



National Open University of Nigeria

SOP Title	Human Resources Junior Section
SOP No:	NQSA/SOP/HR/002
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Directorate of Human Resources (Junior Section)
Date of Approval:	
Date of Next Review:	The date will be 3 years from the date of approval (to be inserted after approval)

Purpose

The Standard Operating System is designed to help the staff of Human Resources Junior Session navigate the demands of their various duties, through well stipulated steps. This will be in line with the rules and regulations of the University and aid in achieving the Mission and Vision of the University.

Directorate of Human Resources (Junior Section) Activities

1. Record Keeping
2. Administrative Activity
3. Supervision
4. Cleaning

5. Clerical Activity

Activities and Actions

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to Complete each Step	Action by (Name and ID number)	Evidence of completed Activity (Task)
1.	Record Keeping	1. Documentation of new Staff, which is done with the following steps: <ol style="list-style-type: none"> i. Acceptance of Appointment ii. Creation of Staff file. iii. Filing of appropriate documents such as application for employment, passport, CV, Academic Credentials, Birth Certificate, certificate of state of origin, medical fitness certificate. Reference Letters, and Salary Account details etc. 	90 Days		<ol style="list-style-type: none"> 1. List of junior staff as at the time in the period under review by name, date of appointment, designation, current grade, postings, entry qualifications, certificate upgrades, disengagement of service (retirement, termination, voluntary retirement, disciplinary action with time frame stated, death), date of disengagement. 2. List of mails received and sent out. 3. Record of disciplinary actions by name, offence, punishment, and date. 4. Staff that went on sick leave or on sick leave with duration. 5. List of disciplinary actions by name, directorate or unit,

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		<ul style="list-style-type: none"> iv. Filing of Staff data form v. Issuance of Staff Identity card in collaboration with DICT. vi. Issuance of Advocacy wear. vii. Deployment/ Posting at the completion of Documentation viii. Preparation of Staff Emoluments and Remuneration. <p>2. Maintenance of Staff Database: This is done with the use of excel. This comprise of all the necessary data of junior staff in the University. The database comprises of four (4) different work sheet namely: a. The Expanded Sheet:</p>			<p>duration, and date</p>

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		<p>This contains basic information on the nominal roll of all active Staff. The reference is itemised as follows:</p> <ol style="list-style-type: none"> 1. S/N 2. Staff Identification Number 3. Name 4. Sex 5. Designation 6. Salary Level 7. State 8. L.G.A 9. Qualification 10. Date of Birth 11. Date of First Appointment 12. Date of present Appointment 13. Telephone No. 14. Remarks 15. Email 16. Address 17. Next of Kin 18. Address of Next of kin 19. Next of kin phone 			

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		<p>number</p> <p>20. Relationship</p> <p>b. The Real Sheet: This contains the names of Staff, designation and their various location in the University.</p> <p>c. Stoppage of Salary Sheet: This contains details of Staff whose salaries have been stopped.</p> <p>d. Disengaged Sheet: This contains the details of Staff who have exited the Services of the University on resignation or withdrawal of service, termination of appointment, retirement and end of contract appointments.</p> <p>e. Deceased Sheet: This contains the names of Staff who died while in service.</p>			

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2.	Administrative Activities	<p>1. Upgrade and Conversion of Staff An upgrade is an upward movement in rank while conversion is the movement from one cadre to the other. Below are processes involved.</p> <ul style="list-style-type: none"> i. Request/application from Staff. ii. Recommendation from current head. iii. Recommendation from Human Resources Junior Section based on laid down criteria. iv. Approval from Management. v. Conveyance of Approval to affected Staff and the change on the staff database. <p>2. Change of Name/</p>	90 Days		<ul style="list-style-type: none"> 1. List of junior staff by name, date of birth, qualification(s), state of origin, date of appointment, date of confirmation, designation, date of last promotion, current unit or dept, marital status at entry, current marital status, outstanding remarks in the period under review, Disengagement status (Not applicable, death, retirement, voluntary disengagement, termination). Provide reason for those with voluntary disengagement. 2. List of staff on discipline by name, designation, date of appointment, date of confirmation, offence committed, nature of discipline, remarks. 3. List of junior staff that have been upgraded to senior staff by name, entry qualification(s), Additional qualification(s), current position, position upgraded

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		<p>Next of Kin</p> <p>Staff may request for change of name as well as change of next of kin. The required documents for change of name are as follow:</p> <ul style="list-style-type: none"> • Marriage certificate • Change of name in National newspaper • Court affidavit backing up the change of name. <p>The process required are as follows:</p> <ul style="list-style-type: none"> • Request/ Application from Staff. • Recommendation from HOD • Recommendation from Human Resources Junior 			<p>to, Date of employment, Date of upgrade.</p> <ol style="list-style-type: none"> 4. Number of death benefits prepared by name, ID number, the status at death, Date of death, Cause of death, total death benefits, date death benefit was paid. 5. List of maternity and paternity leaves taken within the period under review by name, gender, designation, start date and end date. 6. List of staff that were denied annual leave by name, designation, date of appointment, annual leave year denied, reason,

