

Joint Research Management Office



**Working in the JRMO:
A guide for staff**

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Introduction

The [Joint Research Management Office \(JRMO\)](#) for Barts Health NHS Trust ('Barts Health') and Queen Mary University of London ('Queen Mary') supports the academics and clinicians within those organisations by providing information, advice and support.

More information about **Barts Health** can be found on [the Barts Health website](#) and [intranet site \('WeShare'\)](#). Similarly, information about **Queen Mary** can be found on [the University website](#) and [intranet site \('Connected'\)](#). Please note that these intranet sites are only available to those either employed by that organisation or with password access to it. Please talk to your line manager if you need access to the systems of the organisation other than the one you are employed by.

The JRMO's main services to researchers are:

- Costing and contracting
- International Research Partnership and Bid Development
- Ongoing financial management of research funds
- Research governance and Good Clinical Practice (GCP) advice
- Ethics preparation
- Trusted Research and Export Control Guidance
- Research integrity
- Encouraging and supporting local research
- Improving patient engagement in research

We exist to support all researchers undertaking research at Queen Mary and Barts Health. Our work helps ensure that research staff can focus on their research and not worry too much about contracting, financial management and the minutiae of research governance.

As a joint office we are made up of staff employed by Queen Mary and Barts Health and, whilst there are some contractual differences due to the specifics of that employment, we work together and our senior managers endeavour to resolve such differences that exist to the mutual benefit of everyone.

JRMO staff work in accordance to a set of agreed [Research Management Policies](#) and [Standard Operating Procedures \(SOPs\)](#), and within agreed [Strategies for Research](#).

The JRMO is mainly based in [Dept. W](#) with an outpost in Charterhouse Square, but there are other points of presence at Barts, Whipps Cross and Newham Hospitals.

A high-level organisational chart for the JRMO can be found [on the JRMO website](#).

Stephen Ford

Assistant Director for Research Operations

[JRMO](#)

February 2024

JRMO teams

Core JRMO teams

The Research Secretariat manages the [JRMO website](#), oversees our major communications with the outside world, and provides secretariat support to managers and teams where necessary, including running the Joint Clinical Research Board which oversees the JRMO's work.

International Research and Export Control engages with international partners, captures collaboration opportunities at home and overseas and raises Queen Mary's profile and capabilities globally; provides central pre-award costing and contracts support, and post-award financial and compliance management for all large-scale EU and non-EU research projects within a single dedicated team; and forms a Community of Practice and centre for advice and guidance on international bids, risks and mitigations in trusted research and financial compliance for the Queen Mary research community.

Costing and Contracting (pre-award) provides expert guidance and support to clinical and non-clinical academics, Queen Mary and Barts Health departments, various external groups and other professional service and clinical support service departments relating to various pre-award activities.

Financial Support (post-award) provides full financial management of all research grants, awarded to both Queen Mary and Barts Health, working with research leads, sites, departments and relevant external bodies as appropriate.

The Financial Accounting Team is responsible for major internal/external reporting and the provision of management information and data.

The GCP and Compliance Team provides expert advice and support to ensure that our studies all operate in accordance with both UK and international rules as well as with our local SOPs. This team takes the lead whenever we are inspected by the [MHRA](#), [CQC](#) or other regulatory bodies.

The Research Governance and Performance Team supports all research which involves human subjects, including obtaining ethics approval, hospital site approval and reviewing the quality of the research.

The Research Analysis and Planning Team supports the gathering of information from Research Operations for statutory returns and to support decision making.

Associated teams

[Queen Mary Business Development](#) works with QM academics and researchers to facilitate partnerships with businesses and other external organisations, through a range of mechanisms including collaborative research, contract research and consultancy.

[Barts Health Business Development](#) works with others to develop partnerships with pharmaceutical companies, research organisations, and other external bodies to increase the

number of research projects to meet the Trust's vision for all our patients to have the opportunity of being offered a research project to be entered into.

[NIHR Barts Clinical Research Facility](#) based at the Royal London and Whipps Cross Hospitals, the CRCs undertake research projects for new medical treatments and provide dedicated clinical space.

