Contents

Change - how organisational change is managed and communicated in the organisation together with factors unique to the individual

5. Responsibilities

5.1 Senior Managers

To ensure that the University's policy is implemented and where necessary seek centrally provided resources directing them as appropriate within their own College / Service Area.

5.2 Line Managers

5.2.1 To treat sympathetically any member of staff who reports that they are suffering from stress ensuring that immediate action is taken in line with the Manager's Guide for dealing with cases of stress in the workplace. Notifying the Department of People, Performance and Culture (PPC) as soon as possible of any cases of work-related stress.

5.2.2 To be aware of the signs and symptoms of stress, through attending relevant training and briefing sessions.

5.2.3 To encourage staff to seek support and advice regarding illness and stress as soon as possible.

5.2.4 To carry out effective risk assessments on the possible sources of stress in their area to identify areas for improvement.

5.2.5 To develop and implement suitable safeguards and improved practices in consultation with all relevant stakeholders when sources of stress have been identified.

5.2.6 To ensure that the selection process enables the right person to be placed in the right job and to provide adequate support through the induction period.

5.2.7 To ensure that all staff have adequate training to enable them to undertake their jobs safely and effectively.

5.2.8 To ensure that employees have an appraisal which gives clearly defined objectives and responsibilities and that they are regularly updated in light of changing requirements.

5.2.9 To ensure that all staff receive regular sensitive and constructive feedback on their performance, ensuring that the discussion is a two-way process as laid out in the staff appraisal schemes.

5.2.10 To ensure that staff in their areas are not overloaded, by monitoring their workload and working hours via an agreed system that is transparent to all employees in their area of control. This should also take into account the level of experience of individual members of staff.

5.2.11 To review their existing communication processes to assess how effective these are in keeping individuals up to date with key issues which affect their jobs and enable individuals to provide feedback and be actively involved in decisions that affect them.

5.2.12 To ensure that bullying and/or harassment is not tolerated.

5.2.13 To ensure that staff are able to take their contractual annual leave allowance. Guidance on annual leave can be found in the Annual Leave policy.

5.2.14 To attend training in good management practice and health and safety as required.

5.2.15 To undertake return to work discussions with all staff following sickness absence, regardless of the reason for the absence, in order to establish whether stress has been a contributory factor to the absence.

5.2.16 To notify their own Line Manager of any difficulties which arise from the implementation of this policy.

5.3 Employees

5.3.1 To read the handout 'Working together to reduce stress at work' produced by the Stress Management Association, which is available on the University portal page - Working together to reduce stress.

5.3.2 To try, wherever possible to notify their manager (or other key staff as appropriate) of any situation within their workplace which they perceive as being stressful.

5.3.3 To undertake any training provided which is aimed at raising awareness of stress-related issues.

5.3.4 To participate in any training provided which will help them to undertake their job safely and effectively.

5.3.5 To take all reasonable steps to ensure their actions do not cause unacceptable stress to others and to encourage others to follow these guidelines.

5.3.6 To attend meetings with their Line Manager and PPC Representative to help identify the causes of stress when it arises and to attend any subsequent review meetings when a strategy has been agreed (accompanied by a Trade Union Representative or work colleague if desired).

5.3.7 To attend any meetings with Occupational Health when requested, following discussion and agreement with their Line Manager and PPC Representative.

5.3.8 To give consideration to the offer of counselling through the University, arrange counselling from their own health support system or find other suitable means of support when counselling is recommended.

5.3.9 To co-operate with any recommended changes in work practice aimed at countering or alleviating workplace stress.

5.4 Department of People, Performance and Culture (PPC)

5.4.1 To assist Line Managers in addressing areas of concern relating to work-related stress.

5.4.2 To provide support and information to any individual who reports that they are suffering from stress ensuring that they are aware of the University's procedures in this regard and the support mechanisms available.

5.4.3 To support Line Managers in the production and implementation of a proactive plan which addresses any issues identified through statistical analysis or otherwise.

5.4.4 To regularly review and revise existing PPC policies and procedures in relation to their impact on stress in the workplace and introduce new policies as and when required.

5.4.5 To liaise with all parties involved in managing cases of stress i.e. the individual, the Line Manager, Occupational Health, the Health and Safety Department, Trade Union representatives and any external support providers to ensure a co-ordinated approach.

5.4.6 To provide appropriate information and training programmes for managers and employees in order to assist in the management of work-related stress and to promote stress awareness.

5.4.7 To ensure that anti-bullying and harassment responsibilities are understood, and any unacceptable behaviour is dealt with through the relevant policy

5.4.8 To support Line Managers in dealing with cases of stress in the workplace ensuring that suitable support strategies are implemented and that progress reviews take place.   undh (es)-6 g (ed andi)1 (n t)-3 (( )ʃ ʤ0.006 Tc 0.0m1 (t)-3 (or)-8 (k)ʃ0abl)1 drnalde

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Stress in the Workplace Policy

Owner	Last Reviewed
Operations	April 2023