



ECA

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**team and service update May 2018**

Dear all

There are several upcoming changes in the ECA team and our processes, I therefore thought it would be useful to provide you with an update on the following:

- [HR Restructure](#)
- [DBS](#)
- [Ferguson Snell](#)
- [UKVI Audit](#)
- [RemedyForce](#)

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**HR Restructure**

As part of the HR restructure, the structure of the team has changed and we will be rebranding. From Monday 28<sup>th</sup> May the team will rebrand from Employment Contracts Administration to HR Services. I have attached an updated structure chart to this email.

I have recently completed the recruitment for two new roles in the team and appointments have been made as follows:

- Siobhan Mosseveld – HR Customer Services Manager (Recruitment to Onboarding), started in role on 7<sup>th</sup> May.
- Ranjiv Boodhun – HR Customer Services Manager (Employee Lifecycle), starts in role early July.

The Recruitment to Onboarding team, managed by Siobhan, will complete processes from advert placement through to onboarding a new starter at UCL. All other processes carried out for an employee at UCL will be completed by the Employee Lifecycle team managed by Ranjiv. The employee lifecycle team will also act as triage for incoming queries to the team.

As well as managing their teams, Siobhan and Ranjiv will have a focus on process improvement and customer service. I will make sure they get some time with departments during their first few months to get to know how UCL works. Siobhan and Ranjiv will be your formal escalation points should you have any issues with the service provided from the two HR Services teams.

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**DBS**

In March we rolled out the use of [uCheck](#), an electronic DBS service, across UCL. Since March, we have seen some significant improvements in the DBS process, with

approximately 70% of applications processed within 1 week of submission and 20% within 1-3 weeks.

Now that we have fully embedded the online DBS service, departments can send the link for [uCheck](#) directly to candidates as part of the offer process. The application will still be checked and verified by HR, including ensuring the correct identity documents have been received. However, effective from Monday 28<sup>th</sup> May these checks will be carried out by HR Reception rather than HR Services. Therefore, identity documents for a DBS check and any DBS queries should be sent to [hr.reception@ucl.ac.uk](mailto:hr.reception@ucl.ac.uk).

The DBS policy has been updated and published on the HR webpages. The new policy makes it clear that a third party is used in the DBS process, and we have added a separate process map for ease of use. The process map (second page) includes wording which must be used within an offer letter where a DBS is required.

Policy - <https://www.ucl.ac.uk/human-resources/sites/human-resources/files/dbs.pdf>

Process map - [https://www.ucl.ac.uk/human-resources/sites/human-resources/files/dbs\\_online\\_v2.pdf](https://www.ucl.ac.uk/human-resources/sites/human-resources/files/dbs_online_v2.pdf)

As per the DBS policy, where a DBS check is required for a role, the individual will be issued a provisional contract and they will not be able to begin employment at UCL until a satisfactory check has been received. If you have any queries regarding a new starter contract where a DBS check is required, please contact the Recruitment to Onboarding HR Services team.

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## **Ferguson Snell**

Since the successful transition of tier 2 and tier 5 certificate of sponsorship applications to Ferguson Snell in early March, they have:

- Assigned 65 Certificate of Sponsorship, with 12 who have received their visa
- In the process of reviewing a further 61 applications (or reviewed ready for the relevant UK Visa and Immigration restricted board)
- Responded to around 300 queries from Departments/HR Teams (at no additional cost to UCL)

On the whole we have received positive feedback on the service provided. If you do have any feedback on Ferguson Snell please do let me know.

As part of phase 2 of the Ferguson Snell service, we are reviewing an online portal for CoS applications delivered by Ferguson Snell. This portal will enable departments to submit a CoS application with role details and limited applicant information only, directly to Ferguson Snell. Ferguson Snell will then contact the applicant directly for their personal data and documents (i.e. passport, visas). This portal will make the process simpler for departments and enable Ferguson Snell to liaise directly with the CoS applicant. It will also make UCL GDPR compliant, and ensure all CoS applications are held in one central location, accessible by UCL and Ferguson Snell.

We will be looking for a couple of departments to pilot this portal, so please let me know if you would be happy to take part in testing the system.

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### **UK Visa and Immigration Audit**

Many of you will be aware that in early May we had a UK Visa and Immigration audit. The auditors reviewed 26 tier 2 CoS files and 16 tier 5 files. They also looked at approximately 100 employee right to work checks.

