

Employee  Handbook



Produced by
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“Excellence through understanding”

INTRODUCTION

Welcome to the ranks of the Anguilla Public Service. You have an opportunity, through this medium, to gain an understanding of the structure and operation of the Anguilla Public Service thereby equipping you to make a worthwhile contribution to the development of Anguilla. It is anticipated that you will give of your best in an attempt to live up to the ideals of the Service as it strives to achieve its objective of providing the highest quality service, on behalf of the Government, to the people of Anguilla.

This document aims to acquaint public service employees with the expectations as set out in the General Orders and the Public Service Commission Act and Regulations by which you are governed. It also highlights the benefits and privileges that are likely to accrue to you as an officer in the Anguilla Public Service in accordance with the General Orders and the Pension Act and Regulations.

It is believed that an informed employee is a more productive and responsible employee. It is, therefore, hoped that increased levels of productivity and quality of service will be measurably realized as a consequence of your having internalized the substance of what is contained in this document as well as other policy documents designed to guide your functioning.

APPOINTMENTS TO THE SERVICE

Unless otherwise provided for in the Constitution, all appointments to the Anguilla Public Service are made by the Governor acting after consultation with the appropriate Service Commission. The primary Service Commission is the Public Service Commission which acts in accordance with the Public Service Commission Regulations.

The conditions of service for public officers, instructions for the conduct of business (public & private) in addition to other miscellaneous matters are embodied in code of regulations which are known as **General Orders**.

Department Access Codes

Department	Access Code
Treasury	2100
Customs	2130
Companies Registry	2180
Ministry of Finance	2200
Internal Audit	2230
Police	3237
Airport	2341
Chief Minister's Office	2400
Labour	2430
Immigration	2450
Radio Anguilla	2490
Public Administration	2500
AG Chambers	2530
Financial Services Commission	2580
Information Technology	2700
Ministry of Social Development	2730
Lands and Surveys	2750
Physical Planning	2770
Inland Revenue	2800
Public Utilities Commission	2331

Annual Leave Allowances

GRADE	20 DAYS	25 DAYS	COMMENTS
A TO D	On appointment	After 5 years' service	Maximum of 10 days can be carried forward to, or anticipated from, the next year
E to H	On appointment	After 10 years' service	Maximum of 10 days can be carried forward to, or anticipated from, the next year
J to M	On appointment	After 15 years' service	Maximum of 10 days can be carried forward to, or anticipated from, the next year

TERMS OF APPOINTMENTS

Officers appointed to the Service are appointed under one of the following terms:

Temporary day-to-day: These are short term appointments to positions that are not substantively vacant; in cases of termination of service either party (government or the employee) is required to give one day's notice.

Temporary month-to-month: Officers given this type of appointment tend to fill positions that are perceived as long-term vacancies; these appointments will include an incremental date. In cases of termination of service either party (government or employee) is required to give at least one month's notice.

Temporary month-to-month renewable annually: These are appointments that are reviewed annually. At the end of the year, the officer's performance, attitude and behavior are reviewed and further employment considered. At the appropriate time, each year, the officer will be required to indicate his/her continued interest in filling the specific post.

On probation: All first-time appointments that are meant to be permanent must be done on a probationary basis. The implication is that officers on probation are monitored and evaluated for one year in the first instance; your Head of Department is required to submit two probationary reports, one half-yearly and one final. General Orders make provision for one's probationary period to be extended in cases where requisite standards have not been met. Officers should not hesitate to enquire about the status of their probationary report should they notice that the end of the probationary period is approaching and nothing was communicated to them. If it becomes necessary, termination of services of officers on probation requires one month's notice. Once confirmed to the permanent establishment termination of services by either party (government or employee) requires at least three months' notice.

On contract: Officers recruited primarily from outside of Anguilla may be offered a contract to work for the government within the Anguilla Public Service. Contracts have specific terms of reference.

SALARY RATES PER PAY GRADE

Ministries and Departments: The Governor is the head of the Anguilla Public Service. The Governor’s duties as head of the Public Service have been delegated to the Deputy Governor. The Service is subdivided into ministries each of which is headed by a Minister of Government. Each ministry is further subdivided into departments. The exception to this is the Department of Public Administration, which is not attached to a ministry, but is the direct responsibility of the Deputy Governor. Whereas most ministries and departments focus on particular areas of responsibility, portfolios or subsections of the wider public service, the Department of Public Administration attends to personal and professional matters pertaining to the entire Anguilla Public Service; these include the issuance of appointment forms, vacation and other forms of leave, transfers, promotions, training, compensation, discipline, among others.

Permanent Secretaries: Each ministry is assigned at least one Permanent Secretary, although it is possible for ministries to be assigned more than one Permanent Secretary. Permanent Secretaries are the highest-ranking public service officers and, in addition to overseeing their respective ministries, serve as advisors to the Ministers of Government as well as the Deputy Governor.

