ST HELENS
BOROUGH COUNCIL

Human Resources
Schools Service Level Agreement

2021/22

CONTENTS

	INTRODUCTION
1.	Purpose and Context of service level agreement
2.	Summary of services provided
3.	Charges
4.	Service level agreement period and terms
	HR ADMINISTRATION SERVICES
5.	Recruitment and selection - adverts
6.	Contract of employment
7.	Record keeping
8.	Provision of information to employees and external agencies
9.	Attendance Management
10.	Staff absence – operation of internal insurance scheme
11.	Supply administration (non-agency)
12.	Processing of Pay
13.	Overpayments and Debt Management
	HR ADVICE AND SUPPORT SERVICES
14.	Recruitment and selection
15.	Contract of employment
16.	Conditions of service
17.	Employment legislation
18.	Attendance Management
19.	Medical incapacity / Attendance Management/ Dismissal / Disciplinary / Grievance / Capability / Child protection

20.	Redundancy issues
21.	Policy development
22.	Employee Relations, Trade Union Communication and Disputes
23.	TUPE
24.	Additional Services
	PERFORMANCE AND MANAGEMENT ISSUES
25.	Frequency of service
26.	Performance criteria
27.	Complaints
	APPENDICES
A	Advertising Requirements
B	New Engagement Advice / Additional New Contract
C	Amendment to Contract Form
D	Termination of Employment Form
E	Supply Clearance Form

INTRODUCTION

1. PURPOSE OF THE SERVICE LEVEL AGREEMENT

This document sets out the Human Resources services, which are available in support of schools *. The aim is to offer schools a comprehensive integrated service in all HR and payroll matters, and to ensure that quality advice, guidance, and support is available when schools need it. The service will be provided in a professional and efficient manner, with the aim of enabling schools to effectively manage HR issues and focus on school effectiveness and raising standards.

It is the aim of the service to work with schools in a spirit of mutual trust and cooperation. HR operates in a dynamic environment, and it is an area of increasing and changing complexity, where legislation, regulations, policy, technical issues and individual case circumstances and details can and do change. The service will endeavour to adapt to such change and accommodate schools' needs through advice and support.

** any reference to "schools" is intended to cover the range of establishments, with varying titles, delivering education across the nursery, primary, secondary and sixth form phases, for which the local authority has responsibility.*

2. SUMMARY OF SERVICES PROVIDED

The service offered can be categorised as follows:

- Human Resources administration services and payroll processing
- Human Resources professional advice and support

In terms of the operation and management of the HR service the above functions are inextricably linked. There is considerable interaction, and sharing of knowledge, data, systems and information in the operation of the functions. As a result, it is believed that there are efficiencies/economies of scale to be gained through schools taking up the whole service, (and this is therefore recommended). To support this, and to promote greater communications and accountability, staff operate in a generic manner i.e. HR personnel are trained and organised to work across the above functions. However, subject to the requirements of individual schools, it is possible to negotiate a mix of the above services.

Throughout the agreement there is reference to the requirement placed on schools to provide appropriate information relative to each specific element of the service, to enable those services to be properly undertaken. Likewise, there is a commitment from the HR service to endeavour to provide the best possible service, with a particular emphasis on quality, timeliness, and accuracy.

3. CHARGES

Charges for the service are on the following basis:

- Human Resources administration services and payroll processing
- Human Resources professional advice and support
- Staff Absence Internal Insurance Scheme (service provided as part of the administration function – there is a separate charge for participating in the Scheme) managed by the People's Services Finance Section

Schools will be recharged automatically in accordance with an agreed schedule as notified by the Finance Section. Charges will be recalculated each year taking account of movements in data on which those charges are based.

4. SERVICE LEVEL AGREEMENT PERIOD AND TERMS

The agreement will be for a period of one year, commencing 1 April each year. Notice to terminate must be in writing and should be given at least 6 months in advance.

