

## Work related Stress Risk Assessment Form

<b>Unit :</b> College of Life Sciences	<b>Individual/Group :</b> Clerical staff	<b>Name of assessor :</b>
<b>Activity :</b> Clerical and administrative support for research and teaching within the College	<b>Unique role :</b>	<b>Signed:</b>
<b>Date of assessment :</b>	<b>Date Staff informed:</b>	<b>Date for formal review:</b>

*Stress is a natural reaction when actual or perceived demands exceed an individual's ability to cope at anytime. Symptoms of stress can be experienced in physical and/or psychological effects.*

**A College of Life Sciences [CLS] assessment of potential/actual causes of work related stress within the clerical staff activities, and measures/actions for control or resolution.**

**Note: A review scheme, similar to that recently introduced for technical staff, will be in operation, and the first review completed, by mid 2006. This will include consideration of stress in the workplace.**

<b>Type of Stressor: Control</b> <i>How much say a person has in the way they do their work. Stress may occur if there is: (1) insufficient control over how or when tasks are done; (2) little participation in decision making; (3) highly prescriptive work regimes.</i>					
Stressor	Who is Affected?	Control measures	Risk	Further Action	Persons Responsible
Required, in teaching, research and administration, to work to deadlines set by others.	All clerical staff	Within the deadlines staff organise their own working day. Some busy periods are predictable and arrangements for these periods are made in advance.	L/M	Regular informal discussions with teams, PIs and others to sort out priorities and to flag up possible problems in completing work on time.	PIs, Dean of School of Learning and Teaching, line managers

### Type of Stressor: Demands

*Stress may be caused by difficult environmental conditions, workload, work patterns, monotonous work, physically tiring work, work or responsibilities beyond the individual's skills, capacity or capability, high work intensity or pressure to achieve, having too much to do in too little time, too little/too much training for the job, boring or repetitive work or too little to do.*

Stressor	Who is Affected?	Control measures	Risk	Further Action	Persons Responsible
Work cannot completed within normal hours.	All clerical staff	Priorities discussed with PIs and others who allocate work. Staff encouraged to take time off in lieu at quieter times.	L/M	Continued discussions with those allocating work	PIs, Dean of School of Learning and Teaching
Unsuitable work environment	All Clerical staff	DSE risk assessments carried out and acted on. Breaks scheduled into working day.	L/M	Prompt action on any reported problems with heating, ventilation etc. Staff should ensure that lunch/coffee breaks are taken and report any problems with this.	Clerical staff, Estates, College H&S staff, PIs, Dean of School of Learning and Teaching
Monotonous or repetitive work	All clerical staff	Schedule monotonous work to be mixed with more interesting tasks. Take regular short breaks	L		Clerical staff

### Type of Stressor: Support

*The encouragement, sponsorship and resources provided by the organisation, line management and colleagues. Stress may be due to inadequate training, isolation from others, remote management, pressure from covering for absence, lack of support from management and coworkers, not being able to balance the demands of work and life outside work.*

Stressor	Who is Affected?	Control measures	Risk	Further Action	Persons Responsible
Inadequate training	Clerical staff	Staff are encouraged to attend professional and personal development courses which are run by Staff Development and ICS. Programmes of these courses are circulated to all staff. The College has a training budget.	L	A training budget will continue to be available. Review is being introduced across the College and where training needs are identified during this process, suitable training will be given.	Head of College, College Administrator, clerical staff
Isolation from others and/or remote management	Clerical staff	Most staff work with others and/or meet with others during breaks. Within the College most clerical staff are part of a team with whom they	L	Individual staff who find this a problem should speak to the College Administrator or their line manager with a view to changing	College Administrator, line managers,,

