

TERMS AND CONDITIONS
PROFESSIONAL, TECHNICAL AND OPERATIONAL SERVICES
JOB FAMILY
LEVEL 3

HOURS OF WORK

Staff are required to work those hours which are reasonably necessary to properly and effectively fulfil the duties and objectives assigned by the Head of Department/Division or nominee, normally not less than 35 hours a week for full time members of staff.

It is expected that Professional Services staff in Level 3 will need to be flexible about their hours of work to meet the demands of their post. Overtime payments will not be made in circumstances where a member of staff needs to stay late or arrive early on an occasional basis (for example, to complete a task or attend a meeting). Where there is a prolonged requirement for additional hours in peak periods, or because of a major project, then arrangements may be made in consultation with the member of staff's line manager to take a period of time off in lieu at a later date. Exceptionally, a Head of Department may authorise an overtime payment to compensate for a period of long hours worked. Payment would be at plain time. The payment should only be authorised when, for operational reasons, it is not possible for the member of staff to take time off in lieu.

Some operational services require 365-day cover. Where staff in Level 3 are required to participate in a rota to ensure this cover is maintained, and work is required in addition to the standard five-day week, then staff will receive either time off in lieu at plain time or a Service Cover Payment. The Service Cover Payment will be made to those staff who have notification in their contract of employment that they may be required to work regular additional hours in order to maintain a service. Under these circumstances, payment will be at time and a half the hourly rate for Saturday; double the hourly rate for Sunday, double the hourly rate for each hour worked on a public holiday or university closure day. Where Christmas Day falls upon the weekend the payment will be three times the hourly rate for each hour worked.

ANNUAL LEAVE ENTITLEMENT

The provisions below are the standard allocations for annual leave. All leave is taken by arrangement with the Line Manager in light of the department/divisional/faculty requirements.

Annual leave entitlement is 41 days for full time staff (pro rata for part time staff). This is inclusive of eight days for public holidays and a total of eight days each year when the university is closed over Easter and Christmas.

At the beginning of the leave year the university absence management system, TeamSeer, will automatically allocate the appropriate number of days of Mandatory leave entitlement to staff annual leave calendars to cover the university closure days and public holidays that fall within that leave year. For part-time staff the allocation should cover their normal working days that fall upon a university closure day, bank or public holiday during that leave year.

The [university closures and public holidays](#) are listed on the People Function website.

The remaining holiday leave entitlement may be taken in accordance with local departmental requirements.

Most staff will not be required to attend work on university closure days or public holidays. Where staff are required to work on these days, then their leave may be taken at a later date under normal Holiday Leave provisions. Premium rates for working on a university closure or public holiday will not be affected by these arrangements and will remain for those grades that are eligible for enhanced payment.

Details of arrangements for booking annual leave are outlined in the core terms and conditions.

PENSION SCHEME

For staff in Level 3, the occupational pension scheme is the Superannuation Arrangements of the University of London (SAUL). Staff who are already members of the National Health Service Pension Scheme (NHSPS) may, if they are still eligible, retain their membership in this scheme.

NOTICE PERIODS

Unless stated otherwise in the offer of employment, the written notice to be given by either the member of staff or the university to terminate employment is:

Level 3b: two months

Level 3a: one month

The above is subject to university compliance with statutory notice entitlement of one week's notice for each year of continuous service up to a maximum of twelve weeks' notice.

Staff on a fixed term contract receive notice of the ending of their employment within that contract. No further contractual notice will be given unless the contract is to terminate prior to the end date specified in the offer of employment. In these circumstances the notice from the university would be as above.

**People Function
2007**

Updated September 2025