HR ADMINISTRATION SERVICES

5. RECRUITMENT AND SELECTION - Adverts

HR RESPONSIBILITIES

It is acknowledged that some schools will choose to undertake some tasks directly. However, the full range of services relating to this function is set out below:

- Place adverts on the Council website and in relevant media as requested
- Maintain and administer the electronic application form system
- Despatch application forms and any other literature provided to prospective applicants
- Receive and record completed application forms
- Where applicable, provision of printed standard Council application form
- Provide a list of applications received via the online application portal after the closing date

SCHOOL RESPONSIBILITIES

- Adherence to advertising deadlines and provision of appropriate details in the required format (see pro forma at Appendix A)
- Schools to arrange and book any interview venues
- Schools are responsible for the collation of equalities information for workforce monitoring and reporting purposes to meet their statutory duties
- Where HR is dealing with the dispatch of application forms, any information to be sent for applicants to be provided to HR before the advert appears in the press or on the Council web site, in electronic format
- Provision of application forms if standard Council application forms are not to be completed
- For CES application forms, school to provide necessary information to complete the section "*Request for consent to process your data"* *

- To provide a job description and a person specification

*NB Where the CES application forms are used, applicants cannot apply via the online portal. Application forms will need to be returned directly to the school.

6. CONTRACT OF EMPLOYMENT

HR RESPONSIBILITIES

New Employees

- ❑ Despatch initial conditional offer letter (appointment subject to appropriate checks, no appointment date, given at this stage~~)~~
- ❑ Pension enrolment / contribution assessment and application
- ❑ Initiate all necessary employment checks as soon as possible:

  - Prohibitions, directions, sanctions and restrictions
  - Identity check for DBS application
  - DBS disclosure form including barred list check
  - Pre-employment health assessment clearance
  - Verify the individual's right to work in the UK
  - For people who have lived or worked outside the UK undertake any further checks as deemed necessary by the school
  - Qualifications check
  - DfE Qualified Teacher Status Check

- ❑ Prompts for Induction
- ❑ Confirmation of appointment letter following above (copy to Headteacher)
- ❑ Headteacher to be notified when checks are complete, and individual is clear to work
- ❑ Statement of Particulars prepared and forwarded to employee
- ❑ To notify Headteachers where there is non-compliance by prospective employees in completing the necessary documentation e.g. DBS/pre-employment health questionnaire
- ❑ Provision of relevant individual clearance information to Head Teacher to allow the school to maintain the Single Central record once all clearances are received

In Service Changes

- ❑ Amendments checked to ensure compliance with conditions of service and other statutory regulations
- ❑ Amendments processed for payroll purposes
- ❑ Individuals notified in writing of any changes. Copy to Head teacher
- ❑ Pension implication assessment and application

Termination of Employment

- ❑ Check termination dates comply with conditions of service and employment legislation
- ❑ Letter to employee acknowledging resignation
- ❑ Any outstanding debts to be raised with Council's Income Section
- ❑ Pensions implications to be processed as appropriate
- ❑ Ensure appropriate payments are made at termination in accordance with contract of employment and reason for termination
- ❑ Timely reminders and advice relating to temporary and fixed term contracts

SCHOOL RESPONSIBILITIES

SCHOOLS MUST NOT ALLOW EMPLOYEES INCLUDING SUPPLY STAFF TO COMMENCE EMPLOYMENT BEFORE ALL RELEVANT CHECKS ARE COMPLETED AND THIS IS CONFIRMED.

Schools must inform HR of all contract related changes using the appropriate forms – see appendices.

- Check employment history gaps on application forms and clearly note individual responses
- For new appointments – provide completed Notification of Appointment Form, (Appendix B) application form and two satisfactory references at least 4 weeks in advance of the proposed start date
- It is the school's responsibility to ensure that prospective employees complete and return the necessary documentation e.g. DBS/pre-employment health assessment to avoid any delays to start date
- Changes to contracts to be notified via the Amendment to Contract Form (Appendix C)
- Termination of employment to be notified via the Notification of Termination of Employment Form (Appendix D). This must be provided prior to termination with due regard to payroll deadlines to ensure that no overpayments occur.

7. RECORD KEEPING

HR RESPONSIBILITIES

- Employee details recorded on central HR database (in accordance with requirements of Data Protection Act).
- Creation and maintenance of a comprehensive electronic employee personal file
- Provide copies of letters to Head teacher

SCHOOL RESPONSIBILITIES

- To advise the HR Section in writing of any changes in circumstances relating to individual employees
- Ensure that employees are aware of the requirement to notify school/HR of changes to personal circumstances e.g. change of address/marital status
- Schools must continue to update their single central record in accordance with relevant requirements.
- Retain any documents provided by HR securely and in accordance with Data Protection legislation.

