

Linacre College – Emergency Out of Hours On-call Rota

Role of the Duty Holder:

Must monitor the on-call mobile phone 24/7 when on duty and respond to all calls in good time.

Must always be available to attend site within a time period commensurate with the urgency of the situation and should be in a fit state and condition to work as would be the case on a normal working day.

Arrange attendance of external contractors and service providers as required and supervise if necessary. If complete resolution of the issue is not possible, take action to eliminate any health or safety risk and mitigate building damage.

The College Senior Staff Emergency Contact List is available from the Porters Lodge if you are unable to satisfactorily resolve a problem and need to escalate any matter.

The College applies a common sense approach to returning to work following a late or overnight call out. If extended rest time is needed and a late start necessary this should be communicated to your Line Manager prior to your usual weekday start time. NB: in this circumstance a text message, email or voice message is acceptable.

A detailed record of all call-outs must be kept e.g. person reporting fault, time and date, location, nature of fault, action taken, further action to take if necessary. This should be completed by the attending Maintenance Technician and emailed to the Head of Maintenance and Maintenance Administrator as soon as possible or on the next working day.

You are required to be on-call one week in 4/5. It may be necessary to increase this frequency in the event cover is required for staff absence or holidays. College will endeavour, where possible, making this request for prolonged periods of time. You may volunteer to be considered for additional on-call time. This will be agreed in advance with your Line Manager.

If using personal transportation to travel to and from work it is the employees own responsibility to ensure appropriate vehicle insurance is in place. The College van will be available for on-call use and priority given to the duty holder should they prefer to use the van.

On-call Rate:

Payment for being on call for a Monday - Monday 7 day period is as follows:

£20 per day for weekdays and £30 per day at weekends and Bank Holidays. In addition to the on-call payment you will be paid your hourly rate with the appropriate overtime rate added for the time it takes to resolve the call-out fault.

Overtime Rates:

Monday - Friday- time and a half 4:30 to midnight, double time after midnight.

Saturday- time and a half until midnight, double time after midnight.

Sunday- double time.

Bank Holidays- Double time.

All on-call payment is paid in addition to your normal salary.

SB Reviewed November 2024