[Research Engagement](#) works to raise the profile of research undertaken within Barts Health and to encourage greater levels of involvement and participation amongst patients and members of the public. Information about this service from the patient perspective can be found on [the Barts Health website](#).

Information about other Queen Mary and Barts Health research-related facilities, both medical and non-medical, can be found [on the JRMO website](#).

[QM Innovations \(QMI\)](#) the university's technology transfer office. QMI uses commercial tools to maximise the impact of QM research through protecting and licensing Intellectual property and building sustainable enterprises to take QM's research to the world.

[Research Impact](#) the Research Impact team supports the creation, curation and celebration of impact working with the Faculty's Deputy Dean for Research Impact and Academic Impact Leads.

[Research Culture](#) the Research Culture team support Queen Mary's strategic ambition to nurture a world class research & innovation culture. Find out more about our work below.

[Doctoral College](#) the Doctoral College enhances the postgraduate research student experience by cultivating a lively and innovative cross- and inter-disciplinary community of researchers.

Joining and leaving the JRMO

If you have just joined us... welcome to the JRMO!

A Checklist for all new starters, to be used by them and their Line Manager, [can be found online](#). It is an 'Associated Document' to Standard Operating Procedure ("SOP") 34b: 'JRMO Staff Training and Induction'.

The following links should be used in conjunction with the Checklist:

Network access

Your manager should have already asked the relevant IT Helpdesk to create your user account. If this is not the case please contact:

- **Queen Mary staff:** IT Helpdesk on (020) 7882 8888 (internally: 8888), by [emailing](#) or by logging a request at the online [Service Desk](#) (Queen Mary staff only). You will be given a username and a one-time passcode that will allow you to access your Queen Mary email, network and the web. You will need this one-time passcode to set a password that only you know via the [Password Reset Manager \(PRM\)](#) service.
- **Barts Health staff:** ICT Helpdesk on (020) 7377 7680 or 14-47680 or through the [ICT Service Desk Portal](#) (Barts Health staff only).

ID cards

All JRMO staff: All JRMO staff, whether employed by Queen Mary or Barts Health, will need a pass to access the main office in Dept. W. Most JRMO staff will additionally need a Queen Mary ID card to access various Queen Mary campus buildings and some will also need a Barts Health ID card to access NHS premises.

Your Line Manager will have filled out a request form for you, but if not you can [download it](#) then take it to either the Security Lodge, Ground Floor, Queen's Building, Mile End or Security Office, Room G.07, Ground Floor, Garrod Building, Whitechapel.

You will there have your photograph taken and pass issued. Please note that this photo will stay with you through your duration at the JRMO so make sure you're looking good.

Some staff are subject to induction depending on what rooms/ buildings they need to access. You will be informed if necessary.

Barts Health staff: Barts Health staff, or those who routinely need access to NHS sites, should have a Barts Health ID card. That card gives access to Trust administrative and hospital buildings as necessary. Forms are available from the reception desk at the back of the Royal London Hospital, Newark Street. Barts Health passes have a lifespan of four years then need to be renewed.

Staff induction and ‘Statutory and Mandatory’ training

All new members of staff are automatically invited to an induction event upon joining Queen Mary or Barts Health. For more information on this, visit as applicable either the [Queen Mary Organisation and Professional Development site](#) or the [Barts Health StatMand training section](#). Mandatory training may be necessary for your role, for Queen Mary this is clarified either on the [Mandatory Training site](#) or through the [CPD Training site](#), which can be accessed through login in using the QMUL SSO option, and your QMUL username and password. For Barts Health staff please discuss this with your Line Manager.

Leaving the JRMO

A Checklist for leaving the JRMO, to be used by the person leaving the office and their Line Manager, and [can be found online](#). As with the joining staff checklist, it is an ‘Associated Document’ to Standard Operating Procedure (“SOP”) 34b: ‘JRMO Staff Training and Induction’.