8. PROVISION OF INFORMATION TO EMPLOYEES AND EXTERNAL AGENCIES

HR RESPONSIBILITIES

- To respond to requests for information including – mortgage enquiries, grant assessment forms, benefits forms requiring income assessment details, Jury Service, Pension Fund Agencies, etc.
- Respond to subject access requests made under the under Data Protection Act
- Employee returns to Teachers' Pensions
- School Workforce Census information to DfE
- Monthly update of teachers' pension records via Monthly Data Collection
- Provide information held by HR to appropriate external bodies e.g. Department of Work and Pensions etc.

SCHOOL RESPONSIBILITIES

- To provide the HR Section of any changes in circumstances in writing relating to employees
- To respond to requests for information in relation to any of the above
- Notification of any request for information from HR to be provided in good time
- Schools to give reasonable notice when requesting information from HR

9. SICKNESS MONITORING

HR RESPONSIBILITIES

- Collate absence details from schools and input absence details on HR and payroll systems including Fit Notes and absence returns
- Provide monthly absence reports via the computerised absence system
- Request information to instigate referral to Occupational Health Service provider as necessary in accordance with the Managing Attendance policy
- Arrange appointments with Occupational Health Service provider as appropriate and inform employees in writing
- Completion of relevant ill health pension information for Teachers' Pensions and Merseyside Pension Fund in conjunction with the Occupational Health Service provider
- Arrange appointments for employee with independent medical adviser
- Notify relevant pension body and complete necessary documentation

SCHOOL RESPONSIBILITIES

- Timely and accurate completion of absence returns via electronic A1 system by set deadlines
- Forward all sickness documentation e.g. Fit Notes and self-certification notes by set deadlines
- Communication of Attendance Management policy to staff
- Application of Attendance Management policy including notifying HR of staff absences at trigger points to ensure timely referral to Occupational health
- Provision of information to enable HR staff to complete effective management referrals
- Retain any documents provided by HR securely and in accordance with Data Protection legislation.

10. STAFF ABSENCE – OPERATION OF INTERNAL INSURANCE SCHEME

The scheme only applies to staff funded via the schools delegated budget and excludes extended services provision or staff engaged as a result of terminating a contract for services with another Council department e.g. caretaking/cleaning, grounds maintenance.

Schools which choose to buy this service will incur a charge relating specifically to this service.

HR RESPONSIBILITIES

- To process claims for reimbursement of costs relating to staff absences in accordance with the agreed internal insurance scheme
- HR to forward completed claims to Finance Section for appropriate accounting entries

SCHOOL RESPONSIBILITIES

- To complete and submit the prescribed claim form in accordance with the scheme conditions

NB: The reimbursement of costs will be made providing the school ensure they implement appropriate management actions as required by the Council's Attendance Management policy.

11. SUPPLY STAFF ADMINISTRATION (NON-AGENCY)

SCHOOLS MUST NOT ALLOW SUPPLY STAFF TO COMMENCE EMPLOYMENT BEFORE ALL RELEVANT CHECKS ARE COMPLETED AND NOTIFICATION OF THIS IS CONFIRMED.

The process of clearing supply staff will only commence once the schools provide the Supply Clearance Form (Appendix E) to HR together with an application form and 2 satisfactory references.

HR RESPONSIBILITIES

- Receive requests for clearances for supply work via the school
- Provide advice regarding relevance of engagement via contract
- Relevant documentation provided to applicant
- Instigate relevant checks as outlined in section 5.
- To undertake salary assessments for supply teachers
- Confirm clearances have been received both to the individual and the school
- Calculate and pay holiday entitlement

SCHOOL RESPONSIBILITIES

- Provide completed Supply Clearance Form application form and two satisfactory references at least 4 weeks in advance of the proposed start date

