

# GUIDE TO FLEXIBLE WORK

Trade  
Careers.

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# FLEXIBLE FACTS

- > A flexible workplace offers people choices about the hours, days and/or place of work
- > A flexible work request can be made by an employee from day one
- > Once you receive a flex request you have one month to make a decision
- > There are specific grounds for declining a request
- > When flex is done well it:
  - Drives higher productivity
  - Reduces people's stress levels
  - Improves how engaged they are at work
  - Is a great way to recruit and retain good people

# COMMON TYPES OF FLEX

**Flexi-hours** / Working daily or weekly hours in a flexible way. May include core hours

**Part-time** / Working less than full-time hours

**Compressed hours** / Working agreed weekly hours in fewer days e.g. 9-day fortnight

**Job share** / Splitting a full-time role between two people

**Flexi-leave** / Buying additional annual leave to be used to reduce working hours or days, such as term-time working

**Four-Day Week** / Shorten the working week for the whole workforce with no reduction in pay, in exchange for higher productivity

**Remote working** / Working from outside the workplace some or all of the time

# FAST FLEX TIPS

- **Don't wait** for a flex request to catch you by surprise
- **Open up flexible work opportunities** to the whole team
- **Flex could divide your team** if it's only made available to one or two exceptions
- **Have proactive and regular team conversations** to plan and review flex
- **Consider different ways of working** to open up more flex options
- **Review and adapt** flex arrangements to meet the needs of the business and the team
- **Use trial periods** if you're trying out a new flexible work arrangement



# IDENTIFYING FLEX POSSIBILITIES

# FLEXIBLE WORK POSSIBILITIES

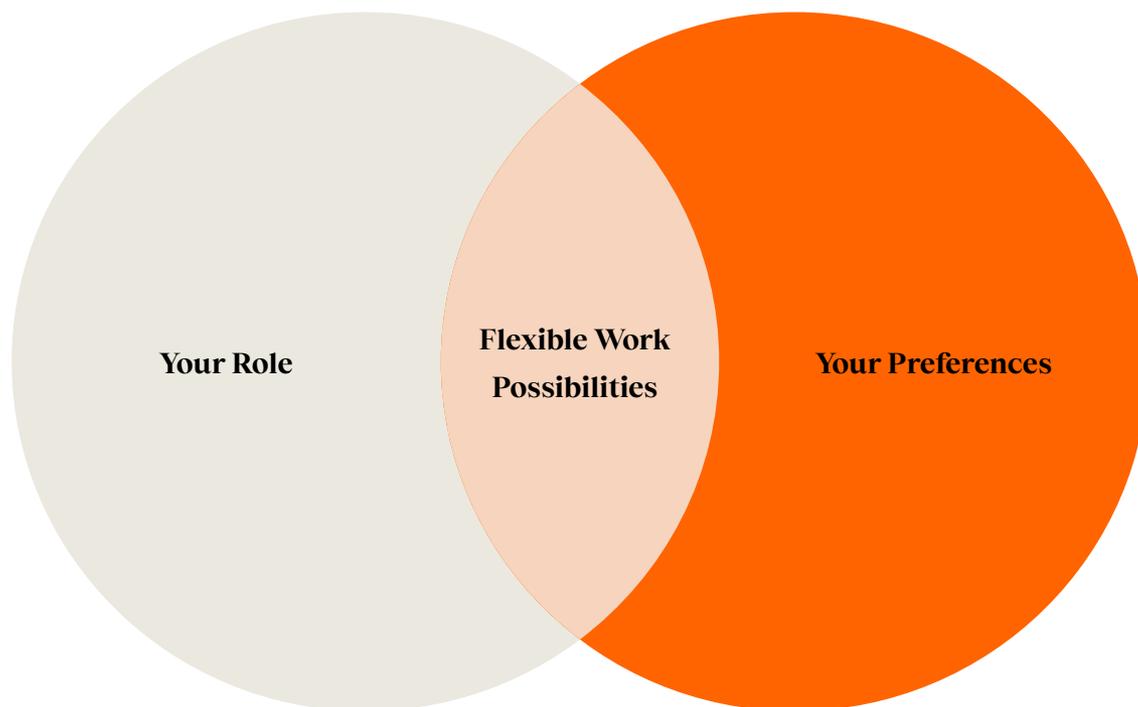
**Flexible work possibilities are the overlap between:**