Working in the JRMO

The JRMO is a large team, made up of smaller teams based at various sites, and we respect and support each other in our work. Our offices are mostly open plan, which can be challenging, so it is important that we work within a clear framework of standards and expectations.

The Senior Management Team of the JRMO is committed to ensuring that staff feel supported and respected in their working environment. Staff should be aware of how their actions are perceived by others, which includes but is not limited to behaviour, language and dress, and should give appropriate consideration to the reasonable sensitivities of colleagues.

There are a number of areas that individuals need to be particularly mindful of during their time in the office these particularly include noise levels, use of mobile phones, inappropriate language, raised voices, music and food smells - all which are set out below.

If any staff member feels they need help to address a particular problem, they should talk to their immediate Line Manager who will help address the issue. If this cannot be dealt with at that level the normal escalation process will be implemented. The JRMO will deal with issues of bad or inappropriate behaviour by staff members promptly and in line with both Barts Health and Queen Mary policies.

Dept W and Desk Booking

JRMO is based in Dept W, 81 Mile End Road, information about this location can be found in the Dept W Hub on the lefthand menu of MS Teams. There is a designated Research and Innovation Village, which is situated on the 1st floor for the use of JRMO, Business Development, Impact and Culture teams. As there are multiple teams working on different days, there is a rota in place for the allocation of desks. Please speak to your line manager regarding your team's 'office days'.

Desks are available for booking 14 days in advance in Space Connect, which can be accessed [here](#). You can either book a specific time slot or a full day. There are only limited desks in the R&I village, so if you are unable to reserve a desk there, you have the option of reserving one of the unallocated desks on the 3rd floor.

If you are in meetings for the majority of the day, please avoid booking a desk for a full day and consider booking a specific time slot or sitting in a social space or non-bookable space in-between meetings. Upon arrival, please ensure you check-in to your desk. Furthermore, if you have prebooked a desk and anticipate being away due to annual leave, sickness, or working from another location, kindly ensure you cancel your desk booking through Space Connect. This practice will enable the wider team to utilize these desks during your absence.

Attendance and Absence

There are standard arrangements within the JRMO that apply to all staff with a few specific exceptions, such as the number of hours worked each week and annual leave entitlements.

These standard arrangements are designed to ensure that the services we offer our researchers are maintained at a high-quality level. Any departure from these standard arrangements must be agreed with your Line Manager and is subject to regular review.

Core Hours

The core business working hours for JRMO are 10am to 4pm.

Unless alternative arrangements have been specifically agreed upon, all staff are required to maintain regular working hours agreed upon with their line manager, commencing full daily hours work no later than 10 am and concluding no earlier than 4 pm, except for your lunch break. Part-time staff will have their working hours determined in consultation with their line manager.

Any deviations from the standard working hours for a more extended period must be discussed and approved by the line manager, constituting a Flexible Working Arrangement that will undergo a review every six months.

It is essential for all staff to communicate any instances of potential lateness to their manager promptly and agree to compensate for the lost time. Repeated lateness may be considered a conduct issue, subject to management action in line with the relevant institution's policy.

For clarity, full-time Queen Mary staff are expected to work 35 hours per week, while full-time Barts Health employed staff are expected to work 37½ hours per week.

Hybrid and Agile working

The expectation is that all staff should be in the office a minimum of 2 days per week, any deviation needs to be put into a flexible working agreement, agreed with your manager and the Head of your Dept, which is reviewed every 3 months.

JRMO staff work in ways that are both Hybrid and Agile. Hybrid working is the combination of working in the office and working remotely (for example, at home). When in Dept. W, the JRMO's main office, staff work in an agile way. Agile working maximises the flexibility of the office floor plan with different working environments, from traditional desks to secluded phone booths and meeting rooms designed for both face-to-face online meetings with remotely-based colleagues. Technology, combined with collaborative spaces and larger meeting rooms, supports this model of working. Staff need to book desks via the Space Connect App if they wish to sit at one.

