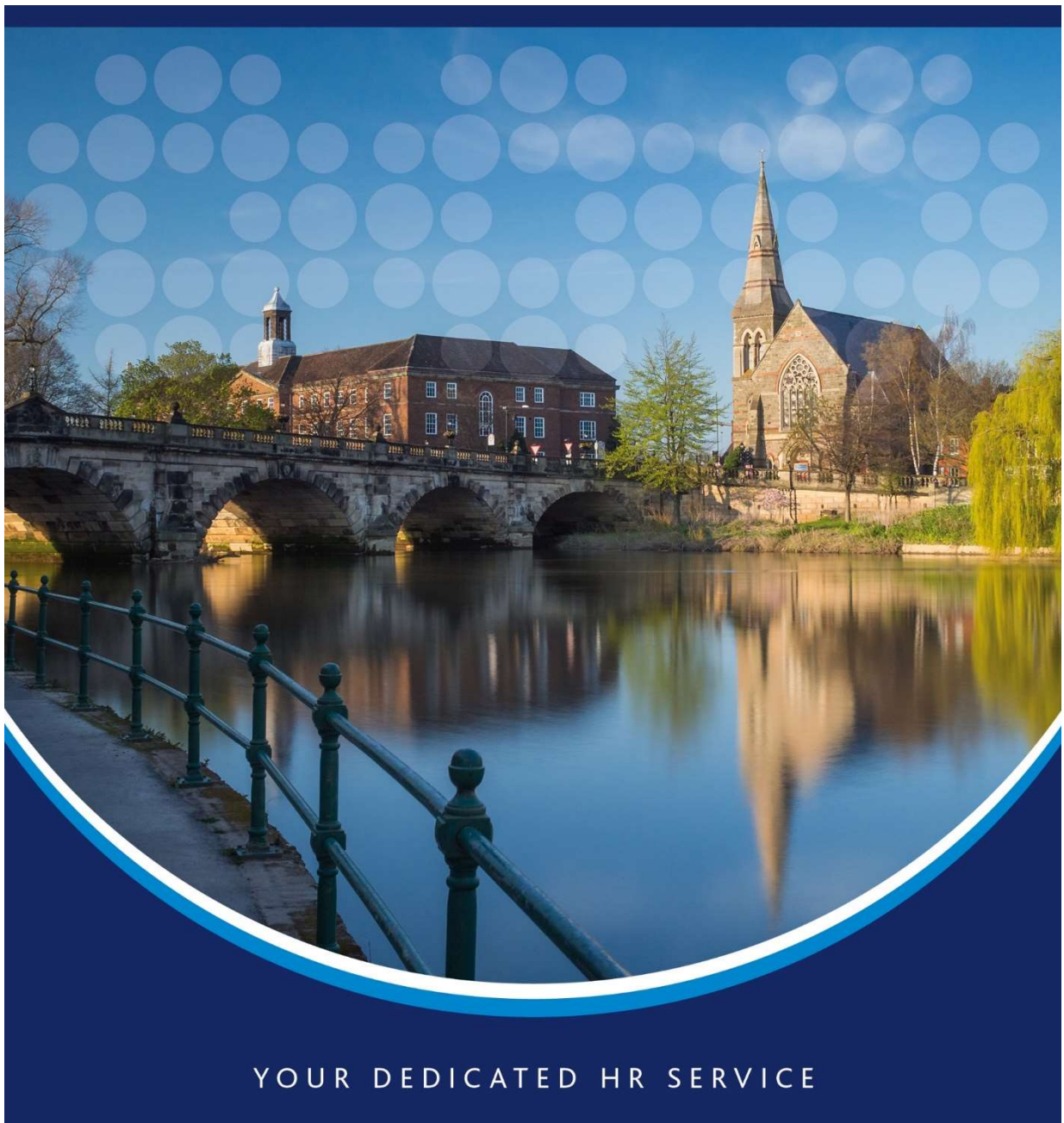


Recruitment, Payroll & HR Admin/Contracts

Maintained Schools Service Level Agreement 2023/24



Introduction from Service Lead

Dear Headteacher, Chair of Governors and School Business Manager,

I would like to take this opportunity to welcome you to Shropshire HR's Recruitment, Payroll & HR Admin/Contracts service level agreement (SLA) for maintained schools in 2023-24.

We appreciate that it has been another difficult year for our network of schools and academies and are committed to continuing to support and work with you to ensure that you are able to focus on your education priorities.

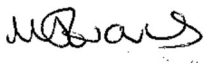
To align ourselves with Council priorities, the team will continue to offer delivery of our service primarily via MS Teams, email, and telephone. We can offer attendance at on-site meetings and provide appropriate training within this SLA. However, it will first be considered whether attendance by one of the team can be done so remotely.