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		<p>Section based on the laid down criteria.</p> <ul style="list-style-type: none"> • Approval from Management • Conveyance of Approval to the Bursary Unit. <p>3. Preparation of Death Benefits and issuance of condolence letter.</p> <p>This happens when a report is received on the demise of a Staff from his/her HOD.</p> <p>The process required are as follows:</p> <ul style="list-style-type: none"> • Report of death from the HOD. • Stoppage of Salary instructed to the Bursary. • Condolence letter. • Recommendation for payment of 			

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		<p>death benefits due to deceased Staff to Management.</p> <ul style="list-style-type: none"> • Approval from Management. • Conveyance of approval to affected Staff and change on the Staff database. <p>4. Matters relating to resignation, withdrawal or transfer of service.</p> <p>The following are the required process.</p> <ul style="list-style-type: none"> • Request/ application from Staff. • Recommendation from current HOD. • Recommendation from Human Resources, Junior Section based on 			

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		<p>laid down criteria (completion of the exit form, and proper notification of management).</p> <ul style="list-style-type: none"> • Approval from Management. • Conveyance of approval to affected Staff and the resultant change on the database. <p>5. Process applications for retirement, withdrawal / Resignations of Appointments and Retirement from service. Staff in this category notifies the University Management one month to their due date. Their names are expunged from the active sheets and transferred to</p>			

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		<p>disengaged sheet on the database.</p> <p>6. Confirmation of Appointment Appointments are confirmed after two years' probation period.</p> <p>The process required are as follows:</p> <ul style="list-style-type: none"> • Duly signed application. • Check for the date of emolument and assumption of duty. • Check for adverse report or act of misconduct. • Convey approval from Management. <p>7. Handling of all leave matters (annual leave, maternity, paternity, annual, sick</p>			

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		<p>leave etc).</p> <p>a. Annual leave The Junior Staff are entitled to 21 working days leave.</p> <ul style="list-style-type: none"> • The Administrative Staff must request for Staff file on all leave matters. • The Officer must ensure that the leave form is duly signed by the Staff and HOD. • Copy appropriate authority. • Convey approval accordingly. <p>b. Maternity Leave The applicant must have the following in the file.</p> <ul style="list-style-type: none"> • Duly signed application letter. • EDD report from recognised hospital. 			

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		<ul style="list-style-type: none"> • Calculate the leave duration of four (4) months, inclusive of the Staff annual leave for the year. • Copy the appropriate authorities. • Convey approval accordingly. <p>c. Paternity Leave Staff must attach the following to the application.</p> <ul style="list-style-type: none"> • A duly signed application. • Birth certificate of the child. <ul style="list-style-type: none"> • Calculate the duration of fourteen (14) working days only. • Copy the appropriate 			

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		<p>authorities.</p> <ul style="list-style-type: none"> • Convey approval accordingly. <p>d. Sick leave This leave applicable to only sick Staff. The Staff must have the following:</p> <ul style="list-style-type: none"> • Duly signed application letter. • A medical report by a recognised Government hospital. • Check for medical history of the Staff. • Calculate the leave duration. • Copy the appropriate authorities. • Convey approval accordingly. <p>8. Salary Advance Any member of Staff who</p>			

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		<p>is not servicing any loan may be eligible for salary advance. The Officer must check the following:</p> <ul style="list-style-type: none"> • Duly signed application • Date of employment. • Check for Staff previous loan history. • Check for recommendation by HOD. • Check for cogent reason for application. • Copy appropriate authorities. • Comment accordingly. <p>Convey approval.</p> <ul style="list-style-type: none"> • It is subject to the Vice Chancellor's approval. 			

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		<p>9. Termination of Appointment.</p> <p>Cessation of appointment due to serious misconduct but not enough to warrant the ultimate sanction.</p> <ul style="list-style-type: none"> • Check Staff record • Convey approval accordingly. • Copy the appropriate authorities. <p>10. Stoppage of Salary. Staff salaries and allowances are usually put on hold when a report of abscondment from duty for one (1) week without permission is reported.</p> <ul style="list-style-type: none"> • An Officer must refer to section 1.7.29 of NOUN Condition of Service (Junior Staff). 			

