

Human Resources Support

TfC Services to Schools: 2019/2020

Our dedicated Schools Team is proven in delivering high quality administrative support to Schools across the North East. We understand the complexities of HR administration within the education sector and are specialised in issues of pay, and terms and conditions that affect the school workforce. That's why all of our customers are satisfied with our service.



• • •

"The SLA and your staff remove lots of the stress caused by 'staffing issues', through their knowledge of procedures and legislation. Their ability to answer our questions quickly and clearly cannot be underestimated. Great team!"

• • •

Why choose TFC HR Support?

We understand Schools

Much like your commitment to the standards you set for yourself in delivering teaching excellence; 'Together for Children' is all about making a difference to the lives of children and families by thinking progressively and in a different way.

Working solely within the education sector, we know how important it is for school leaders to recruit and select the best and most suitable people to join your workforce. Our team has extensive experience of working with schools, Academies and Trusts meaning that we are fully up to date with safer recruitment practices and the statutory guidance/legislation that affects your workforce.

We can provide all of your 'back office' HR administration services for staff during their employment life cycle, delivering transactional services in conjunction with the Council's payroll team or your own Payroll provider .

We are delighted that you are considering our service provision and our main goal is to free up your time to concentrate on teaching and learning.

We understand your HR needs

We recognise that effective HR administration is vital to the success of every school and every employee. HR administration of the school and academy workforce is a complex and specialised area; all of the professionals within our team are experienced in delivering a high quality administrative service and have detailed knowledge of various pay, terms and conditions of employment that affect the school workforce, including term time only working, maternity and paternity leave and pay, and the types of contract that best suit your business needs. The team works closely with our HR Advice Service to ensure that our transactional processes are fully compliant and reflective of safer recruitment practices and employment legislation.

Our offer



Our dedicated Schools Team offer you a package of support, tailored to your specific requirements.



'Not for profit' we are competitively priced.



Qualified and experienced Team with over 60 years update working with Teachers/Business Support terms and conditions.



Passionate about improving the outcomes for children across the region.



Always acting proactively and providing a supportive approach

We offer a personal and friendly service delivered by experienced staff with a pro-active, pragmatic approach.

We will liaise with you in respect of all necessary pre-employment checks for new starters so you can be assured that before you start anyone in your school a robust checking process has been undertaken. We will work with you to ensure that your staff receive their pay on time by notifying you in advance regarding payroll deadlines (Council only) and the paperwork we require to process any changes or new starters.

Accountable, flexible and reliable services

We operate customer care principles central to which is the requirement for a responsive service. We operate office hours in which there will always be someone available to speak to.

HR will be contactable between the hours of:

- i. Monday to Thursday: 8:30 am – 5 pm
- ii. Friday: 8:30 am – 4:45 pm

(Except Bank Holidays)

All email correspondence can be directed to a shared mail box which is monitored on a daily basis. Correspondence will be acknowledged within 3 working days and contact/response provided within 7 working days.

Statements of particulars, contract variations and associated correspondence will be issued within legal parameters.

We operate a robust supervision and appraisal scheme; colleagues receive regular 1:1 meetings and performance is continually monitored.

What do our customers say?



“As a new headteacher, I have received invaluable support as everything is new to me.”



“We moved away from the LA a number of years ago, and brokered an external HR provider. We chose to buy in to a SLA with the LA this year, and to date have had exceptional service”.



Our Clients

We currently provide services to 80 schools and academies across the north east region.

Our service extends across Special Educational needs provision, Primary, Secondary, Pupil Referral Units and Nursery provision.

We have a positive record of successfully retaining SLAs with schools and academies which is built on a reputation for providing value for money and excellent customer service along with proven knowledge and experience of the school workforce.



Our Service offer to you

We know that budget pressures play a part in the selection of your HR Service offer. Just like you, we are a not-for-profit organisation with a passion for maximizing our resources to keep the School, its staff and children safe.

We also know the importance of forecasting your SLA spend which is why we have designed a pricing structure that is transparent with no hidden costs. It is also flexible and adaptable to your unique School environment.

Core Service

Our team can provide support, information and guidance with all aspects of HR administration.

Our core service includes:

Recruitment

- ✓ Place adverts on North East Jobs website within 2 working days of receipt;
- ✓ Upload recruitment documentation (i.e. job description, person specification) on North East Jobs website within 2 working days of receipt;
- ✓ Provide standard application form that complies with safer recruitment and other requirements for posts that involve working with children;
- ✓ Undertake appropriate DBS checks*;
- ✓ Undertake a separate barred list check* when instructed;
- ✓ Undertake appropriate Secretary of State checks when instructed;
- ✓ Undertake a record of service check and/or salary enquiry, as appropriate, and when instructed;
- ✓ Send correspondence to a designated point of contact within the school/academy confirming when pre-employment checks have been undertaken to enable a start date to be agreed;
- ✓ Produce letters of appointment.

*Please note that schools/academies will be charged the cost of individual DBS checks and/or a separate check of the barred list including a small administration fee, in addition to the flat fee for the core service.

HR Administration

- ✓ Produce all associated contractual documentation, including Statements of Particulars, letters confirming variation to contracts, in line with your terms and conditions;
- ✓ Provide correspondence regarding maternity/paternity/adoption leave entitlement and pay;
- ✓ Maintain employment records for maintained schools;
- ✓ Retrieve information from personal files held by TfC HR for maintained schools;

Support is provided over the telephone, or via email.

Additional Services

Our additional services can be used to complement our core service, or can be accessed by schools/academies who have not bought the core service on an 'ad hoc' basis.

- ✓ Additional administrative support for the recruitment to leadership posts, including the coordination of application packs, production of shortlisting packs, reference requests and interview invites;
- ✓ Training for Business Managers / administrative staff in respect of the transactional administration of pre-employment checks in line with safer recruitment;
- ✓ Place adverts on North East Jobs website;
- ✓ Undertake appropriate DBS checks;
- ✓ Undertake a separate barred list check.

Our Costs

Our inclusive 'core' offer is offered for a flat fee for a 12 month period from 01/09/2019 to 31/08/2020. The administration of DBS Checks and/or separate barred list check incurs additional charges; an additional cost will also apply to the above 'additional services.' Please contact Angela or Diane for further details.

Data Processor

In order to deliver the HR service specified in this service level agreement we will act as Data Processor, collecting and using personal information in respect of your prospective employees, employees, former employees and volunteers, in compliance with General Data Protection Regulation requirements. By signing up to this service level agreement, schools and academies have given consent for TfC HR to act as Data Processor.

Services to Schools and Academies Account Managers:



Angela Bremner (MA, HRM, CIPD) and
HR Manager

angela.bremnert@togetherforchildren.org.uk
0191 561 7557



Diane Henderson (BA Hons, MSC HRM, CIPD)
Assistant HR Manager(Schools Team)

diane.henderson@togetherforchildren.org.uk
0191 561 1371



We welcome a face-to-face meeting or telephone/email exchange to clarify any part of our service offer.

We look forward to working with you!

putting
the child first