We are looking forward to offering bitesize training to schools to ensure your staff are trained and up to date with system related actions or queries, including half termly Payroll specific drop in sessions.

We actively encourage feedback from schools, to enhance the service provided and strive to develop both processes and system related actions so that they are effective and support your ongoing priorities.

We value your feedback about our service, therefore if you would like to discuss our offer or improvements which you would like to see included in the future, please don't hesitate to contact me via the contact details below.

We look forward to continuing to work with you.



Maria Evans
HR Admin & Payroll Manager
Tel: 01743 252780
Mobile: 07815 473311
Email: maria.evans@shropshire.gov.uk

Recruitment, Payroll and HR Admin/Contracts Service Schedule

We are a vastly experienced provider of Payroll, Recruitment, DBS, and Contract services, with a detailed knowledge and understanding of the education market.

Our team exists to ensure that your school benefits from a dedicated team of professionals providing accurate advice and support on all aspects of our service.

Our commitment to you under our **Customer Charter** is that we will:

- Provide professional, trusted, and expert advice through access to qualified and experienced HR Admin and Payroll specialists.
- We will be personable, approachable, open, honest, and responsive in all our dealings with you.
- Provide services tailored to your needs, solution focussed and value for money.
- Ensure clear two-way communication channels where we will actively seek and act on feedback to improve our services to you.

Our range of services include:

Payroll Bureau

We pride ourselves on providing a fully comprehensive payroll package that gives you peace of mind. This includes:

- Payment of salaries on a specified pay date
- Year-end reconciliation and online submissions to the HMRC
- Maintenance of staff records for PAYE
- Accurate operation of absence, maternity, adoption, and paternity schemes
- Administration for salary sacrifice schemes
- Production of P45s and P60s
- Payments to third parties

Pension Administration

A specialist pensions administration service which includes:

- Expert skills and knowledge on LGPS and Teachers Pension Schemes
- Provision of year-end reporting
- Administration to support complex employer pensions responsibilities

Recruitment and Contracts

Our service provides our customers with an end-to-end service, from ensuring that all relevant pre-employment checks are made, to helping you to manage contractual changes for your staff. This includes:

- Producing contracts of employment
- Producing variations to contracts as required
- Information on teachers and support staff pay and conditions
- Information and written confirmation of entitlements for maternity, paternity and adoption leave
- Pre-employment checks
- DBS (CRB) and barred list checks
- Using online DBS checks we can provide results within days of submission
- Recruitment advertising

Please find below our service schedule set out in more detail.

1.0	Core Service
1.1	Pay employees on their contractual monthly pay day (monthly payroll deadlines apply and schools are required to meet these).
1.2	Make BACS payments directly into employee's bank account (employee responsibility to provide or update these details by the appropriate monthly deadline).
1.3	Issue fully itemised and confidential electronic payslips and P60's.
1.4	Assess and pay statutory and occupational sick, maternity, paternity and adoption pay with statutory record keeping and issue forms in relation to statutory payments as prescribed by legislation (e.g. SSP1L).
1.5	Deduct pension scheme contributions including added years, additional voluntary contributions and pay to the respective bodies within set deadlines (See Appendices A and B for detailed tasks in relation to pension schemes).
1.6	Create additional pension schemes third party payees as required by the customer.
1.7	Deduct Income Tax, National Insurance Contributions and Attachment of Earnings Orders made by various statutory bodies in accordance with legislation and regulations made under such statutes.
1.8	Submit HMRC Real Time Information in a timely manner on a monthly basis and year-end documentation. In addition, P11D's and produce P45's for employee's who leave employment.
1.9	Apply nationally agreed pay awards and any associated arrears including ensuring that minimum wage and apprentice hourly rates (where selected) are increased in line with annual and age-related increases.
1.10	Apply locally agreed pay awards allowing one pay increase per year.