Wherever they are working, JRMO staff must work to an agreed rota so that their managers know where they are at any given time. Flexibility is important but basic guidance remains that staff in teams should normally work between 8.00am and 6.00pm and take a lunch break between 12 noon and 2.00pm to ensure cover. All full-time staff must take a minimum 30 minutes break during the working day.

Annual Leave

Requests for annual leave should be made giving a reasonable notice period. It is the responsibility of individuals to ensure that any critical activities they undertake are adequately covered before requesting leave. A minimum of double the period of leave requested would be reasonable, but staff should give as much notice as possible to allow for cover arrangements to be put in place. For example, a request for one week leave should be made at least 2-weeks in advance. Same day requests will only be authorised in exceptional circumstances by your Line Manager.

Taking leave for periods longer than 2-weeks is at the discretion of your Line Manager. Their decision will depend on team circumstances such as the already agreed leave of other team members and the workload of the applicant and/or other team members. Such requests will not normally be authorised if submitted with less than 3-months' notice. Appeals, where relevant, should be made to the relevant operations manager.

Staff should try to use all of their annual leave entitlement within the relevant reporting year (ie, April to March for Barts Health employees, and August to July for Queen Mary employees). Carrying over holiday should be an exception rather than the rule. Additionally, in the last month of the relevant reporting year, taking leave will be at the discretion of the Line Manager and will depend on team circumstances such as other team members' already agreed leave and workloads. Appeals, where relevant, should be made to the relevant operations manager.

Annual appraisals

Barts Health and Queen Mary staff are formally appraised in accordance with each organisation's financial year. This means that Barts Health staff will be appraised around April to May and Queen Mary staff around June to August.

For both organisations it is the responsibility of the staff members, not the responsibility of line managers, to take the appraisal process forward; to complete and submit forms and arrange the relevant meeting(s).

Information about the annual appraisal processes can be found as follows:

- Queen Mary e-appraisal: <http://www.hr.qmul.ac.uk/procedures/appraisal/>
- Barts Health guidance and forms: <https://weshare.bartshealth.nhs.uk/appraisals>

Sick notification

Staff should contact their immediate Line Manager as early as possible to inform them of any absences due to ill health. If this is not possible, they should inform the next senior manager. In the first instance, reporting sickness should be by a phone call. If your manager is unavailable, please leave a message or call another manager. Staff should be aware that their manager will need to know the nature of the illness and estimated period of absence as this is required for recording on both Queen Mary and Barts Health systems. Please ensure you have all relevant contact details so that messages can be directed to the correct person.

Staff should update their Line Manager periodically during a sick period. A return-to-work meeting will take place within 48 hours of the staff member returning to work.

Line Managers will record sick leave on the appropriate system.

Other than in demonstrated emergency situations, a failure to follow the above policy can result in the absence being recorded as unpaid leave.

Non-sick-related emergency notifications

Where a non-sick emergency arises staff should call, not text, their Line Manager to explain their absence as early as possible. If this is not possible, they should call another senior manager. The manager will need to know the nature of the emergency and estimated period of absence. Agreement to time off for non-medical emergencies will be at the discretion of the Line Manager and will depend on team circumstances, others' agreed leave, workloads, etc. Appeals, where relevant, should be made to the relevant operations manager.

Changes to work patterns

Everyone will have agreed to a general work pattern with his or her Line Manager (see [Hybrid and Agile Working above](#)). Changes to those daily working patterns must fit in with the JRMO's general service requirements. This includes changes to standard days and hours worked and time routinely in the office or working offsite (for example, at home). Any changes to these work patterns need to be authorised, in advance, by your Team Leader. Team Leaders will also confirm standard attendance timetables, including days in the office and the number of hours that are worked each day, with their part-time staff.

Medical and dental appointments

Wherever possible, medical or dental appointments should be made at either the beginning or the end of the working day to allow you to work before or after the appointment as appropriate, or work from home as agreed with your Line Manager. All time taken for medical and dental appointments must be made up.

For hospital appointments and follow-up treatment appointments, documentary evidence should be provided to your Line Manager when requesting time off to attend the appointment.