During the audit an interview was held with myself, Georgia Payne (ECA Adverts Team) and Oksana Shapoval (Institute of Neurology). As part of the interview we were asked to explain UCL's current practices for recruitment, applying for certificate of sponsorships, monitoring tier 2 and tier 5 visa holders, tier 4 student worker recruitment and knowledge transfer partnerships.

Whilst we will not receive the outcome of the audit for a number of weeks, we feel that the audit went well and believe that the auditors were happy with all the answers provided during the interview.

The audit did highlight some practices that need to be streamlined with regards to right to work checks and monitoring, which I will be working with the team on over the next few months.

We will also be reviewing all the current guidance on the HR webpages across the Immigration topics to make this easier for people to use. In the meantime please continue to use the current webpages, particularly the Manager's Guide to RTW Checks.

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### **RemedyForce**

Since we launched RemedyForce (email ticketing system) in the ECA adverts team in November 2017, we have been able to deliver continued process improvements and a more efficient service.

RemedyForce brings a number of benefits:

- Centralised and consistent information held in one place, multiple emails on the same query can be seen by all team members, avoiding duplication and emails being deleted or moved to the wrong place.
- Team members can easily identify active and new queries. Where a member of the team is out of the office unexpectedly, existing work can be reassigned to others.
- Customers can log into the system and view progress of their ticket via self-service.
- The system enables us to track, report and measure performance within service standards (including time taken to respond/resolve queries), helping us to identify where we can further improve service in the future. This includes identifying trends and the ability to proactively provide useful information to our customers (e.g. updates to web pages, changes to processes and forms).

We are therefore implementing the use of RemedyForce across the HR Services and Payroll teams. We appreciate this is a change for our customers and have taken feedback from a number of you over recent months to refine the ticketing system. It may take a short while for the two teams to transition to the new way of working but we hope you will quickly see the benefits as it will enable us to provide a better, faster and more efficient response.

Initially, the teams will use RemedyForce for all email correspondence, both internally and externally. We will then begin to review HR processes that are not currently in SiP (i.e. acting ups, accelerated increments, relocation supplements), with a view to making the forms electronic within RemedyForce and to make our processes more streamlined.

From Monday 28<sup>th</sup> May, the following email address should be used to contact the Teams:

HR Services (Recruitment to Onboarding – [hr\\_adverts@ucl.ac.uk](mailto:hr_adverts@ucl.ac.uk)

HR Services (Employee Lifecycle) – [hr.services@ucl.ac.uk](mailto:hr.services@ucl.ac.uk) (*note anything which is sent to [rtw@ucl.ac.uk](mailto:rtw@ucl.ac.uk) and [hr.eca@ucl.ac.uk](mailto:hr.eca@ucl.ac.uk) from 28<sup>th</sup> May will automatically be transferred into the ticketing system*)

Payroll Services – [payroll@ucl.ac.uk](mailto:payroll@ucl.ac.uk)

When sending an email to one of the above addresses from 28<sup>th</sup> May, you will receive a ticket reference number. This reference number should be used in all correspondence relating to this query, to ensure there is no duplication and to enable the team to respond quickly and efficiently to your query (the ticket will automatically route to the relevant member of the team, whereas if you send a new email it will be viewed as a new request and assigned to a different team member to respond).

Each team will have a “triage” service where emails are reviewed and allocated to the relevant team/person to provide the quickest response. There is no need to copy in other central HR contacts to emails that go to these email addresses.

To ensure your query is managed in the most efficient way we are asking that you no longer send emails to named individuals in the HR Services and Payroll Teams, but just send to one of the email addresses shown above – this will cover anyone that works in these teams. If you send an email to more than one of the above email addresses the system will generate only one ticket in the HR Services queue, where the query will be triaged and moved to the correct team.

If possible, clearly classify your email (e.g. Reference Request, Probation, Data update) – the team deal with significant volumes so providing some information in the subject will make it easier to prioritise your query and identify the service level to apply. We provided some other information in respect of Advert requests in our December update (attached).

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).

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Finally, I would like to take this opportunity to thank you for your on-going support, which has been especially appreciated over the past few weeks regarding the immigration audit and the issues we experienced with ResourceLink – it is greatly valued.

I would be grateful if you could please forward this email on to relevant contacts in your department.

If you have any questions regarding anything in this email please do let me know.

Kind regards  
Jodie

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