

Copy of text on HR Direct

Guidance for managers - managing leavers

Description

This page provides managers with guidance on managing the leaver process.

Last revised

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Team responsible

HR strategy and policy - Policy team

As a manager it is your responsibility to ensure that, whatever the circumstances under which a member of your team leaves the council, you complete the required leaver processes.

The [leaver process flowchart leaver process flowchart 27kb](#) outlining the standard steps in the process should be used in conjunction with this guidance to ensure all appropriate actions are taken.

Slightly different processes apply depending on the circumstances under which the employee leaves the council:

Special cases:**Resignation**

- Employees who resign from the council must submit their formal resignation in writing or by email.
- You must ensure they have provided sufficient notice in line with their contractual notice period – see guidance on [notice periods notice periods NaNmb](#).
- You should acknowledge the resignation letter in writing or by email.
- A copy of the resignation and acknowledgement must be sent to HR payroll administration team (by email to hr@wiltshire.gov.uk or post to PO Box 4385, Wiltshire Council, Bythesea Road, Trowbridge, Wiltshire. BA14 8JN).
- Then follow the standard leaver process

Resignation to take up a new position within Wiltshire Council

- Employees must still submit their formal resignation in writing or by email to their current manager who should acknowledge the resignation letter.
- The current line manager should agree in conjunction with the employee and the recruiting manager whether the full notice will be worked.
- The current line manager should send all correspondence to the HR payroll administration team (by email to hr@wiltshire.gov.uk or post to PO Box 4385, Wiltshire Council, Bythesea Road, Trowbridge, Wiltshire. BA14 8JN).
- Follow the standard leaver process (e.g. exit interview, handover etc.), however a leaver form is NOT required.

- The current line manager should contact the IT service desk (01225 718718) to let them know that the employee is moving to a different position within Wiltshire Council.
- The IT service desk will liaise with the new manager and confirm whether the employee should take their laptop with them or whether new equipment will be supplied.

Employee fails to attend work / you suspect they have left without notice

- Contact your HR advisory team immediately.
- Do not initiate any leaver processes without HR advice.
- If the employee has access to sensitive information make HR aware and take advice about whether the employee's ICT and other accounts should be suspended.
- If it is confirmed that they should be treated as a leaver follow the same process as for employees who are dismissed without notice.

Dismissal with notice

- Complete the standard leaver process as normal
- Do not send exit questionnaire

Dismissal without notice (summary dismissal)

- Immediately contact the HR Payroll administration team (hr@wiltshire.gov.uk) to inform them of leave date so pay can be stopped
- Complete the standard leaver process as normal but make it clear the employee has already left and it is urgent that accounts be closed down immediately.
- Do not send the employee an exit questionnaire
- If equipment has not been returned write to employee following guidance on recovering equipment from leavers

Retirement

- Refer to the Wiltshire Council [retirement](#) policy and guidance
- Ensure the employee has been informed about the [planning for retirement course](#).

Fixed term contract expiry

- Refer to the guidance on [fixed term contract expiry](#).
- Be aware that if an employee on a fixed term contract has in excess of two years continuous service they may be eligible for a redundancy payment on termination of their contract.

Redundancy

- Refer to the [redundancy](#) pages on HR Direct.
- Do not complete the normal leaver form – instead use the [Redundancy leaver form redundancy leaver form 2mb](#). This is very important as it includes a declaration that the employee must complete and sign before any redundancy payment can be made.
- Do not send the employee an exit questionnaire.
- Submit the leaver form to your HR business partner who will attach an updated redundancy quote and check the details before forwarding the form to the HR Payroll administration team.

[Death outside of work \(as the result of a long term illness, a sudden health problem or an accident which is not work related\)](#)

- Refer to [guidance for managers - death of an employee outside of work](#)
- You will still need to complete the standard leaver process to ensure that all appropriate actions are taken.
- You should do this as quickly as possible to ensure there is no delay in final salary payments being made.
- If equipment needs to be collected this should be handled sensitively and in conjunction with your HR Advisor.

[Death in service](#)

- Refer to the councils [death in service](#) policy
- You will still need to complete the standard leaver process to ensure that all appropriate actions are taken.
- You should do this as quickly as possible to ensure there is no delay in final salary payments being made.
- If equipment needs to be collected this should be handled sensitively and in conjunction with your HR Advisor.

The standard leaver process

The process below takes you through each of the steps on the [leaver process flowchart leaver process flowchart 27kb](#) in detail

[Complete ICT and HR leaver processes](#)

Phone ICT service desk (01225 718718) – they will take you through a leaver checklist (see [example service desk leaver process example service desk leaver process 390kb](#)).

You may want to look at this in advance so you are prepared to provide the relevant information including:

- Employee name
- Employee email address
- SAP User id number
- Employee's work location
- Leaving date (and account deletion date if different)
- Type and asset numbers of equipment where known

The service desk will issue you with a reference number

Complete and submit the [Leaver form leaver form 2mb](#) (including ICT reference number).