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		<ul style="list-style-type: none"> • An Officer must request for Staff file • Copy the appropriate authorities • Convey approval accordingly. <p>11. Resettlement allowance. Members of Staff on posting / transfer from one location of the University to another may be entitled to resettlement allowance of 2% of his/her annual emolument.</p> <ul style="list-style-type: none"> • Duly signed application letter. • Letter of posting. • Reason for posting. • Comment accordingly. • Convey approval accordingly and copy the Bursary. 			

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		<p>12. Disciplinary Issues (queries, warning, suspension, letter of advice, recall from suspension).</p> <ul style="list-style-type: none"> • Disciplinary issues raised are forwarded through the Registrar • The DR minutes it to a staff who in turn comments, sending back to the DR. • A directive is issued. • A letter is conveyed. 			
3	Clerical Activity	<p>1. Correspondence with the inward Register</p> <ul style="list-style-type: none"> • Receiving and recording of incoming mails / memos. • Receiving and 	90 Days		List of incoming and outgoing mails with date.

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		<p>recording incoming files.</p> <ul style="list-style-type: none"> • Filing of the incoming mails and returning of files. • Recording movement of files to designated officers. • Returning of all the treated files to appropriate cabinet. • Recording of minuted files to Deputy Registrar, Human Resources Junior Section for further action. • Distribution of cleaning materials to Environmental Attendants. • Routine Check on the Environmental attendants by the supervising officers • in ensuring the cleanliness of the 			

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		<p>University environment.</p> <p>2. Correspondence with the outward Register.</p> <ul style="list-style-type: none"> • Recording and distribution of all signed documents and letters to Staff, Faculties, Directorates, Departments and Units. • Recording and dispatching of memos. • Receiving and recording of incoming mails, memos and documents. • Recording and movement of files to designated Officers. • Recording and filing of Staff request and applications. 			

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		<ul style="list-style-type: none"> • Dispatching files to appropriate Officer (s) as directed in files. • Keeping and maintaining of Staff files. • Keeping and maintaining of deceased files, disengagement files, retirement files and termination of appointment files. • Distribution of all signed documents and letters to Staff of various Faculties, Directorates, Departments and Units. • Keeping record of the day to day dispatch and provides same when needed. • Distribution of the 			

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		memo to appropriate Faculties, Directorates, Departments and Units.			
4.	Supervision	<p>Supervision of Environmental Attendant (Cleaning)</p> <p>All members of staff asides the Senior Assistant Registrar, and the Deputy Registrar are shouldered with the supervision activity. This involves:</p> <ul style="list-style-type: none"> • Daily check on the materials used for cleaning. • Daily check on punctuality of all environmental attendant. • Inspection of the work done by environmental attendant. • Interactions with 	90 Days		<p>The supervisor is to present the followings:</p> <ol style="list-style-type: none"> 1. List of assigned duties with names. 2. Report on: <ol style="list-style-type: none"> a) general cleaning (dusting and wiping surfaces such as chairs desks, shelves etc), vacuuming and mopping floors (constant cleanliness and free of debris), trash removal (emptying trash cans and proper disposal). b) Restrooms – sanitizing fixtures (thorough cleaning of toilets, sinks, and urinals), refilling suppliers (ensured that soap dispensers, paper

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		<p>HODs, Heads of Units as regards the conduct of environmental attendant.</p> <ul style="list-style-type: none"> • Receiving feedback from environmental attendants, patterning to challenges faced in carrying out their duties. • Writing of weekly report. 			<p>towels, and toilet paper are stocked), cleaning mirrors, and mopping floors (restroom floors clean 24/7)</p> <ul style="list-style-type: none"> c) Common areas – cleanliness of the communal areas, appliance maintenance such as microwaves, refrigerators, and coffee machines where available, wiping tables and counters. d) Disinfecting high-touch surfaces such as door handles, light switches, etc) e) Cleaning air vents and ducts clean to improve air quality. f) Removing cobwebs from all affected areas in the buildings.
5.	Cleaning	<p>It is the responsibility of HR Junior section to liaise with the contracted cleaning agents in the proper supervision of the contracted cleaners, who are in charge of cleaning the external environment. Some of the expected cleaning steps are as follows:</p> <ul style="list-style-type: none"> i. Emptying the garbage bins and 			<ul style="list-style-type: none"> 3. Inventory control report.

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		<ul style="list-style-type: none"> replacing garbage bags. ii. Sweeping hard floor surfaces. iii. Dusting furniture and office equipment. iv. Dustin and wiping computer monitors and keyboards. <ul style="list-style-type: none"> • Disinfecting level surfaces with soaked cloth. • Cleaning surfaces, handles and doorknobs. • Wiping of light switches and door frames. • Spot clean windows, glass and any painted surfaces. • Removing cobwebs and dust light fixtures. • Wet-mop the hard 			

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		floors with disinfectants and cleaning agents. • Cleaning meeting rooms/reception areas. • Washing and disinfecting restrooms.			

Team of Developers

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