



HANDBOOK & FAQ
for
**UBC HIRING SOLUTIONS
STAFF**

TABLE OF CONTENTS

Message from Executive Director, Paul Bharaj.....	3
Who is UBC Hiring Solutions?.....	4
Meet the Team.....	5
Important Assignment Information.....	6
○ Assignments Coming to an End.....	6
○ Working Hours.....	6
○ Work Permit Holders.....	6
○ Probation and Performance Management.....	7
○ Timesheet Portal (TSP) Training.....	7
○ Vacation.....	7
○ Sick Time Off.....	7
○ Equity, Diversity and Inclusion.....	8
○ Centre for Workplace Accessibility.....	8
○ Hybrid Work Guidelines.....	8
○ LinkedIn Learning.....	8
○ Benefits Enrollment.....	8
○ Professional Development Funding.....	9
○ Finding Permanent Opportunities.....	9
Frequently Asked Questions.....	10
○ Timesheets and Pay.....	10
○ Employment and Benefits.....	10
○ Assignment and Transfers.....	11
○ Workplace Policies.....	11
○ Escalation and Communication.....	12



Message from Executive Director, Paul Bharaj



Welcome to UBC! We are thrilled to have you join one of the world's top universities and one of Canada's leading employers.

For me, recruitment is more than just filling roles. It's about shaping the future of UBC. By attracting talented people like you, we ensure UBC continues to lead in innovation and excellence. Each new hire brings unique skills and perspectives that help us succeed together.

One great way to support our community is by sharing UBC job opportunities with your network on LinkedIn, Facebook, or other platforms. Personal recommendations can lead to highly qualified candidates and help build a strong, supportive workplace.

We look forward to your contributions and watching your career grow at UBC!

Paul Bharaj

Executive Director

UBC Talent Acquisition & Hiring Solutions



Who is UBC Hiring Solutions?



UBC Hiring Solutions has been part of UBC for over 30 years. We are a division of UBC Human Resources. We serve departments across Point Grey Campus, hospital sites, and UBC Robson Square. Our assignments range from clerical to management and lab technician roles. We aim to match you with roles that best suit your skills.

To help you find your way on campus, visit [Wayfinding](#) at UBC.

Your safety is important. If you need help with safety or security, or if you need first aid, contact [Campus Security](#).



Meet the Team

		
<p>PAUL BHARAJ Executive Director, Talent Acquisition and Hiring Solutions</p>	<p>MARK MENDOZA Senior Manager</p>	<p>PAUL KWON Manager, Finance and Operations</p>
<p>Paul leads UBC Hiring Solutions and works collaboratively to set direction, plans, priorities and strategy for the team</p>	<p>Mark leads strategic initiatives, oversees team operations, and ensures alignment with UBC's goals and policies.</p>	<p>Paul directs all financial, administrative and other operational functions for UBC Recruitment Solutions.</p>
		
<p>TRYSTAN ANDERSON Inclusive Hiring Facilitator</p>	<p>RATAN CHANDRASHEKARAIYAH Client Relations and Staff Engagement Manager</p>	<p>ANUJA NARWAL Client Relations and Staff Engagement Manager</p>
<p>Trystan supports UBC departments in inclusive hiring practices and tools while building partnerships with diverse and equitable organizations.</p>	<p>Ratan manages client relationships and temporary staff to ensure effective talent on demand is available for UBC departments.</p>	<p>Anuja manages client relationships and temporary staff to ensure effective talent on demand is available for UBC departments.</p>
		
<p>ANNIE LUI Talent Acquisition Associate</p>	<p>LUKE JAMIESON Talent Acquisition and Business Engagement Manager</p>	<p>NATSUKI ABE Administrative Coordinator</p>
<p>Annie sources and recruits mainly temporary staff for the university. Annie regularly ensures that there are many talented individuals who are ready to be hired into a myriad of temporary roles as they arise.</p>	<p>Luke is a skilled recruiter who can support your recruitment needs. If you have a recruitment challenge, don't have the time to recruit or need help, reach out to Luke to discuss and see where he can help.</p>	<p>Natsuki provides supports on financial, administrative and other operational functions to ensure smooth administrative processes.</p>



Important Assignment Information

Hiring Solutions is your employer. Contact us with any questions during your assignment.

