, or amendments made to live adverts, from the afternoon of the 22 December until UCL reopens on Tuesday 2 January.

If you have questions on any of the above, please let me know.

Thank you all for your continued support of the ECA team over the last 12 months, I hope you all have a relaxing break over the Christmas period.

Kind regards

Jodie

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