If you have hospital tests that may take all day or require 24-hour monitoring this will need to be recorded as sick leave. If a hospital appointment is in the middle of the day and you are unable to work before or after appointment then you will need to take leave (or flexi-leave).

Staff Surveys

Queen Mary and Barts Health conduct annual Staff Surveys to gather valuable insights that contribute to the strategic planning of JRMO. We encourage everyone to actively participate by completing the survey. Additionally, an annual JRMO away event is organized, providing an inclusive platform for discussions and action planning. All are encouraged to attend, fostering further collaboration and development within JRMO.

Office Conduct

Online Meetings

Given the hybrid nature of the JRMO Team, it is a necessity for meetings to often take place online via teams, Zoom etc. To help support a closer connection between attendees it is appreciated if cameras are switched on for online meetings. Furthermore, if you are in a meeting consisting of more than 2/3 people, it is preferable to mute your microphone unless you are speaking, this will help keep background noise to a minimum.

Internet use

The use of the internet for non-work activity is restricted to lunchtimes. This includes all social media sites, shopping and accessing personal emails. The use of the internet on managed laptops is monitored by Queen Mary and Barts Health (as relevant) and misuse is regarded as a disciplinary issue. Line Managers will deal with individual issues on a one-to-one basis, however, they may escalate it to senior managers should problems continue.

Mobile phones

Mobile phones should only be used for personal purposes during an individual's stated break time. Unless specifically agreed with your Line Manager, for example, because of a family emergency or sickness, personal mobile phones should be set to silent when in the office. Where staff need to use mobiles for work-related issues, discretion should be used so as to not interrupt work colleagues.

Music – earphones or headphones

Music should not be played in the office during the working day as it can cause a distraction. The use of headphones or earphones, at a low volume, can be agreed with the Team Leader but this should be restricted to a limited period, for completion of a particular project, usually for no longer than an hour.

'Health and Safety'

It is the responsibility of everyone to report to their Line Manager any concerns they may have in respect to the health and safety of either themselves or a colleague.

Any incidents should be recorded promptly in the office incident book or equivalent depending on the site location. Individuals should be aware of their local environment and report any specific concerns which could have the potential to cause injury, security issues or disruption to the normal working capabilities of the office.

Visitors (Dept. W)

When you are expecting a visitor, please ask your visitors to report to the ground floor security desk and ask them to notify you of their arrival. If you see an unaccompanied visitor, please ask them who they are visiting as unaccompanied people should not be 'let lose' within the office.

VIP visitors

Staff are reminded that VIPs ('very important people') who are patients of Barts Health deserve the same level of privacy as any other NHS patient. The Trust has therefore developed a policy to cover VIP visits that can be found on the [Trust's WeShare system](#).

In a nutshell, every patient being treated within Barts Health NHS Trust is entitled to privacy and the utmost professionalism with regards to patient confidentiality. Whether a VIP is a Trust patient or the relative of or a visitor to a Trust patient they should expect that staff should not violate their right to privacy. Whether the VIP is a footballer or a TV or social media 'star' does not matter. If you see someone you know please speak to a senior manager or a member of the Trust's Communications Team before telling third parties.

This can also apply when VIPs are visiting us as guests so before posting pictures of them on your Facebook or Instagram page please discuss this with your Line Manager or the person in charge of the visit. Sometimes publicity is appropriate - and indeed very welcome! - but at other times it is not. Please be sensitive to this.

Kitchen facilities

It is an individual's responsibility to ensure that any utensils they use (cups, plates, bowls, etc) are immediately cleaned or placed in a dishwasher, not left dirty in a sink or on the side. Staff should also show consideration to fellow colleagues regarding the use of the fridge, its cleanliness and timely removal of their items from it. Please note that fridges in Dept. W are cleared out every weekend and anything left around on kitchen surfaces will be put away in cupboards.

Food at desks

Hot food can only be eaten on the ground floor in Dept. W where microwaves are located. Cold food can only be eaten at tables or common areas away from desks. Only tea, coffee, cold drinks, biscuits and fruit may be consumed at desks.