You should have received details of your first assignment by now. Our Client Relations & Staff Engagement Managers should have contacted you about onboarding and collected the information needed for processing your appointment in Workday. You should also have received a confirmation email with assignment details and a link to the onboarding module.

Remember, while you may work in different departments, you are an hourly employee of UBC Hiring Solutions. Any employment-related questions should be directed to us, not the department where you are placed.

Your employment with Hiring Solutions is for temporary assignments. If your assignment ends, we will try to place you in another role as quickly as possible, but we cannot guarantee hours. This depends on client needs and your skill set.

Assignments Coming to an End

Two weeks before your assignment ends, your Client Relations & Staff Engagement Manager will contact your on-site supervisor to check if your assignment will be extended. If not, they will start working on your next assignment. If you do not hear back by noon on your last day, follow up with your [Client Relations & Staff Engagement Manager](#).

Working Hours

To stay active with Hiring Solutions, you need to be available full-time, Monday to Friday. Your hours and location may change with each placement, so flexibility is important. Some shifts start as early as 7:00 am and may run past 5:00 pm.

Work Permit Holders

It is your responsibility to ensure your work/study permit is valid. UBC does not assist with work permit extensions. If you renew your permit, send any documentation to the [Hiring Solutions](#) right away.

We only assign placements if your permit is valid beyond the assignment end date.



Probation and Performance Management

Your probation period depends on your union affiliation. Hiring Solutions communicates with your assignment department about your performance. We will check in with the department at the end of the first week, after 6 weeks, and around day 50. You will be notified of any performance concerns.

Once your probation ends, we will discuss your performance and what's next.

Timesheet Portal (TSP) Training

Hiring Solutions uses the internal **Timesheet Portal (TSP)** for tracking hours, **not Workday**. You can use this portal to complete your timesheet, request time off, and update your records.

To access the [TSP](#), use your CWL. A short [instructional video](#) and [PDF](#) guide are available for support.

Vacation

If you're eligible for vacation, follow these steps:

1. Discuss your time-off request with your department supervisor.
2. Submit the request in the Timesheet Portal at least 1 week in advance.
3. Log in to the portal, go to Time-off Requests, and select "Add."
4. Your Client Relations & Staff Engagement Manager will check your accruals and confirm with your department.
5. Once confirmed, the request will be approved in the portal.
6. After approval, add the time-off request to your timesheet when submitting hours.

Remember, there's a vacation blackout period from August 15 to September 30 each year due to our busy season.

Sick Time Off

Sick leave is accrued at the end of each pay period. After three months, you are eligible for [Legislative Sick Leave](#).

Sick Time Off Reporting Protocol:

1. Email your on-site supervisor, CC'ing [Hiring Solutions](#), at least 2 hours before your shift to report illness.
2. Submit your time-off request in the Timesheet Portal.
3. Enter your sick hours on your timesheet.



Equity, Diversity and Inclusion

UBC is committed to equity, diversity, and inclusion. We aim to create a fair workplace, removing barriers in selection, promotion, and training for designated groups. Our Employment Equity policy ensures hiring and promotions are based on merit and relevant skills.

Visit the [UBC Equity & Inclusion Office](#) for more details.

Centre for Workplace Accessibility

The Centre for Workplace Accessibility (CWA) provides resources, tools, and programs to remove barriers for faculty and staff with disabilities or ongoing medical conditions. If you need accessibility support, contact the [Centre for Workplace Accessibility](#). They provide resources for faculty and staff with disabilities.

Hybrid Work Guidelines

Hiring Solutions employees are required to work full-time on campus initially. Hybrid work depends on departmental approval and must be agreed upon with your supervisor.

If hybrid work is allowed, complete a [Hybrid Work Agreement](#) in Workday, outlining terms agreed upon by the employee and the university.

Visit [Hybrid Work Program](#) for details.

LinkedIn Learning

[LinkedIn Learning](#) over 1,700 free courses. You can learn about MS Office, marketing, design, business skills, HR, and more.

