

# DSE - "User" Definition Form

# Appendix 4

<b>Name of employee</b>	<b>Date</b>		
<b>Job Title</b>	<b>Staff ID No:</b>		
<b>Department/Unit</b>			
<b>Factors in the assessed person's job</b>	<b>Yes</b>	<b>No</b>	<b>Guide No.</b>
Continuous keyboard work for spells of an hour or more			1
Accuracy is critical, work requires high attention and concentration			2
Copy typing or transferring data from paper to screen more than 4 hours a day			3
Pressure to deal with DSE work given by others			4
Very limited discretion to use PC at chosen times			5
DSE workload largely generated by others			6
Do you think this person fits the legal definition of "User"?			7
Assessor's name and phone number			
Assessor's signature and date			

## Guidance notes on the “User” Definition Form

1. We mean here that there are keying tasks which engage the person for spells over an hour at a time. This does not mean that the person does not take short breaks or make phone calls etc during this work, but that the work comes in one batch or task and would take over an hour continuous keying. Not the same as an aggregate amount of over one hour during the day.

Examples of this type of work includes inputting invoices, student records data, having long documents to type, cataloguing books, typing numbers of letters, etc

2. All errors are annoying and may incur the displeasure of the person for whom the work was done, but some are critical and could affect smooth operation of the University, cause financial problems or lead to legal problems. For example, getting a name wrongly spelled on a casual letter is not critical but in a contract it is. Errors in IT programming can have large repercussions. Finance mistakes lead to problems in accounting and auditing as well as dissatisfied customers.
3. This should be fairly easy to define. Cataloguing books, taking data from invoices onto screen, processing routine paperwork onto the PC. Many clerical and administrative jobs involve this sort of work, the question is “how long does this work take every day?” Seasonal variations will also occur in some jobs and if it is just a matter of a one or two week large workload at the start of the academic year followed by a much lower workload for the rest of the year, this will not be a “yes”
4. Is the job largely being someone else’s “gofor”? If so, how much urgency is there to respond? Or is the job at a bottleneck of processing where the person is under pressure to clear it? We all have to do PC tasks for other people some of the time, but you need to judge how much genuine pressure there is to perform this work and whether the person could have rearranged their workload to avoid this pressure. For example, academics marking assignments (assuming many of these come electronically), there is a turn around time but the marking can be done when the lecturer chooses and broken up into shorter spells of work. The academic can also set sufficient time between submission date and return date to give adequate time for assessment.

5. This is an important point. Most senior and academic people can organise their own work to do things when they want. Most clerical and administrative people, except senior ones, have certain tasks that have to be completed at specified times and little opportunity to reschedule their work. Think here about “office workers” rather than people who work in an office.
6. Academics and researchers are typical of people who generate their own workloads. That is not to say that the type of work or the quantity is unnecessary, but that the person working with the DSE can choose to do more or less and when they do it. For example, Internet research can be very time consuming, but the extent of time spent at once is optional for most staff. There may be a few jobs where such information gathering is a significant part of the job, and where the employee is under instruction to do this, such as in financial trading firms.
7. If 4 or more of these are “yes”, assume we have a “User” as defined by DSE Regulations.

### **Likely “Users”**

Clerical staff and Office Administrators

IT staff

Data inputters eg Finance

Graphic designers

### **Unlikely Users**

Academic staff

Technical and manual staff