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**How to manage a flexible working request**

There is no minimum number of weeks’ service required to make a Flexible Working request, staff can submit a request from day one of their employment. They may make a request for any reason. Flexible working can take many forms, but includes part time working, working at different hours or locations, job shares, compressed hours or term time only working.

Managers must consider each request formally and reasonably. On receipt of a request, managers should consider:

* Arranging a meeting with the member of staff making the request to discuss it fully.
* Can the request be approved? If yes, they can proceed to telling the member of staff and updating HR.
* What will the impact of the proposed changes be on colleagues, students or the University? Can these be mitigated? Are there any potential benefits of approving the request?
* Whether it is appropriate to trial the proposed working arrangements for a period of time (normally a few months) to identify whether they can work for both parties.
* What might be the impact of turning down a request – is there a risk of losing the member of staff?
* Exploring alternatives to the proposed working patterns if the initial proposal cannot be accommodated.
* Any budget implications of the request or how the work will be covered if necessary.
* If a request is approved, setting clear expectations between both parties about how the working arrangements will work in practice.
* Decisions must be communicated to the member of staff within a month of receiving a request, unless there are exceptional circumstances for why this isn’t possible. Line managers are required to keep the member of staff updated on any delays.

In the event that a flexible working request cannot be accommodated, the member of staff must be notified in writing, stating one or more of the statutory reasons why the request is rejected. The Flexible Working Policy provides more detail. Remember that the member of staff will have the right to appeal the decision.