12. PROCESSING OF PAY

HR RESPONSIBILITIES

- Process pay for all weekly and monthly paid staff (permanent, temporary, supply) in accordance with payroll timescales, and arrange payment into bank or by cheque as appropriate
- Process sickness absence details and make payment in accordance with appropriate conditions of service
- Process maternity/paternity notifications and pay in accordance with the appropriate conditions of service
- Process overtime payments
- Generate electronic file to coincide with accounting period updates in order to enable update of accounting records
- Process and make payments relating to travel and subsistence claims in accordance with local conditions
- Process adjustments in respect of leave without pay
- Process jury service notifications and pay adjustments as appropriate
- Process payment adjustments associated with in service changes and contract variations
- Process termination payments, including pay in lieu of notice, redundancy payments etc.
- Issue payslips to staff
- Issue P60, P45 (termination)
- Implement pay awards and calculate and process arrears of pay as appropriate
- Calculate and process incremental payments in accordance with conditions
- Calculate and process tax, National Insurance, Superannuation, and other adjustments to pay as appropriate
- Maintain statutory totals for year-end reporting requirements e.g. National Insurance, Superannuation, Income Tax, SSP, SMP, Travel Payments etc
- Ensure full reporting compliance to external agencies
- Where set deadlines are not met, emergency transactions can be undertaken e.g. manual payments on request, manual pay adjustments, manual payslip, generation of payment and update of payroll record. A charge of £35 per transaction will be made applicable in such instances

SCHOOL RESPONSIBILITIES

- Provision of staff details – accurate notification of start date, conditions, any changes etc. in accordance with stipulated timescales / deadlines determined by payroll runs

13. OVERPAYMENTS AND DEBT MANAGEMENT

HR RESPONSIBILITIES

- Recovery of debts on behalf of schools in the event of overpayment to individuals
- To inform both Head teacher and the member of staff of the overpayment
- Respond to correspondence from individuals relating to any recovery issues
- Liaise with the Council's Income Section regarding any recovery issues
- After taking advice from legal officers / HR Manager, advise headteacher in circumstances of non-recovery

- Overpayments which are the result errors within the HR Section will remain the responsibility of HR, and schools will be reimbursed accordingly. However, it is the school's responsibility to ensure it monitors salaries and budgets. The school has a responsibility to identify overpayments and any overpayment beyond 3 months will be the responsibility of the school.

- Where an overpayment occurs, which is the result of error by the school, the Council will take relevant steps to recover. However, if there are outstanding amounts this will be charged back to school.

SCHOOL RESPONSIBILITIES

- Schools to provide accurate and timely information both when members of staff are initially set up on payroll system, and in respect of any changes in circumstances which affect salary payments. Whilst HR will instigate recovery arrangements where the overpayment is a school error, there will be a recovery charge of £35 per overpayment, or 2% of the gross overpayment value, whichever is the greatest.

HR ADVICE AND SUPPORT SERVICES

14. RECRUITMENT AND SELECTION

HR RESPONSIBILITIES

Please refer to the separate Service Level Agreement for Senior Leader appointments

- Advice on the format and content of adverts in accordance with relevant employment legislation
- Advice on the format and composition of job descriptions and person specifications.
- Evaluate support staff posts and assign relevant grade in accordance with the relevant Council adopted job evaluation scheme.
- Advice on matters relating to safeguarding in accordance with safer recruitment guidance and statutory obligations.
- Advice on matters relating to references
- Advice and guidance on matters relating to Equalities legislation

Heads and Deputies:

- Advice relating to group size and related salary range
- Advice relating to contents of recruitment pack
- Advice on available selection tools and methods available (in conjunction with school improvement service).

SCHOOL RESPONSIBILITIES

- When seeking advice and guidance provide comprehensive information
- Inform HR of initial governing body meeting relating to appointments of head and deputies
- Ensure appropriate panel members have completed the Safeguarding training
- Ensure due regard is given to relevant statutory obligations and employment legislation

15. CONTRACT OF EMPLOYMENT

HR RESPONSIBILITIES

- Advice on request regarding types of contracts which can be offered, and issues such as content and duration giving regard to legal requirements

SCHOOL RESPONSIBILITIES

- Schools to provide comprehensive and complete details regarding the nature of particular posts, structures and circumstances

