

HR Direct is here to help and support you with any Workforce related queries/requests and we will endeavour to follow the below principles as set out in our service level agreement. Our aim is to work with you to resolve your query in a timely and satisfactory manner.

Services we cover:

- OWD
- HR
- Recruitment
- Health, Safety and Wellbeing
- Pay

HR DIRECT

- D** Dedicated team as your first point of contact.
- I** Interpretation of policies, terms and conditions and processes.
- R** Responsive; available to respond to your queries.
- E** Enabling your query to be resolved by the most appropriate person.
- C** Consistent advice.
- T** Timely responses.

What does HR Direct offer?

HR Direct is a dedicated team of NHSBT Workforce Assistants based in Filton, and is the first point of contact for Workforce related queries including recruitment/OWD/Health Safety and Wellbeing, Pay and HR. HR Direct's aim is to resolve 80% of queries within 2 working days. However if your query requires more specialist knowledge or is of a more complex nature this will be escalated to enable further support with your query.

Our operating hours are 9.00am to 5.00pm, Monday to Friday, excluding public or statutory holidays.

HR Direct can be contacted as follows:

Phone 0117 3227700

E-mail hrdirect@nhsbt.nhs.uk

online: via peoplefirst.nhsbt.nhs.uk

Your queries will be answered by a team of experts who care about providing a quality advisory service to you and are committed to resolving your queries.

Knowledgebase

Our internal Knowledgebase has over 1200 FAQ's written by experts at NHSBT, containing guidance on policies, procedures, forms and work-flows. The Knowledgebase allows 24-7 access to advice, and will be constantly updated to reflect the needs of employees and managers at NHSBT.

If you have a workforce related questions then you can search for your answer using the [HR Knowledge database](#) available 24/7 via People First. In addition, all of the frequently asked questions which go with all our new policies are also available on the database and provide links to policies, documents or websites that can support the answer to your questions. The database is accessible from People First by clicking the People First link via the Connect homepage.

Our commitment (promise) to you

- The HR Direct team will attempt to answer telephone calls within 3 rings.
- If the nominated HR Direct Assistant is engaged or preoccupied the call will be automatically redirected to the next available Assistant.
- During operating hours there will be no Voicemail. All calls will be answered within HR Direct operational hours by an HR Assistant, however you will be given the option to leave a message if you so wish.
- HR Direct will endeavour to resolve your query within 2 working days of receiving the query. If the query is likely to take longer than 2 days, HR Direct will keep you informed of the progression of your query until it is resolved.
- All queries will be logged in a system called Service Now and a number will be allocated to you.
- Your query maybe answered verbally or by e-mail.
- Confidentiality - your call maybe recorded for training and monitoring purposes and all queries are recorded on the system Service Now. Whilst all calls are treated as confidential if the HR Assistant feels it is appropriate to liaise with a third party about the query raised they will inform you that this will happen. An instance where this may happen is when they think that your safety and well being is being compromised.
- As part of our continuous review and improvement of the service offered, HR Direct will encourage you to give feedback on your service experience. If you are not satisfied with the service you have received or the way in which your query has been resolved you will need to contact the HR Direct Service Manager.

All we ask of you is that you explain the full nature of the query/request giving as much detail as possible and be clear in what you are asking/requesting.

We also ask that you keep HR Direct informed of any updates on any developments while query/request is being investigated/dealt with.

HR Direct may contact you seeking clarification or more information with the query which you have raised. If HR Direct do not receive a response from you within 2 working days, we will assume that the query has been resolved and HR Direct will close the query.

HR Direct may have to assign queries to other areas which have the expertise to answer your query. If this happens HR Direct will inform you of this.

The HR Direct Mission statement is:

To be a leading first point of contact for Workforce related queries where the customer is at the heart of everything we do.

Did you know – on average we currently resolve 97% of queries within 2 days, 77% queries within the hour of the query being raised and if the query is escalated to a specialist we currently resolve 90% queries within 2 days.