Email other departments as appropriate to notify them of leavers with emergency planning roles, lease cars or building access (as set out in section 5 of the leaver form).

The ICT service desk will email you a link to the ICT change form (via the web portal) – you should check this with the employee and inform the service desk if there are any discrepancies or additions. Agree with the employee the date for equipment return.

The ICT desktop team will contact you to confirm the date and location that equipment will be collected from.

If the employee is a home worker the home broadband team will contact them directly to arrange to pick up equipment and uninstall the broadband line.

Print the change request form and sign off equipment as employee returns it and keep the signed form and equipment safe until the desktop team collect.

Remember to collect any departmental equipment – e.g. specialist equipment, keys etc.

Collect the employee's ID badge, access cards, parking permit and return to facilities management services at your hub. For more information contact fmsupport@wiltshire.gov.uk.

SAP updates

If the employee was a people manager, cost centre manager or procurement approver in SAP you will need to complete section 2 of the leaver form and may need to liaise with the appropriate SAP support teams:

Finance - e.g. changes to cost centres, budget holders, cost centre hierarchies, budget virements. Email: SSTAccounting@wiltshire.gov.uk Telephone: Chris Ashton (01225 713660) or Karina Simons (718006) or Laura Goodman (713198).

HR – e.g. structure changes, creating and deleting posts, removing authorisations or approvals. Email: businessinformation@wiltshire.gov.uk. Telephone: Trixie Smith (01225 711234) or Kerry Hunt (717473) or Chris Grist (713473).

Procurement - e.g. changes to SRM approving managers and requisitioners, cost centre permissions, delivery address, approval substitutions. Email: sharedservicesprocurement@wiltshire.gov.uk. Telephone: Claire Doogue (01225 712636) or Jenny Hindes (718503).

Exit questionnaire

All leavers (except those leaving due to dismissal or redundancy) should be offered the opportunity to complete an [exit questionnaire](#) if they wish.

You should email the leaver the link to the questionnaire (or if they do not have access to a PC you should print a copy off for them).

At the start of the questionnaire the leaver is advised to contact their line manager if they also wish to have a one to one exit interview to discuss any of the points covered in the questionnaire. If an interview is requested you should arrange this as soon as possible. Your HR advisor can support you in preparing for an exit interview if you have any concerns.

Handover of workload, files and emails

Files and emails – wherever possible you should ensure there is a handover period where the employee who is leaving can pass over both paper and electronic files to the person(s) who will be taking on the work. It is important to ensure all electronic files are transferred

prior to the leaver's account being deleted. The ICT Service desk can take you through the process of archiving emails etc. There is also guidance on the [ICT support pages](#).

Passwords – whilst the leaver should not share their login details there may be files which they have set up which are password protected and these should either be unlocked, or the passwords handed over, prior to their leave date.

The leaver should be reminded that they must not send any Wiltshire Council documents, files or contacts to their personal email account, or take any paper copies with them when they leave.

Out of office

As long as you have notified the ICT service desk in good time the leaver's email account should be disabled as soon as they leave the council. If for any reason their account is not disabled immediately you must ensure that an appropriate out of office is in place.

The standard wording for a leaver's out of office should read:

“Thank you for your email. I have now left Wiltshire Council and my emails are being forwarded to **Name, Position, Title**. If you have an urgent query please contact **Name on Telephone number**.”

Notifying of leavers

If members of your team are leaving the council you should ensure that any service users or councillors who have been working closely with that employee are informed of their leaving date and of who will be taking over the relevant work or project.

If the leaver is senior or works across many departments it may be appropriate to put a message on the electric wire, managers wire and/or the members wire – this can be arranged by contacting communications@wiltshire.gov.uk.

Update contact directory

You must ensure that either the leaver or yourself has updated the [contact directory](#) so that they no longer appear on the list once they have left the council.

ICT equipment return

It is vital that all ICT equipment is returned both from a financial perspective and due to the sensitive data which may be stored on the device and represents a security risk for the council.

If there are exceptional circumstances around the leaving reasons, for example where the employee is leaving due to ill health, it may be appropriate for the manager to arrange for drop-off of equipment to a more convenient location or for collection of equipment from the employee's home.

Prior to leaving date:

- Use ICT form to prompt return – agree the list of equipment with the employee and arrange a date for them to return it.

- Wherever possible this should be before their last day at work – some equipment will not be able to be returned until their last day.
- Once you have agreed return dates you should send the employee an email confirming this. You may also want to prompt them verbally near to the date.

If there is any equipment that is not returned by the last day you should ask the employee to return it as soon as possible and agree a date and time before they leave.

If the employee has already left or if they have not returned equipment by agreed date if possible contact them by telephone and ask them to bring the equipment in to their nearest hub.

If you cannot make contact by telephone you should write to the employee using the [Recovery of equipment from leavers template letter recovery of equipment from leavers template letter 21kb](#) requesting the return of the equipment.

If there has been no contact or the equipment has not been returned within 7 days of sending this letter you should contact your HR advisor to agree the appropriate next steps.