16. CONDITIONS OF SERVICE

HR RESPONSIBILITIES

- Advise schools on the interpretation of national pay and conditions of service relating to all categories of staff
- Advise schools on matters relating to local conditions of service and provide advice on best practice
- Advise schools on pay and grading issues with due regard to equalities legislation and the local application of job evaluation

SCHOOL RESPONSIBILITIES

- To provide timely, comprehensive, and complete information relating to any specific issues where advice is being sought

17. EMPLOYMENT LEGISLATION

HR RESPONSIBILITIES

Provision of advice and guidance on the interpretation of legislation in relation to the following:

- Issuing and termination of contracts
- Statutory rights of individuals
- Effects of change in legislation and the impact on the employment relationship
- Effects of the change in status of schools and the impact on the employment relationship
- Any other employment changes which may be necessary

SCHOOL RESPONSIBILITIES

- To provide timely, comprehensive, and complete information relating to any specific issues where advice is being sought

18. ATTENDANCE MANAGEMENT

HR RESPONSIBILITIES

- Advice relating to Return to Work interviews and actions in accordance with the absence policy
- To advise and accompany Head teachers at formal return to work interviews meetings under Attendance Management procedures
- To advise and accompany Head teachers at appeals against formal warnings
- Make arrangements for referrals to the Occupational Health service provider in accordance with the school's Attendance Management procedure
- Complete early referral and/or management referral forms where appropriate and request additional information from schools as necessary
- Arrange management/welfare meetings under the Managing Attendance procedures and advise employee accordingly
- Receive reports from the occupational health service provider and provide to school
- To advise and accompany Head teachers where appropriate at management meetings under Attendance Management procedures
- Advice relating to the appropriateness of referral to Occupational Health service provider in relation to the Attendance Management procedure
- Advise Head teachers in relation to Occupational Health reports and appropriate management actions necessary
- Advise and assist Head teachers with management issues, actions, implications and considerations concerning the Equality Act
- Provide independent medical advice reports to schools
- Liaise with Occupational Health on permanent ill health retirement decisions

SCHOOL RESPONSIBILITIES

- Timely and accurate completion of electronic A1 absence returns
- Communication of Attendance Management policy to staff
- Formal adoption, application and compliance with the school's Attendance Management procedure
- Provision of relevant information relating to the above where HR not engaged in provision of advice and support particularly the outcomes and management actions agreed at welfare meetings

19. MEDICAL INCAPACITY / ATTENDANCE MANAGEMENT / DISMISSAL / DISCIPLINARY / GRIEVANCE / CAPABILITY / SAFEGUARDING ISSUES

Whilst the advice and guidance relating to the above issues will be quite specific, the service and processes involved are similar, and have therefore been grouped under one heading. (NB for "Head teacher" read also "senior manager" or "member of the governing body" as appropriate or lead officer)

HR RESPONSIBILITIES

- To provide initial advice and support to Head teachers / Governing Body in relation to the above issues
- To provide advice and support in any of the above issues in accordance with agreed policies and procedures
- To provide advice and support in relation to any investigations which are undertaken giving due regard to legal and procedural issues
- To advise the Head teacher on the format and purpose of any formal meetings and hearings
- To provide advice regarding employee relations during the procedure, including advice relating to any written correspondence and involvement of trade unions
- To accompany, support, and advise the Head teacher at any interviews / formal meetings with staff which are undertaken
- To assist the Head teacher in the preparation of management reports and documentation for hearings
- Attend at hearings, and provide support and guidance on the presentation of cases
- To provide an adviser to the hearing panel/committee and take relevant notes
- To draft letters on behalf of the committee in respect of decisions taken
- To replicate the latter three services in relation to any **appeals** processes
- Referral to professional bodies and provide appropriate documentation e.g. NCTL and Disclosure and Barring Service
- Preparation and negotiation of Settlement agreements (as agreed)
- Preparation of documentation and attendance at Employment Tribunals
- Preparation of documentation and attendance at Employment Appeals Tribunals
- Preparation of documentation and attendance at County Court cases (e.g. breach of contract)
- Preparation of documentation and attendance at Hearings relating to professional misconduct.