GENERAL INFORMATION

- ◆ No smoking, drinking of alcohol or illicit drug use is allowed in any Government office.
- ◆ Officers who are going to be late should call their immediate supervisor within a reasonable time and inform him/her of their lateness; it would be useful if officers could estimate their time of arrival at work.

GRADE	U1	U2	1	2	3	4	5	6	7	8	O1	O2
DG/AG	-	-	205,200	207,768	210,336	212,892	215,460	218,028	-	-	-	-
A (144-158)	-	-	156,540	159,708	162,972	166,272	169,656	173,076	176,592	180,120	-	-
B (125-139)	-	-	129,336	131,976	134,640	137,364	140,148	143,004	145,908	148,872	-	-
C (111-118)	110,136	111,216	112,356	113,484	114,648	115,788	116,964	118,152	119,340	120,552	121,740	123,000
D (101-108)	99,576	100,596	101,604	102,648	103,668	104,736	105,780	106,860	107,940	109,020	110,136	111,216
E (91-98)	90,060	90,960	91,884	92,808	93,780	94,740	95,664	96,636	97,632	98,592	99,576	100,596
F (81-88)	81,468	82,272	83,112	83,964	84,804	85,656	86,532	87,396	88,296	89,172	90,060	90,960
(TTM) (71-78)	73,668	74,436	75,156	75,936	76,704	77,472	78,240	79,044	79,860	80,640	81,468	82,272
G (61-68)	66,408	67,080	67,740	68,436	69,120	69,816	70,536	71,244	71,964	72,696	73,428	74,172
H (51-58)	60,060	60,660	61,272	61,896	62,520	63,144	63,804	64,428	65,088	65,736	66,408	67,080
J (41-48)	54,312	54,864	55,404	55,968	56,532	57,120	57,696	58,272	58,848	59,460	60,060	60,660
K (31-38)	49,104	49,620	50,112	50,616	51,144	51,648	52,164	52,680	53,244	53,772	54,312	54,864
L (21-28)	44,412	44,868	45,324	45,768	46,248	46,716	47,196	47,688	48,132	48,624	49,104	49,620
M (11-18)	40,164	40,572	41,004	41,412	41,832	42,252	42,672	43,116	43,548	43,992	44,412	44,868
(TTS) (1-8)			37,068	37,440	37,824	38,220	38,592	39,000	39,372	39,780	40,164	40,572

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OVERTIME RATES FOR THE ANGUILLA PUBLIC SERVICE

<u>GRADING</u>	<u>NORMAL</u>	<u>DOUBLE TIME</u>
i) M - L	\$15.00	\$20.00
ii) K - J	\$20.00	\$25.00
iii) H - G	\$22.00	\$30.00

TRAVEL CATEGORIES

A - \$225.00	B - \$175.00
C - \$125.00	E - \$62.50
D - \$75.00	

PUBLIC SERVICE VALUES

Working Together

Working cooperatively and willingly with others to achieve a common objective—sharing information, expertise and skill

Customer Care

Providing quality, consistent, efficient and responsive customer service; continuously striving for excellence

Responding to Change

Embracing and supporting change; maintaining an open mind and learning from experience

Valuing people

Accepting and respecting others for their knowledge, expertise and difference; recognizing and acknowledging their potential and achievements and enabling them to perform

Personal responsibility

Taking responsibility for individual and organizational actions and decisions; acting with integrity and commitment

Analytical Thinking

Getting to the heart of the matter by identifying the implications of a situation in a logical, systematic way

- ◆ Public officers are paid monthly in arrears on specific dates that are published at the beginning of the year and circulated to all Government departments. Salary payments are usually made directly to an officer's bank account. Officers are required to have a Social Security number.
- ◆ Officers who are to be paid by vouchers will receive their payments at the Treasury Department.
- ◆ Officers are required to exercise prudence in the use of Government equipment - telephones, computers, vehicles and all other equipment provided to facilitate the work of officers.

Hours of work: Except in specified areas of the Anguilla Public Service, the hours of work are 8:00 am to 12:00 noon and 1:00 pm to 4:00 pm.

PERSONNEL ISSUES

Public Holidays: Public Holidays are published and circulated to each Government department. The majority of public servants are not required to work on public holidays, but there are certain departments where officers will be expected to work on Public Holidays.

Vacation Leave: Every public officer is entitled to a specific number of official vacation days annually. The request for leave is prepared, in triplicate, on a form specifically provided for that purpose. The appropriate request must be made, via your Head of Department to the Permanent Secretary, Public Administration. Teachers, however, must avail themselves of the normal school holidays.

