

Remote Working Policy

Effective 1 September 2024

1.0. Context

- 1.1. We recognise that frontline delivery staff at ClementJames need to work from the CJ centre for the majority, and often all, of their working week in order to effectively perform the duties of their role and support clients face-to-face. Staff in office based roles with no or limited delivery will carry out different tasks, which makes it possible for them to perform the duties of their role whilst working remotely more frequently. It is therefore challenging to come up with a single remote working arrangement that can be applied to all roles across the organisation. The arrangements below therefore seek to find a balance for the team that is considerate of our organisational values whilst recognising the difference in tasks that members of staff perform across the organisation.

2.0. Policy Statements

- 2.1. The charity's policy on remote working is set out below. This policy applies to all staff from the start of their employment with the charity.
- 2.2. All the arrangements below are entirely dependent on the delivery and operational requirements of the charity and are subject to change at the Charity's discretion.
- 2.3. Remote working days should be agreed with the line manager and booked into the calendar no more than one week prior to it being taken to ensure they will not have an impact on centre or office operations. For example, on certain weeks, a remote working day might not be possible if a member of staff is needed for face-to-face meetings each day e.g. funder visits.
- 2.4. A remote work day always needs to be flexible - there may be operational reasons which require the day to be rearranged at short notice, for example if a staff member is off sick and cover is required. It may be that this change is communicated to a staff member on the morning of, asking them to travel into the office.
- 2.6. Remote working days don't need to be recorded on PeopleHR - they're still normal working days.
- 2.7. If staff members already have a flexible working agreement in place that allows remote working, then those arrangements remain in place and are unaffected by

this policy - this policy does not grant extra days of remote working for these staff members.

- 2.8. Remote working days do not form part of staff members' terms and conditions of service - they are discretionary working arrangements, designed to improve the operational effectiveness of the charity and may be changed at the discretion of the CEO.
- 2.9. There is no obligation for staff members to spend some of their working week/month working remotely. If remote working does not suit a member of staff they are able to work in the office full time (pending lone working policies for the specific site/centre). The remote working policy is in place for staff who do wish to take up this arrangement.

3.0. Community Hub

- 3.1. As stated above, we recognise that frontline delivery staff at ClementJames need to work from the centre for the majority, and often all, of their working week in order to perform effectively the duties of their role. However, we recognise that it is helpful, in terms of travel costs, wellbeing and work life balance, for staff to work from a different location.
- 3.2. In recognition that sometimes we can't offer huge amounts of flexibility, the Board approved the introduction of a nine-day fortnight (see working hours policy) to provide staff with a better work life balance. As a result, the following remote working has been considered around this pattern. Please speak to the COO if you have alternate arrangements.
- 3.4. Over the nine-day fortnight, if you're meeting your deliverables, you can book in one day where you work from somewhere other than the office to complete remote tasks. We would recommend that this is on the five day week of the nine-day fortnight but we will trust staff to manage their time appropriately.
- 3.5. More than one day of admin per nine days should not be required as the Community Development Worker role is a delivery role and the majority of time in this role should be delivery. All delivery sessions should have a buffer period after the session when delivery admin can also be completed.

Online Delivery, Training and Meetings

- 3.6. If delivery, training, or meetings are online then you may work remotely to complete that task in addition to the day above. We will ask clients when they register if they're happy to have online appointments - if they do these appointments can take place online.

Number of remote working days

3.7. Researchers from Microsoft and the University of California, Berkeley, analysed the emails, calendars, instant messages, video and audio calls, and working hours of 61,182 Microsoft employees and found that remote work made relationships more siloed and reduced collaboration. In order to achieve our vision, and create a collaborative, inclusive and supportive environment it is essential that staff are able to collaborate and support each other. As a result, the maximum number of days that a staff member can work remotely a week is:

- 2 on the 5 day week.
- 1 on the 4 day week.

For the avoidance of doubt, 1 of the above 3 days can be pre booked no more than one week prior to it being taken and the other days would need to have online delivery or remote training on it and should not just be used for admin.

4.0. Adult Learning

4.1. Delivery means that Adult Learning tutors can't work remotely as face to face teaching is a prerequisite of our programmes.

4.2. Non-delivery weeks often involve recruitment/registration etc but staff can discuss this with their line manager if there is potential for remote working - this will be decided on a case by case basis.

4.3. Full time adult learning staff may have some days when they're not in delivery, if so they can discuss remote working with their line manager.

5.0. IUNK

5.1. Education Workers, Senior Education Workers and Lead SEWs can choose to remotely one day each month.

5.2. The Centre Leader can choose to work remotely for up to two days each month.

5.3. Staff can pick which day of the week to work remotely. Teams should work together to rota this delivery/ work out which day of the week is best worked remotely.

5.4. In addition to the above arrangements, there are an additional nine network-wide non-delivery days / days during the school holidays when delivery staff may work remotely if they choose to do so:

- During the summer holidays, all front-line delivery staff can select 4 additional days when they may work remotely.

- An additional day during the Autumn term to be agreed with your line manager and to fit with delivery.
- During December, staff can select 1 additional day to work remotely before Academic Support has finished and before the December closure period starts.
- During the Easter holidays, staff can select 1 additional day to work remotely..
- During May-half-term, staff can select 1 additional day to work remotely.
- During July, staff can schedule one Friday before the end of school term to work remotely.

6.0. Head Office Staff

- 6.1. All members of the Head Office can choose to work remotely for two days a week. If a staff member is on leave for part of the week then at least half of the remaining week should be spent in the centre. Where the remaining days in the week are an odd number then the days in the centre should be rounded up.

7.0 Considerations for all staff

- 7.1. Remote working is granted by the charity to provide staff with a healthy work life balance. It is done so on the understanding that staff will work hard and meet their required deliverables. However, if on the rare occasions that an employee is taking advantage of this flexibility and they're underperforming then this will be dealt with via the capability policy and or the disciplinary policy.
- 7.2. Your manager may require you to come into the centre on a day when you had previously thought you can work remotely. Managers have the right to do this at any point, even on the morning of the day in question. With this in mind, you must ensure that you're available to cover. Refusal to comply with a request could result in disciplinary action.