SCHOOL RESPONSIBILITIES

- Appoint a lead officer for all employee relations case work issues to ensure the casework is managed to its conclusion
- When seeking advice, provide comprehensive information of issues including previous actions taken if appropriate to ensure the most appropriate advice is provided.
- During investigation, provide relevant updates if and when new/developing information becomes available, to ensure this is taken account of and advice tailored accordingly.
- To check and agree any documentation produced on behalf of schools
- To have appropriate policies and procedures in place and agreed by the Governing Body
- To ensure that policies and procedures are reviewed as appropriate
- Arrange venues and refreshments for hearing/meetings
- Arrange the panel of governors and ensure appropriate availability of governors within reasonable timescales

20. REDUNDANCY ISSUES

HR RESPONSIBILITIES

- Attend meetings to provide advice relating to the reduction of staffing levels and the process
- Advice to the Head teacher and Governing Body regarding their obligations in respect of both legal issues, and school / Council policies and procedures
- Advice on possible measures to avoid compulsory redundancy
- Advice on appropriate information to be shared for consultation with relevant trade unions in accordance with statutory requirements
- To accompany and support Head teacher at meetings where staff are informed of any potential staff reduction issues
- Advise the Governing Body in relation to consultation requirements
- Advise the Governing Body and Head teacher in relation to appropriate selection criteria and the application of such criteria
- Attendance at selection meeting for compulsory redundancy and provision of advice regarding the application of selection criteria
- Draft appropriate documentation notifying staff of their selection for redundancy
- Liaison with other schools to identify potential vacancies, redeployment opportunities for staff at risk of compulsory redundancy
- Advice and support relating to any appeals against the selection process, and accompany Chair of the Committee at the Appeal Hearing
- Advise Appeal Committee and take relevant notes
- Draft appropriate letters on behalf of Committee regarding appeal outcome
- Where appeals upheld, advise Governing Body on course of action (re-selection)

SCHOOL RESPONSIBILITIES

- When seeking advice, provide comprehensive notification and information, and have particular regard to the “lead-in time” required to implement desired outcome
- To provide updates of such details if and when new / developing information becomes available
- To check and agree any documentation produced on behalf of schools
- To have appropriate policies and procedures in place and agreed by the Governing Body
- To ensure appropriate nomination and availability of governors in respect of required Committees
- To draft the initial letter, on behalf of the Governing Body, notifying trade unions of potential staff reductions within appropriate timescales
- To arrange venues/refreshments for meetings
- To ensure schools comply with legal requirements (e.g. provision of school information for consultation purposes)

21. POLICY DEVELOPMENT

HR RESPONSIBILITIES

- To ensure the development and review of appropriate employment policies, having regard to legislative requirements
- To consult with relevant trade unions
- Liaise with School Improvement Service as appropriate
- To communicate to Governing Bodies and recommend for adoption such policies via Governor Services
- Preparation of Governing Body reports and briefings as required
- To advise Head teachers and Governing Bodies on the interpretation and application of policies

SCHOOL RESPONSIBILITIES

- To ensure that there is proper and due consideration of policies and procedures by governing bodies and that appropriate policies are adopted.

22. EMPLOYEE RELATIONS, TRADE UNION COMUNICATION AND DISPUTES

HR RESPONSIBILITIES

- Advice to Head teacher on day to day employee relations issues
- Facilitate regular Trade Union communication on behalf of schools
- Advice and support on restructures and changes to staff terms and conditions, including industrial relations issues
- Provide advice and support in the event of disputes
- Attendance at relevant Governing Body meetings
- Attendance at Trade Union / staff meetings as deemed necessary
- Support in drafting necessary written communication
- Provision of advice in consultation with other relevant Council Services e.g. Legal Services

SCHOOL RESPONSIBILITIES

- Provision of all relevant information to HR
- Provide updates when new / relevant information becomes available
- Ensure school complies with legal requirements

23. TUPE NB: THIS DOES NOT COVER WHOLE SCHOOL TRANSFERS E.G. ACADEMY CONVERSIONS

HR RESPONSIBILITIES

- Advice on the application of TUPE regulations
- Provide advice and information as required
- Attend consultation meetings with relevant agencies and staff
- Provide advice regarding pension arrangements
- Draft written communication as required
- Provide Employee Liability information
- Assist schools in identifying any measures or responses to measures in accordance with the transfer

