

# Human Resources - SLA/ Service Offer

## People Management (HR) - Advice and Guidance

The Schools HR Service SLA is designed to provide a wide range of services to support the strategic work of headteachers, governors, senior leaders, and teachers. Our team work closely with schools to ensure that appropriate advice and guidance is provided in a timely manner, in line with current employment legislation.

### What does the service offer?

Our service offers more than advice. We tailor our support to ensure the service, advice and guidance supports you as effectively and efficiently as possible. We will work closely with you to resolve matters informally and quickly where possible. We also have the skills and experience to support, advise and coach you when dealing with more complex employment related concerns.

Supporting effective employee relations and helping you to get the best out of your staff will undoubtedly have a positive impact on overall outcomes as a school.

To enhance the service that we offer to your organisation, we work closely with other teams in North Tyneside Council such as Payroll, Health and Safety, LADO, Safeguarding teams and Legal Services.

Our working relationships with local, regional and national trade union representatives are well established over a number of years and have proven effective in managing good employee relations and when dealing with complex employment matters and supporting schools with conflict resolution at all levels. This includes:

- Restructures and reorganisations support including wider resource planning
- Change management
- TUPE
- Disciplinary and grievance processes, including any formal resolutions, and allegations management
- Performance management
- Pay policy and associated pay and grading information
- Support with referrals to outside agencies (E.g., DBS and TRA)

Our SLA offers our schools regular updates and information provided through;

- HR walks
- In person briefings
- Regular updates through written briefings
- Policies and procedures - we provide you with bespoke, school specific policies and procedures appropriately updated in line with employment legislation and good employment practice.

We also undertake consultation on your behalf with trade unions for your statutory HR policies. This minimises the level of consultation required at a school level and supports effective employee relations.

In addition to this we have a North Tyneside school specific portal, that hosts all our policies, procedures and guidance. This is available 24/7 to all schools that purchase our SLA.

## Occupational Health

Where Schools are part of the Health & Safety SLA access is included within the costings of that SLA. Access includes referrals for health-related matters before and during employment (capped at an individual school level based on the size of the school). Access to additional services such as counselling, physiotherapy, and independent assessment (the latter linked to post employment/pensions applications) are also provided at an additional cost.

## Recruitment Advertising

Where Schools are part of the Employee Services SLA the above is included within the costings of the SLA already provided to schools. The Recruitment Advertising SLA element includes the placing of advertisements onto various recruitment platforms (including Jobs North East, the Authority Jobs Bulletin (Schools Section)), support with drafting advertisements and discussions regarding the best timing and mediums or platforms to place adverts.

External advertising, e.g., TES is an additional cost outside of the existing SLA.

For further information please contact the team on [schoolsrecruitment@northtyneside.gov.uk](mailto:schoolsrecruitment@northtyneside.gov.uk)

## Pay, Terms & Conditions, Employment Benefits, Job Outlines, Job Evaluation

Our team pride ourselves on advising on nationally agreed terms and conditions, sharing expert knowledge so that you can ensure that they are applied correctly to both support and teaching staff.

We work closely with the Local Authority for Job Evaluation processes and maintain a database of Gauge evaluated posts for support staff in schools that comply with NJC.

All things pay related - including pay and salary tables are available on our portal.

The job overviews are arranged in job families covering all support staff posts in schools; there is also the ability to have roles reviewed to ensure that where the role has changed (or may have changed), or where there is a new post that the pay for the post remains relevant and equitable for the remit and responsibility of the role.

For those schools who purchase the HR Advisory SLA this is included in the overall price of the SLA, for those schools **not in the SLA** please contact us at [schoolshr@northtyneside.gov.uk](mailto:schoolshr@northtyneside.gov.uk) for further information on what is included, how this is of benefit to your school and what the costs of this SLA are.

## Additional Services

We provide additional support in a number of other key areas which we believe are of benefit to school and which are tailored to meet individual school requirements. Examples of where we can collaborate more closely with you are:

- investigations: undertake an investigation on behalf of school in either a formal or an informal process. We work closely with investigating officer as part of our SLA but if there is an incident that requires a greater level of support this can be discussed and arranged for an additional charge.
- personal file audits: provide a framework or work with a member of your team to provide more in-depth coaching and support.
- recruitment process: manage a process for you, ensuring that the process is seamless and supports a robust recruitment process.
- leadership and management induction: support with effective leadership and people management induction for new members of the leadership team.
- employee induction: review your current induction programme for all staff to ensure that it is up-to-date, and as thorough and as timely as it needs to be.
- people management policy audits: help you to ensure you have the most recent policies and practice guidance in place and that it is in an accessible format so its accessible for all.
- role requirements/ terms and conditions: support you to ensure school are aware of the various terms of employment and that these are being applied correctly and consistently.
- work closely with governing bodies or management boards regarding their responsibility for supporting leaders and implementing relevant challenge or frameworks in their capacity as the employer.
- leadership and management training and coaching (\*): work closely with you and your team to support development of teams in your organisation.  
(\*Coaching is provided as part of the support offered within the SLA, but training is part of a separate service offer and may incur additional cost if it is more bespoke).

## Why choose us?

Direct access to a dedicated and qualified (Chartered Institute of Personnel & Development) HR Lead who work as part of a specialist team alongside the wider NTC people team.

Our team works flexibly to meet your needs and will be available through telephone, Teams, Email, or on-site delivery.

Your School is allocated dedicated time over the SLA year, linked to the size and number of staff per school.

**up to 45 employee headcount up to 8 days**  
**up to 90 employee headcount up to 13 days**  
**up to 150 employee headcount up to 25 days**  
**up to 225 employee headcount up to 35 days**  
**226 and over employee headcount up to 40 days**

As this is your service, the time can be used flexibly, and we will work with you to ensure value for money.

Due to the sometimes unpredictable nature of working with people, it is acknowledged that its not always easy to plan when you may need our time or support .

With this in mind, if additional time is needed (or support at an alternative level), this may be provided within the SLA or may be provided outside of the SLA dependent upon circumstances; please see information on additional services and the separate SLA: Additional Headteacher/ Governing Body School support.

## Terms

Standard terms and conditions apply.

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1. Days allocated assumes time is utilised on an evenly distributed basis across the School Terms, where this does not occur the School will need to discuss options with their HR link directly. Days indicated do not include training. Day/time allocations are inclusive of meetings/actions including emails, case management/research, liaison with other teams, travel, etc.).
2. Prices quoted assume recommended advice and guidance is followed, policy, procedure and guidance are implemented and associated service providers are used.
3. Where a school does not buy into an associated service, e.g., Health, Safety & Wellbeing, Employee Services, School Improvement, or Financial Services (for financially maintained schools), there is the potential for additional costs depending upon the additional interaction required with an external provider including the use of other people management policies, practice, systems and guidance.
4. Where a school does not confirm purchase within a set period of time, an additional charge may be levied per month until purchase is confirmed.
5. Please see the shopping basket for more details.