Benefits Enrollment

Your union affiliation may qualify you for benefits. Check your respective [collective agreement](#) and [HR website](#) to learn more.



Professional Development Funding

Depending on your union affiliation, you may be eligible to access UBC's [Staff Professional Development Fund](#). The fund supports various professional development activities aligned with your career goals. Applications are approved based on availability of funds.

When you apply, you will be expected to answer the following two questions:

1. Does the PD claim enhance the performance, ability, or effectiveness of the staff member's work at the University? How?
2. Does the PD Fund claim enhance their career growth at UBC? How?

Finding Permanent Opportunities

Preparing for an Interview:

- If you are invited to an interview, submit your time-off request in the Timesheet Portal. Let your Client Relations & Staff Engagement Manager know.

After Receiving a Job Offer:

- If you get a job offer, contact your Client Relations & Staff Engagement Manager. They will arrange the transfer process and set your start date with your new department.

Important:

- If you are in an assignment, do not tell the department about the offer, please refrain from informing the department and allow Hiring Solutions to communicate this news.

If you have any questions, please [contact us](#) any time.





Frequently Asked Questions

Timesheets and Pay

Q1: How do I complete my timesheet?

A1: Watch this [Video Tutorial](#) for a step-by-step guide.

Q2: Can I make changes to my timesheet after submission?

A2: Contact [Hiring Solutions](#) if you need to make changes. They will handle the corrected timesheet.

Q3: My timesheet is "Pending Approval." Will it affect my pay?

A3: No. But make sure your supervisor approves it by the deadline.

Q4: When do I get paid?

A4: You are paid biweekly. Check [UBC Finance](#) for the pay periods and schedule.

Sick and Vacation Leave

Q5: How do I report sick leave?

A5: Email your supervisor and [Hiring Solutions](#) right away if you're sick.

Q6: How can I check my sick or vacation leave balance?

A6: Check your balances in the [Timesheet Portal](#).

Q7: What if I want to go on vacation next month but don't have enough days?

A7: You can only take vacation as it's accrued. Unpaid leave may be considered in special cases but will require special approval from Hiring Solutions. Contact the [Client Relations and Staff Engagement Manager](#) to discuss.

Employment and Benefits

Q8: When can I get benefits?

A8: Your benefits eligibility depends on your union affiliation. Please check your respective [collective agreement](#) for details.

Q9: How do I get an employment verification letter?

A9: If the employment verification letter is to confirm your employment, generate a basic letter through [Workday](#). Strictly for immigration purposes, contact [Hiring Solutions](#).



Q10: Once I am eligible to use PD funds, what would be considered eligible to be expensed?

A10: Two questions will be asked when applying to use PD funds:

1. Does the PD claim enhance the performance, ability, or effectiveness of the staff member's work at the University? How?
2. Does the PD Fund claim enhance their career growth at UBC? How?

Assignment and Transfers

Q11: My assignment ends on Friday. Will I have a new one on Monday?

A11: We will check with your department about an extension. If you don't hear by noon on your last day, follow up with the [Client Relations and Staff Engagement Manager](#).

Q12: Will my role become permanent?

A12: No, but many of our employees transition into permanent roles at UBC.

Q13: Can I transfer to a different position before my term ends?

A13: We don't pull employees out of assignments early. Please [share feedback](#) if you face issues during your assignment.

Q14: When I transfer to a different union affiliation, will my probation reset?

A14: Transferring to a new affiliation means your probation restarts. Benefits eligibility stays the same if there's no break in service.

Workplace Policies

Q15: What if there's heavy snowfall or extreme weather?

A15: Check the [UBC website](#) for updates. If UBC closes, contact your supervisor to discuss work options for the day.

Q16: Can I attend a workshop during work hours?

A16: You need your supervisor's approval to attend workshops during work hours.

Q17: What is the dress code for my assignment?

A17: For the most part, business casual will suffice. Please speak to your on-site supervisor if there are other requirements or PPE needed.



Escalation and Communication

Q18 How can I give feedback on my assignment?

A18: Reach out to the [Client Relations and Staff Engagement Manager](#) with any feedback or concerns. We aim to accommodate your preferences for future assignments. Please submit the employee feedback form via the TSP at the end of every assignment