**The person's role —**

Delivering the work they are employed to do

**The person's preferences —**

Their ideal hours, days and place of work



# WORK TEMPLATE

Use this template with each person to:  
**Clarify** what is expected of them in their role  
**Identify** opportunities to flex their hours, days and place of work  
**Share** options with the team

WHAT?	HOW MUCH?	WHO?	HOW?	WHEN?	WHERE?
Core Delivery	Proportion of role	Connects with	Delivered via	Delivered when	Location
Work on the tools	70%	Team and customers	In person	Schedule agreed with team and customer	On site
Paperwork	10%	Manager and office team	Email	Flexible	Office or home
Team meetings	10%	Team and manager	In person	Flexible	On site or office
Customer interactions	10%	Customers	In person or phone	Flexible	Anywhere

# TAKING A TEAM APPROACH



# GET THE TEAM TOGETHER

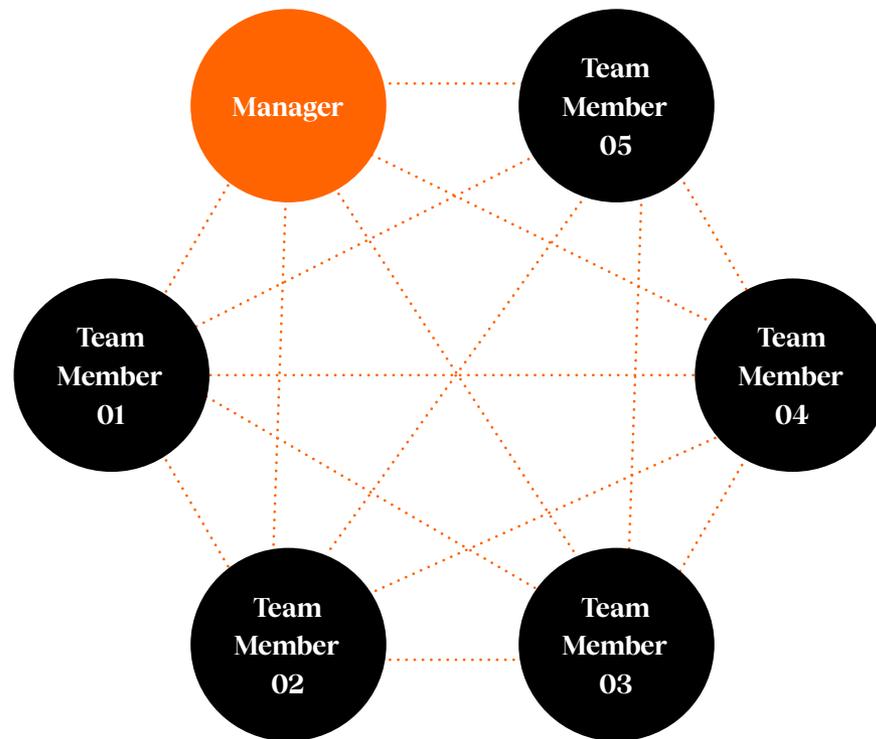
**Get the whole team together:**

**Let them know** what work needs to be delivered, by when

**Ask them** to explore flexible work options that will still get the job done

**Agree** flexible work arrangements for a set period of time

**Review and repeat** this team discussion regularly to fit with your changing work demands



# THE WHAT & HOW OF FLEX

Agree the 'what' and 'how' of flex:

What will be everyone's hours, days and place of work?

How will the flex arrangements work using a combination of tools, technology and teamwork commitments?

Consider recruiting part-time people to cover gaps in your operational hours and days



# TEMPLATES

# FLEXIBLE WORK POSSIBILITIES

What flex possibilities (hours, days or place) are available in my role that I want to explore with the team?

What work do I need to deliver in my role?

WHAT?	HOW MUCH?	WHO?	HOW?	WHEN?	WHERE?
Core Delivery	Proportion of role	Connects with	Delivered via	Delivered when	Location

# FLEX TEAM MEETING

How do we need to work to make these flexible arrangements a success?

Do we need to change our tools, technology or teamwork commitments in any way?

Are there any resource gaps we need to fill?

What flexible work arrangements are we going to try out?

Name	Role	Flexible work arrangements Hours, days and place of work	Starting when?	Until when?	Measure of success What can we measure to test if this is working?

# LINKS



# FLEXIBLE WORK LINKS

- [MBIE's Flexible Work](#) resources for all the legal details and other useful resources
- [Checklist for employees](#) about how to make a flexible work request
- [Checklist for employers](#) about how to respond to a flexible work request
- [Where to go for more support with Gillian Brookes](#) about flexible work