		have frequent contact		their situation if possible	clerical staff
Pressure of covering for absence	Clerical staff	The College Administrator and School of Learning and Teaching clerical staff arrange cover as required in advance of planned absences for holidays. For absences due to illness or emergencies, cover is arranged where possible, by prioritising the work..	L	College Administrator to be informed in advance of planned absences and as soon as possible in the case of sick or emergency absences. High priority work needing attended to should be flagged up when absences are reported.	College Administrator, clerical staff
Lack of support from management or co-workers	Clerical staff	The HR Officer responsible for the College is located on site and holds a weekly clinic and, where a problem exists that cannot be resolved locally, can be approached for advice	L	Staff who feel they are unsupported should seek help from line management if possible, but if this is not suitable, should approach the HR Officer.	Clerical staff, line managers, HR officer
Unable to balance life at work and outside work	Clerical staff	The University has family friendly policies and seeks to help people with this issue if this can be done whilst meeting the organizational needs of the College. The HR Officer holds clinics on-site and can provide advice and support, and the University Counselling Service is available to all staff. The Institute of Sport and Exercise also run classes that may be of help. Posters giving details of well-being contacts are displayed throughout the College.	L/M	Line management should be sensitive to how their staff are coping and be willing to help at an early stage, either informally or by suggesting that staff contact the relevant person in the University. Individual staff members should approach their line manager or the HR Officer before the problem becomes an emergency.	Clerical staff, line managers, HR Officer

### Type of Stressor: Relationships

*Promoting positive working to avoid conflict and dealing with unacceptable behaviour. Stressors may originate from bullying, harassment and conflict, perceived inequitable treatment, poor management control of workplace behaviour, certain management / supervisory styles, or poor relationships with colleagues.*

Stressor	Who is Affected?	Control measures	Risk	Further Action	Persons Responsible
Bullying, harassment, conflict	Clerical staff	The University has policies covering all these problems. The HR Officer and the Counselling Service are available for consultation. Union members can approach their unions for support. Bullying and harassment are not tolerated in the College or University	L	Staff should be reminded at intervals that these policies exist and should be used if required. Management to be on the lookout for such behaviour and to deal with it promptly at a local level.	Line managers, HR Officer

Poor management control of workplace behaviour, management/supervisory styles, poor relationships with colleagues	Clerical staff	Using University procedures, these matters will be resolved at the lowest level possible. Staff can approach their line manager who will take it higher if it cannot be dealt with locally. If the line manager is perceived as the problem, the College Administrator is available. The union can also be involved. If the problem cannot be resolved, the Head of College can be approached.	L	The College will continue to monitor behaviour of all the staff, recognizing good practice and dealing with inappropriate behaviour using the University procedures.	Head of College, PIs, line managers

### Type of Stressor: Role

*Whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles. Stress may be caused by role conflict, unclear objectives, conflict of demands or additional duties. Staff may feel that their job requires them to behave in conflicting ways at the same time. There may be confusion about how everyone fits in.*

Stressor	Who is Affected?	Control measures	Risk	Further Action	Persons Responsible
Many clerical staff carry out work for several academics and others, and conflict over priorities can occur.	Clerical staff	Priorities and objectives are made clear when work is submitted to clerical staff.	M	Those requesting a piece of work, should make clear the level of urgency and, if there is a problem, clerical staff should ask the individuals to decide the priorities between them.	Staff asking for work to be done, clerical staff

### Type of Stressor: Change

*How organisational change (large or small) is managed and communicated in the organisation. When an organisation is planning major change, staff are likely to be discussing job security, whether they will need to relocate, and whether their work environment or terms and conditions will change. These are all potential sources of stress.*

Stressor	Who is Affected?	Control measures	Risk	Further Action	Persons Responsible
The College of Life Sciences has seen many changes in the last 5 years and continues to change. The College was created from several academic departments and some staff have been required to relocate and work within a different	All staff	Staff are made aware of major changes well in advance of the event wherever possible. The Head of College and the Director of Research address all staff annually and make them aware of progress within the College and of planned developments. More local changes are	M	Review is being introduced for clerical workers within the next year and this will give further opportunity for staff to discuss with their line manager any changes that may affect them personally, and to agree on action required to manage this change..	Head of College, line managers, Dean of School of Learning and Teaching

structure.		communicated at Division or team meetings by line managers			
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