SCHOOL RESPONSIBILITIES

- Ensure tender processes include all relevant information relating to employment implications of TUPE transfer including pensions implications
- Timely notification and updates as required

24. ADDITIONAL SERVICES

HR RESPONSIBILITIES

- Delivery of training and guidance sessions in relation to new and emerging H.R. issues, and update / refresher sessions for both existing and new management staff. The aim will be to help equip both school managers and governors (where appropriate) to carry out their functions insofar as HR related issues are concerned. They will usually be provided in response to demand. Charges will be levied on a per delegate basis – the daily rate being set at £80
- Ad-hoc work requests will be considered and carried out once agreement is reached regarding terms. Fee's will be agreed dependent upon the work request and will be agreed at the time.

SCHOOL RESPONSIBILITIES

- Clarity regarding training / work requests

- Counsel fees and any related disbursements arising from attendance at Court or Tribunal hearings or specialist advice will be paid for by the School in addition to the annual charge. An estimate of Counsel fees and details of any other disbursements will be provided to the School in advance of the hearing.

PERFORMANCE AND MANAGEMENT ISSUES

25. FREQUENCY OF SERVICE

HR RESPONSIBILITIES

- Where services are based on regular / cyclical routines, then the service will be delivered accordingly and against stipulated deadlines
- The requirement for services such as those relating to for example recruitment, advisory and support (e.g. disciplinary, capability, redundancy issues) cannot be predicted both in terms of frequency and time input. Subject to resources, such services will be delivered according to need

SCHOOL RESPONSIBILITIES

- Schools would normally be expected to reasonably follow professional advice provided. In the event that schools elect not to follow advice and this results in the need for additional professional support, resource availability cannot be guaranteed, and schools may be subject to additional charge.

26. PERFORMANCE CRITERIA

HR RESPONSIBILITIES

- Staff will be trained and appropriately qualified for the roles and duties which they are required to undertake
- Staff will undertake continuing professional development in accordance with the needs of the service and will receive internal training and briefing in respect of any new developments and as a means of refreshing knowledge and understanding. (Schools should expect HR staff to be unavailable for three full training days per annum, which will be allocated for this purpose – one month's notification will be given to schools of such events)
- In the event of a nominated contact officer being unavailable, schools will be offered an alternative contact where appropriate and dependant on resources
- Whilst response times are important, given the complexities which arise relating to HR, which arise, the overriding performance measure relates to the quality and quantity of advice and support provided.

SCHOOL RESPONSIBILITIES

- Schools should give reasonable notice of requirements and take account of existing demands on the service of which they are aware
- Reasonable notice for support and advice and provision of information should be provided
- Where schools elect not to follow advice and guidance provided by HR, then schools are responsible for consequences which arise as a result of not following such advice and guidance including any legal and financial implications

27. COMPLAINTS

HR RESPONSIBILITIES

- To investigate complaints and feedback the outcome to schools.
- Implement remedial action as appropriate
- Escalate complaints, where appropriate, in order that, where reasonable and practicable, systems, procedures, and organisational issues can be addressed to effect improvements in service and minimise further similar problems arising.

SCHOOL RESPONSIBILITIES

- Complaints should be directed, in the first instance, to the member of staff dealing with a particular issue, and hopefully any problems will be resolved
- In the event that an issue remains unresolved and is deemed to be significant and fundamental, this should be escalated to the HR Manager. Further escalation should be via the Senior Human Resources Manager.
- Notes of conversations and any documentary evidence should be provided where possible.
- Any complaints need to be timely in order that effective investigation and action can be undertaken.

APPENDIX A

ADVERTISING REQUIREMENTS

DEADLINES

Adverts will be placed on the Council website within 24 hours or on the date agreed.

Timescales for adverts requested to be placed in specific media will be advised on an individual basis as publication deadlines differ.