Smoking

Smoking is not permitted anywhere on either the Queen Mary or Barts Health campuses.

Health and wellbeing at work

To ensure you are happy and healthy at work, both Barts Health and Queen Mary offer a range of well-being services to help with your physical and mental health.

Barts Health staff 'MOT health check'

This is an assessment open to all Barts Health staff. The health check will test your blood pressure, weight, height, glucose/cholesterol levels, urine, and body mass index (BMI). Having an employee MOT is also an opportunity for you to discuss any health concerns or existing conditions. If potential risks are identified following the health check, the occupational health team will be able to offer further advice and support.

For further information, or to book an appointment please contact tracy.anderson8@nhs.net

Queen Mary staff health checks

Queen Mary [Staff Voluntary Health Checks](#) can be arranged by staff. These checks, undertaken by highly qualified and friendly Occupational Health Advisors, will cover your weight, cholesterol, glucose, blood pressure, and provide advice on where to seek further advice on any issues highlighted.

Getting active

Both organisations are committed to helping staff stay fit and healthy.

- Visit the [Barts Health staff benefits pages](#) to find out about our subsidised exercise classes, and active travel.
- Visit the [Queen Mary Wellbeing pages](#) to see more about physical and mental wellbeing and occupational health support.

Various online tools are available:

- [The NHS Employers 'How are you feeling' toolkit](#) can help staff to check their own wellbeing or speak to and support colleagues with their emotional wellbeing. It also provides resources and signposting, no matter how you are feeling.
- [SilverCloud](#) is a safe, secure online space offering personalised programmes to help people experiencing mental and behavioural problems including depression, anxiety, eating issues and obsessive-compulsive disorder (OCD). Members can complete modules specially tailored for them by an online supporter. SilverCloud is available via NHS hospitals, trusts and clinics, plus some non-NHS organisations. It's not available to private clients.
- [Sleepio](#) is an online programme that helps people overcome sleep problems. It's based on cognitive behavioural therapy (CBT) and evidence suggests it can even help people with long-term sleep problems. The course lasts six weeks, but you get one year's support from the Sleepio online community. Throughout the course, you will have

weekly online meetings with "The Prof", a virtual sleep expert who is there to guide you. Sleepio is being used by the NHS in a few areas as a self-help therapy for people who have a combination of poor sleep and depression or anxiety.

- [Online-Therapy.com](https://www.online-therapy.com) – this cognitive behavioural therapy (CBT) tool uses psychotherapeutic approaches to treat mental health problems. CBT online helps you to identify, challenge and overcome your dysfunctional thoughts, behaviours and emotions.

Sharing concerns

Having someone to talk to, outside of your immediate workspace, can help you feel more able to cope with a stressful situation.

- Barts Health staff can raise any concerns they have about any issues. [Further information on this is available](#).
- Queen Mary is committed to creating an environment for work and study where staff and students are treated with dignity and respect, and where bullying and harassment are not tolerated. [Further information on that service is available](#).

In addition to this both Queen Mary and Barts Health fund confidential employee assistance services to support employees and their families. These services are telephone-based and, in addition to counselling, they offer information and advice service on issues including finance and debt; the law and consumer rights; education, housing, health, childcare and family matters. This is an entirely confidential service and no personal information is released to your employer.

- **Queen Mary** staff can find details of how to access the [Workplace Options service here](#).
- **Barts Health** staff can access the [Speak in Confidence service here](#).

Practical information A-Z

Booking annual leave

- **Queen Mary staff** should use the [MyHR system](#) to raise the request and then will be authorised by your Line Manager.
- **Barts Health staff** should email their Line Manager who will keep a record and ensure that in due course the MAPS system is updated.

Booking meeting rooms

Meeting rooms in Dept. W can be booked via Queen Mary Outlook or using the pads outside relevant meeting rooms.

Those with Queen Mary IDs can use the [Web Room Bookings system](#) to book a meeting room at any University site. IT services, such as conference telephones to be used in conjunction with a room booking, can be booked from [Queen Mary IT](#)

If you have a Trust email address you can book [hospital site rooms on WeShare](#).