Special Leave: . Special leave may also be granted to officers to attend special events. Requests for such leave must be addressed to the Permanent Secretary, Public Administration via your Head of Department and Permanent Secretary, and must be accompanied by valid supporting documentation.

Sick Leave: In instances of sickness, it is important that all officers, immediately submit the relevant medical certificate along with the Social Security Claim Form via their Heads of Department to the Department of Public Administration. This will facilitate the necessary record keeping done by the Department of Public Administration and the **acknowledgement of the claim** by Social Security. It is important to note that sick leave in excess of one month will result in a reduction of an officer's available vacation entitlement. Additionally, sick leave in excess of six months will also negatively impact an officer's salary.

Compassionate Leave: Compassionate leave may be granted in specific circumstances as outlined in General Orders 7.31. Officers are granted 5 days only in the event of a dangerous illness or death of a close relative. Applications for compassionate leave must be submitted to the PS, Public Administration via the Head of Department. Any leave in addition to the 5 working days must be taken from the officer's annual vacation; if all the vacation has been exhausted, any additional leave which may be granted would be leave without pay.

Overtime: There are certain positions within the Anguilla Public Service where overtime is paid for work undertaken outside of normal working hours. In some instances officers may be granted time-off in lieu of payment for overtime.

Pay Grades: Every position in the Anguilla Public Service has been assigned a specific salary grade. This does not normally change unless a salary review exercise so determines. Salary grades range from DG/AG to M with DG/AG being the highest paid. Each grade has eight points, one being the lowest.

SEVEN PRINCIPLES OF PUBLIC LIFE

(PSIB Hand Book)

Selflessness

Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

Integrity

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organizations that might influence them in the performance of their duties .

Objectivity

Holders of public office should make choices on merit when carrying out public business; these include making public appointments, awarding contracts, or recommending individuals for rewards and benefits.

Accountability

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

Openness

Holders of public office should be as open as possible about all the decisions that they make. They should give reasons for their decisions, and restrict information only when the wider public interest clearly demands it.

Honesty

Holders of public office have a duty to declare any private interests relating to their public duties and take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership

Holders of public office should promote and support these principles by leadership and example.

The normal age of retirement for public officers appointed before 1st January 2004, who were under the age of 50 years at 31st December 2003, is 60 years.

For all other officers appointed before 1st January 2004, who were 50 years at 31st December 2003, their retirement age is 55 years unless they had requested and were approved to retire at age 60. The retirement age for officers appointed after 1st January 2004 is 65.

Resignations: Officers on probation may resign after giving one month's notice in writing to the Permanent Secretary, Public Administration. Officers who have been confirmed to the permanent establishment should, if they intend to resign, give not less than three months' notice of their intention, in order for arrangements to be made for filling their posts. However, officers may, instead of giving due notice, resign their appointment at any time after paying to the Government one month's gross salary in lieu of notice. Officers who resign without giving the required notice will forfeit any leave due at the time of resignation. An officer is not expected to report to work on the date stated as the effective date of resignation.

Integrity in the Public Service: The Anguilla Public Service is not steeped in disreputable practices. Public officers should do their utmost to secure the integrity of the public service by their individual actions and by the decisions of their units, departments or ministries. Where officers are required to act against their conscience by a higher authority they should record their position, as they are ultimately accountable to such institutions as the Auditors and the Public Accounts Committee.

General Orders: It is incumbent on all public officers to familiarize themselves with the General Orders. All government departments should have at least one printed copy of the document that can be accessed by staff. The document may also be accessed on the Government of Anguilla website at <http://gov.ai/generalorders/index.html/>

Increments: Officers who work continuously will normally be paid previously determined annual increments until point eight (8) within the particular grade is attained provided they remain in the same position. Where necessitated by extraordinary financial circumstances, Executive Council may determine that no increments be paid in a given year.

Salary deductions: The following deductions are taken from your gross monthly salary;- five (5) percent for Social Security, three (3) percent for pension and 3) percent –stabilization levy.

Medical Insurance: The Government currently maintains a group Medical Insurance for public officers. Officers confirmed to the permanent establishment as well as officers on contract are immediately eligible. All temporary public officers who are expected to remain in employment for at least one year will be governed under the Government insurance scheme from the date of appointment, where appropriate.

Discipline: It is incumbent on all officers to familiarize themselves with the disciplinary procedure spelt out in Chapter Four of the General Orders. The grievance procedure is set out in Chapter Five of the General Orders.

Chains of Command: Every department/ministry has an officer-in-charge; there is also a defined hierarchical structure. Officers should observe this structure at all times. All correspondences and indeed any form of representation to the Department of Public Administration or to any other department/ministry should be done via the established chain of command. This is required to ensure the smooth operation of the organization.

Pensions: All public service positions are pensionable. Except in the case of contracted officers, monthly deductions are effected and deposited towards an eventual pensions payment to officers once certain preset conditions are met.