Trading Services Casual Staff Cross Training Procedure

Document Date: February 2022
Purpose: To set out the procedure that staff should follow if they wish to cross-train to another team within Trading Services.
Audience: Retail & Licenced Trade Casual Staff
Trading Services Line Managers
HR team

1. Introduction

1.1 There may be circumstances where casual staff members wish to have the ability to pick up more shifts (notwithstanding the 20 hour weekly limit) or learn new skills. To accommodate this, we provide the opportunity for those staff to cross-train to one other team within Trading Services.

1.2 This procedure aims to provide clarity and transparency to all staff regarding the approach that should be taken to accommodate this.

2. What does it mean to cross-train to another team in Trading Services?

2.1 Cross-training provides you with the ability to develop new skills in another team and pick up shifts within that team.

2.2 It does not mean that you transfer to a new team and cease to pick up shifts in your current team. Your current role will remain your primary role and the team you cross-train to will become your secondary role.

2.3 We will only permit casual staff to work for a maximum of two teams.

3. How do I apply to cross-train to another team in Trading Services?

3.1 The opportunity to cross-train to another team within Trading Services will only be considered when you are fully trained in your current role and you have a proven record of regularly taking up shifts in your current role.

3.2 If you meet this criteria you may approach your line manager informally to discuss the option to cross-train. You may make this request at any point in the year but you should be mindful that, if agreed, you will usually have to wait for a period of time to receive your training.

3.3 If your line manager agrees they will add you to a list and they will take responsibility for speaking with the team you wish to cross-train with to determine whether they have space for you.

3.4 If there is space, usually you would be added to a list and you would have to wait for your training which would ordinarily align with our key recruitment periods (October and February /

March) to ensure efficient use of staff time. However, each team will manage this on a local level to meet the needs of their operation and they may be able to manage your training on a more adhoc basis.

4. How does the Rota scheduling work if I am cross-trained?

4.1 Your primary role will remain the role that you were initially recruited to.

4.2 When the rota is first built you will only be rostered to shifts within your primary role.

4.3 Once the rota has been published, at that point you will have the ability to pick up shifts within your secondary role.

4.4 It is your responsibility to ensure you do not breach the 20 hour weekly working limit within term-time.

5. What if I no longer wish to work for the team I was recruited to but wish to work for another team?

5.1 If you wish to move teams entirely you will need to resign from your role.

5.2 You will not be moved to an alternative team, except where there are health grounds which will be managed centrally by HR.

5.3 You will need to apply to an alternative team at the next recruitment opportunity and go through a competitive process with all other applicants.

6. Line manager and HR responsibilities

6.1 The line manager of the team receiving the cross-trainer is responsible for notifying HR of all staff who are going to be cross-trained and the dates for this.

6.2 The line manager is responsible for ensuring correct allocation of shifts on the rota. For the avoidance of doubt, when the rota is being built the individual may only be scheduled for shifts by the manager of their primary role. They may only be scheduled for shifts by the manager of their secondary role after the rota has been published.

6.3 The HR team will take responsibility for adding the individual to the relevant iHasco training modules and sending out invitations for the individual to complete this training.