Childcare information

- **Queen Mary** staff [can access information](#)
- **Barts Health** staff [can access this information](#).

Contact lists

A full list of current JRMO staff is [maintained on the JRMO website](#). To update your entry or to add in a new colleague please send relevant details to either Maria Rhodes, who maintains our contact lists (maria.rhodes1@nhs.net) or to Nick Good who manages the JRMO website (nicholas.good@nhs.net)

A full JRMO staff list can also be found [on Connected](#) (requires QM ID).

A list of Barts Health staff can be found [on WeShare](#) (similarly this requires a Barts Health ID) .

Barts Health staff can update their own entry on the WeShare, following the above link, but staff seeking to update their Queen Mary details, or add in a new colleague, should contact Maria Rhodes who manages that list: maria.rhodes1@nhs.net

'Cycle 2 Work' scheme

- **Queen Mary** staff can [access information about this scheme on Connected](#).
- **Barts Health** staff can [access similar information on WeShare](#).

Email signatures

Please set an email signature for yourself in Outlook using the following template:

Ms/Mrs/Miss/Mr/Dr etc + Your Name

Job Title

Joint Research Management Office - Barts Health NHS Trust & Queen Mary University of London

Dept. W | 81 Mile End Rd | London | E1 4UJ

(020) 7882 xxxx | www.jrmo.org.uk

(It is not necessary to state your email address as that is contained within any email itself)

It may be helpful to note that you can set up as many signatures as you want in Outlook. This can be a useful way to create standard answers to frequently asked questions. You can then select signatures as appropriate, whilst still having a standard 'default' signature, along the lines of the above, in place.

Expenses - reclaiming

- **Queen Mary** staff [can find guidance and forms here.](#)
- **Barts Health** staff [will find guidance and forms here.](#)

First Aid

First Aid information, including treatment options and how to report incidents, can be found [on Queen Mary's Health and Safety Directorate site](#) and [the Barts Health First Aid policy can be found on WeShare.](#)

Health and safety at work

JRMO offices at Whitechapel, Mile End and Charterhouse Square are in Queen Mary buildings. They are therefore all covered by the Queen Mary Health and Safety Directorate and more information on that can be found [on the Queen Mary Health and Safety Directorate site.](#)

HR policies and information

Both organisations have a full range of policies and information about HR matters, including induction, probation, appraisal, discipline, performance, grievance, and sickness. Please follow the following links as appropriate:

- **Queen Mary** staff should [visit the Queen Mary HR site.](#)
- **Barts Health** staff should [visit WeShare to read the Trust's policies and procedure.](#)
These should be read in conjunction with the [Trust's HR Toolkit.](#)

IT issues

If you have any software or hardware issues – including printing and telephony– you will need to contact the IT Department of either Queen Mary or the Trust (depending on what system you use).

Queen Mary IT:

IT Helpdesk (020) 7882 8888 (x8888)

Or email: servicedesk@gmul.ac.uk (emails MUST be sent from a Queen Mary email account otherwise they will be rejected)

You can [check the status of a QM IT service request](#) or [log a Help Desk ticket](#) with a QM username and password.

Barts Health ICT:

ICT Service Desk (020) 7377 7680 or 14-47680 or use the [ICT Customer Portal](#)

There is no longer an email way to contact Barts Health ICT.

Misconduct and incident reporting

Should any JRMO staff hear or witness any apparent incidents involving staff, patients or trial participants, or otherwise receive any allegations that might amount to misconduct or research misconduct they should make a note of this and bring that to the attention of their Line Manager or an operations manager at the earliest opportunity.

'Out of office' - letting others know you are away

When you are 'out of the office', whether it be on leave, on a course, conference etc. please remember to turn on your "out of office" automated messaging. This can be accessed from within MS Office 365 on the File menu...

Your 'Out of Office' message should be something along the lines of:

Thank you for your email. I am out of the office and return on [DATE].

If your enquiry is urgent please [contact *named person* or] find alternative contacts on our website: <http://jrmo.org.uk/about-us/contact-us/>

All outstanding matters will be dealt with as necessary on my return.

