**SERVICE LEVEL AGREEMENT**

**Agreement Overview**

This Agreement sets for the terms and understanding between the Business Operations Department, Human Resources department (HR) and Hiring Managers (HM) in the University of Westminster.

This Agreement outlines the responsibilities of the parties throughout the student recruitment process within the University of Westminster and provides a time frame of the service expectation.

*The objectives of this Agreement are to:*

* Provide clear reference to service ownership, accountability, roles and/or responsibilities
* Present a clear, concise and measurable description of service provision
* Match perceptions of expected service provision with actual service support and delivery

**Key Responsibilities**

When recruiting students, all stakeholders should adhere to the Student Employment Policy. A number of key responsibilities are outlined below outlining what is expected from the parties.

**Our responsibilities:**

* Build a trustworthy network of Student Ambassadors.
* Full responsibility for recruitment, and liaising with HR and payroll, including the full contract process.
* Provide relevant information to the new hires about working hours, payment process, standard training, and office etiquette etc.
* Provide information to hiring managers about payment process, sick leave etc.
* Ensure students don’t work after the end date of the contract.
* If the contract is to be extended, notify the HR Services team.

**HR responsibilities:**

* Create the student’s contract and issue log-in details.
* Inform the Business Operations Department when the contract is drawn up.
* Liaise with Business Operations Department should more information be required.
* Issue Occupational Health Questionnaire.

**Hiring Manager responsibilities:**

* Ensure the student only starts work after the contract has been issued.
* Inform HR if there are any risks related to the role (e.g. heavy lifting) so that an appropriate assessment can be carried out.
* Provide induction and specific training to the new starter and arrange regular meetings.
* Ensure the student doesn’t work more than 20 hours in a seven-day period, beginning on a Monday.
* Deal with any issues relating to student performance and contact the Business Operations Department if support is required.
* If the opportunity is to be extended, notify the Business Operations Department.
* Fill daily the “[**Student Ambassador working hours**](https://forms.office.com/e/XAJ4hkj1dA)” form per student for hours work.

**Time Frame and Service Level Expectation**

Recruitment

* Minimum 2 weeks before the event.
* Be clear and concise of what is expected for the event/job/opportunity.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.