1.11	Manage electronic year end filing and reconcile year-end tax returns.
1.12	Provide information, on request to various government agencies, including HMRC.
1.13	Maintain audit trails for inspection by internal, external and HMRC auditors.
2.0	Transactional
2.1	Process permanent and temporary contractual changes and non-contractual variations received electronically, e.g. starters, leavers, changes, timesheets, overtime and mileage claims within set deadlines (monthly payroll deadlines apply and schools are required to meet these).
2.2	Deduct, record, and pay voluntary deductions. Make timely payments in relation to voluntary deductions such as union subscriptions and credit union (monthly payroll deadlines apply and schools are required to meet these).
2.3	Calculate emergency payments outside the monthly pay process should an employee not be paid due to a payroll team/system error.
2.4	Recall incorrect BACS transmissions (if appropriate) and communicate with the school/employee where necessary.
2.5	Process increments as per relevant conditions of service.
2.6	Calculate net overpayments once a monthly payroll has been calculated.
2.7	Support on auto enrolment, re-enrolment, and associated administration (see Appendix C for detailed tasks in relation to auto enrolment).
2.8	Administer Salary Sacrifice Schemes.
2.9	Support and administer restructures and TUPE transfers which may incur an additional charge, to be quoted and priced accordingly.
2.10	Pay or recover outstanding leave.
2.11	Calculate and pay travel allowances and expenses.
2.12	Administer caretaker's lettings.
2.13	Provide information for Long Service Awards for qualifying staff where applicable.
2.14	Administer the Teachers Annual Service Return (see Appendix D). ⁱ
2.15	Administer the advertising of vacancies (including Principal/Headships) in local and national media and on Shropshire Council's opportunities list.
2.16	Ensure pre-employment checks for all new starters, re-joiners and any other applicable role changes are undertaken, in line with 'Keeping Children Safe in Education Guidance'. This excludes the certificate cost that the DBS charge (currently £38 for an enhanced check).
2.17	Provide recruitment administrative support for new Principal/Head Teacher appointments.
2.18	Produce and issue contracts of employment and written statements of particulars, contract changes and leavers paperwork including updating all relevant systems.
2.19	Manage electronic employee personal files and redirect upon an employee's transfer from the organisation.
2.20	Maintain accurate post information within the HR and Payroll system for establishment lists if schools maintain this information.
2.21	Provide assistance with assessment of self-employed status.
3.0	Management of Information

3.1	Produce costing files and/or reports for uploading to customers' chosen finance system.
3.2	Transfer automated information in relation to the relevant pension scheme(s) members including the Local Government Pension Scheme (LGPS) and Teachers' Pension Scheme (TPS) on a monthly and annual basis adhering to statutory obligations (see Appendices A and B for detailed tasks in relation to transfer of information to pension funds).
3.3	Provide agreed standard reports for third parties, BACS, expenditure, projected end dates, sickness absence, sickness triggers and establishment lists.
3.4	Provide information to other third parties at the request and authorisation of the employee concerned adhering to the Data Protection Act 1998.
3.5	Provide an annual timetable detailing pay dates and deadlines for agreement with customer.
3.6	Assist with the collection of data under Freedom of Information (FOI) requests.
4.0	Support Services
4.1	Advise on procedures, conditions of service and new legislation.
4.2	Provide access to a nominated advice line between the hours of 08:30 and 17:00 Monday to Friday (excluding bank and statutory holidays).
4.3	Provide access to an online HR and payroll system 365 days a year, including submission and processing of mileage claims with online authorisation. This will be subject to occasional planned downtime for scheduled maintenance work and system improvements.
4.4	Respond to all queries relating to employee's pay/payroll information in a timely manner.
4.5	Provide access to a designated contact, knowledgeable in terms and conditions of employment and service needs.
4.6	Aid and support with Devolved Input training and input of non-sickness absences.
4.7	Provide training on self-serve processes and support on general legislative and statutory changes.
4.8	Archive records in a secure and safe environment.

What we require from you

Payroll deadlines are set based on the monthly payroll cycle, and in line with financial regulations should be met by managers. No late work will be actioned, unless agreed with the HR Admin and Payroll Manager in advance.

Where appropriate, payroll related work instructions should be sent to the team in advance of the effective date (e.g. new starters).

If you experience any difficulty in meeting a monthly deadline, please liaise with the HR Admin and Payroll Manager in advance.

Respond to any requests from us for further information in a timely manner so that we can resolve issues quickly.

Training and Development

We are arranging bitesize training for schools to ensure your staff are trained and up to date with system related actions.

We will deliver our training primarily via MS Teams as we have found this to be convenient for both delivery and those attending.

Our training offer may be subject to additional charge, if repeat training is needed and usually on a per attendee basis. For school-based training for groups of staff we will provide a cost following discussion of requirements.

Course Title	Online Cost	F2F Cost
	£95 (full online day cost)	£110 (full F2F day cost)
	£55	£85
	£95	£110
	£55 (half day)	£110 (full day)

If there are insufficient numbers of attendees, we reserve the right to rearrange the training giving at least 48 hours' notice.

If delegates don't attend or school provides less than 24 hours' notice of non-attendance, we will charge an admin fee of £46.

Feedback and Complaints

Feedback or complaints regarding the service can be raised with the HR Admin and Payroll Manager who will aim to respond within 20 working days of first contact.
