

UCD HR Helpdesk Charter



Our Commitment to You

The HR Helpdesk is your primary point of contact for all your employment related queries.

We are here to help you with any queries on employee benefits, terms & conditions and HR policies & procedures. If we can't help you directly we will refer your query to a HR specialist area.

Here at the HR Helpdesk we support a large and diverse university community and strive to give you the best possible service. In delivering this service we undertake to:

- » listen and understand your query
- » handle your query promptly and efficiently
- » provide clear and accurate information
- » respect your privacy and confidentiality
- » be polite, friendly and fair in our dealings with you
- » set real and achievable targets and monitor our service performance levels
- » consult with you on how we are performing

Opening Hours
Monday - Friday
09:00 - 17:00
Open throughout lunch time

Help us to Help You

In order to help us provide the best service we can, please:

- » check if the answer to your query is already available on our website or InfoHub
- » provide as detailed & clear information as possible
- » include your personnel number or ticket reference number
- » tell us how we are doing by providing feedback, both good and bad!

How to Contact Us



www.ucd.ie/hr Our web site is available 24/7 and provides detailed information on processes and procedures. You can also find links to Employee Self Service (ESS) and InfoHub, your Services & Information portal



HRHelpdesk@ucd.ie The most efficient way for you to contact us. Your email will be logged in the UniShare system and you will be sent a ticket number



We understand that sometimes you want to speak to someone in person. You can call the HR Helpdesk on **ext. 4900** or call +353 (01) 716 4900 from off campus



Floor 2 Roebuck Offices Building Number 62



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