Best wishes

[YOUR NAME]

Post/mail

Outgoing post out should be put in the tray by the Research Services staff hub - on the back table by the wall on 2nd floor. Queen Mary staff should put '64' on the back of the envelope and Barts Health staff put '65' on the back to ensure the Post Room knows where to allocate postal cost charges.

Incoming post: All incoming post should be addressed as follows:

Queen Mary University London
F.A.O. (Your Name and Department) @ Dept. W
C/O Mile End Post Room
327 Mile End
London
E1 4NS

Post received will be put in the Research Services pigeon hole on the ground floor twice daily. Champions are theoretically notified if there is anything to collect but in practice the pigeon hole is checked daily.

Remote and mobile access to your Email and Calendar

Once your email account has been set up, you can access remotely as follows:

- **Queen Mary** staff: [Outlook Web App](#).
- **Barts Health** staff: [Outlook Web App](#).

For mobile phone configurations, please refer to either the Queen Mary or Barts Health IT intranet pages for further advice.

Season ticket loans

- **Queen Mary** staff should see [guidance and forms](#)
- **Barts Health** staff should see [NHS guidance and forms](#).

Taking part in clinical trials

Any staff wishing to participate in clinical trials or studies must do so in their own time. If it impacts on a working day, this must be agreed with the individual's Line Manager before committing to the study and all time made up.

Telephone use

Calls can be made within either Barts Health or Queen Mary using MS Teams. If staff need to make or receive external calls as part of their role they will need to install MiCollab softphone app on their managed laptop or mobile phone. Tickets requesting the set-up of the MiCollab app should be logged with [QM IT Service Desk](#). A license and headset will then be issued to users at no charge to your department along with instructions on how to download the app.

Once the app is installed it can be configured so that incoming telephone calls are diverted to mobile phones. Some staff may find easier to work with.

Wi-Fi in the office

The University has a campus-wide Wi-Fi service: [eduroam](#). Unfortunately, only those with Queen Mary log-ins are able to access the service, although Barts Health staff can access it on a daily/ guest account basis. To automatically configure your device:

- View available wireless networks on your device and connect to "setup-eduroam"
- Launch a web browser and you will be guided through the setup process
- Your Queen Mary username should be entered in the format: '**abc123@qmul.ac.uk**'.
- More device-specific information can be found at:
<https://www.its.qmul.ac.uk/services/staff/wifi/>

Systems we use

Agresso - Agresso is Queen Mary's Financial Database and Ledger. Where appropriate, your Line Manager will arrange access for you.

EDGE – like ReDA (see below) EDGE is a clinical-based Research Database which captures all project information for both Queen Mary medical research grants and Barts Health research grants. At present, the JRMO is undertaking a migration from ReDA to EDGE. Where appropriate, your Line Manager will arrange access for you.

HealthRoster – the system used by senior managers to record Barts Health staff leave and sickness.

MyHR - allows Queen Mary employees to view and modify their personal details, view and print off payslips and P60s and to book flexi/annual leave. Username and Password are your standard Queen Mary username and password (see above). Please note that whilst MyHR is now accessible from outside of the Queen Mary network, where a security tag can be downloaded, it is not accessible from Barts Health PCs (because they will not allow the security tag to be downloaded).

Oleeo – is the new system for managing our recruitment function within Queen Mary, and it will replace the previous iGrasp system.

Oracle is Barts Health's Financial Ledger. Where appropriate, your Line Manager will arrange access for you.

ReDA is the clinical-based Research Database which captures all project information for both Queen Mary medical research grants and Barts Health research grants. See EDGE above. Again, as appropriate, your Line Manager will arrange access for you.

REMS is the Research Ethics system, used for the submission and approval of Research Ethics applications

Space Connect is the QMUL desk booking system

Worktribe is the JRMO Research Grant Management System. Where appropriate, your Line Manager will arrange access for you.

Wired – gives Barts Health staff access to their statutory and mandatory training compliance record.