

Responsibilities

The Company is aware that stress can be caused by excessive pressure on an individual or what may be perceived as unreasonable demand being made on an individual.

The Company seeks to support all staff in their work, provide a good, positive working environment and professionally challenge staff. It actively seeks to recognise the sources of work-related stress and wishes to work with staff to minimise such occurrences.

Policies and Procedures

The Company aims to provide staff with:

- a good management culture which demonstrates clear leadership
- support in their work and a recognition of their contribution
- a manageable workload in terms of volume, variety and complexity
- good communication channels between management and themselves and also between team members
- appropriate training for their present needs and for future developments
- guidance and support through any developments in working practices
- security in their work
- confidence that help and advice will be available on health related issues.

It is the responsibility of all managers within the Company to assess the risks associated with work related stress. Such risks should be removed or steps taken to reduce them to an absolute minimum.

In practical terms, the manager will:

- Give constructive feedback to people
- Consult with staff during periods of change
- Ensure staff have trained to enable them to do their job
- Monitor workloads and working hours

Monitoring and Issues Raised

Where issues of stress are identified, the Company will:

- Raise awareness of support mechanisms available
- Put an action plan in place to address any issues identified
- For return to work instances, monitor any phased return and allow the individual to provide feedback
- Retain records relating to any identified stress issue the Bursar and treat them as confidential

Staff are advised to discuss any stress related concerns with their line manager (or another person if they feel more comfortable) as soon as possible.

Acts of bullying and/or harassment are not acceptable and all such complaints will be formally investigated.