MINIMUM INFORMATION TO BE PROVIDED

INFORMATION REQUIRED	EXAMPLE
Timing of advert	*To be advertised week commencing…..*
Location of advert (**Must specify**)	*- Internal vacancy list / Website* *- External media (local / national journals etc)*
School Name	
School Address , Telephone no, e mail	
Job Title	
Pay Scale	
Hours of Duty	
Closing Date	
Advert content	
Contact name / phone no./ e mail for an application form and further details	

The post is subject to satisfactory Enhanced DBS Disclosure Certificate

APPENDIX B

SCHOOL LOGO / HEADED PAPER

(HR Contact)
Human Resources
Schools Team
Town Hall
Victoria Square
St Helens
WA10 1HP

Date

Dear

New Engagement Advice / Additional New Contract

Re: **Appointment of** (Full Name):
Post:

In relation to this appointment I enclose the following:

- ☐ Application Form (full copy or original) - **mandatory**
- ☐ Reference 1 (current or most recent employer if applicable) plus reference pro forma - **mandatory**
- ☐ Reference 2 plus reference pro forma - **mandatory**
- ☐ Recruitment process Equal Opportunities Monitoring Form
- ☐ Job Description
- ☐ Person Specification

Proposed Commencement Date:
(state 'ASAP' if start date is pending clearances)

Contract: Permanent / Fixed Term / Full-Time / Part-Time:
If fixed term, please indicate **end date** and **reason:**

Hours (per week):

Term Time Only: Yes / No

Working Pattern (days worked and number of hours worked on each day):

MON TUE WED THURS FRI

Cost Code School Budget/External Funding: (If externally funded, please indicate source.)

Salary Scale for Position:
(E.g. NJC Scale, MPR, UPR, Leadership etc.)

Commencement Point:
(state 'Please advise' if dependent on LEA assessment)

Please indicate any **additional allowances** are to be received including reason and duration:

If covering staff absences, please indicate whose absence and the reason for absence e.g. maternity leave, sickness.

I CONFIRM THAT ANY GAPS IN EMPLOYMENT HISTORY IDENTIFIED ON THE APPLICATION FORM HAVE BEEN EXPLORED TO THE SCHOOLS SATISFACTION.

Additional Information

Yours sincerely,

Head Teacher

APPENDIX C

SCHOOL LOGO / HEADED PAPER

(HR Contact)
Human Resources
Schools Team
Town Hall
Victoria Square
St Helens
WA10 1HP

Date

Dear ,

Amendment of existing contract

RE: (Full Name)

Employee Number:

With effect from

OPTIONS

Change of hours (state which post this relates to)

FROM: TO:

Fixed Term: YES / NO

Expiry Date:

Reason:

Please indicate new working pattern (days worked and hours on each day):

MON TUE WED THURS FRI

Change in Salary/Scale/Allowances (state which post this relates to)

Change proposed:

Reason for change:

Fixed Term: YES / NO

Expiry Date if fixed term:

Reason for fixed term element:

Expenditure Code (if different from normal school code):

Additional Information

Yours sincerely,

Head Teacher

APPENDIX D

SCHOOL LOGO / HEADED PAPER

((HR Contact)
Human Resources
Schools Team
Children and Young Peoples Services
Town Hall
Victoria Square
St Helens
WA10 1HP

Date

Dear ,

Termination Advice

RE: (Full Name)
POST:
Employee Number:

Leaving Date:

Reason for leaving:
(Please attach a copy of any letter of confirmation)
(If the individual actually is retiring please specify this)

If transferring to another school or establishment within the Council, please indicate if known:

Additional Information (if required)

Yours sincerely,

Head Teacher

APPENDIX E

SCHOOL LOGO / HEADED PAPER

(HR Contact)
Human Resources
Schools Team
Town Hall
Victoria Square
St Helens
WA10 1HP

Date

Dear ,

Request to clear for Supply Work

Re: **Appointment of** (Full Name):

Post: Teaching / Non-Teaching

In relation to this I enclose the following:

- ☐ Application Form (full copy or original) - **mandatory**
- ☐ Reference 1 (usually last employer if applicable)- **mandatory**
- ☐ Reference 2 - **mandatory**

Proposed Commencement Date:
(state 'ASAP' if start date is only pending clearances)

If covering staff absences, please indicate whose absence.

Information confirming the reason for the supply need

Yours sincerely,

Head Teacher