



HR PACE

Service Level Agreement
2009

Education Leads



HR PACE SERVICE LEVEL AGREEMENT

The PACE team

The PACE (**P**ersonnel **A**dministration and **C**ontracts of **E**mployment) team offers specialist technical advice on a range of issues regarding employment contracts and associated conditions of service. We want to ensure that your school complies with legal requirements in this area. We have a dedicated and specialist team offering a knowledgeable, responsive service. We know that timely receipt of an accurate contract of employment establishes good employee relationships.

PACE team members:

PACE Service manager Richard Lewis-Ogden Tel 0113 2475803
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Senior administrator Janet Wort Tel 0113 2475791
Teachers Email: Janet.Wort@educationleeds.co.uk

Senior administrator Kevin Maloney Tel 0113 2475701
Officers Email: Kevin.Maloney@educationleeds.co.uk

Maternity officer Sue Brayshaw Tel 0113 2475566
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Business Manager Julia Shemilt Tel 0113 2475751
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The service we offer

CORE PROVISION	TIME FRAME/LEGAL FRAMEWORK	ENTITLEMENT
Issue of contract of employment including Statement of Main Terms and Conditions	8 weeks from commencement of employment	All employees
Quality assurance of SAP forms affecting contract of employment		SAP forms which involve changes to contract
Organised training events	Up to three times a year	up to 3 free places
Initial teacher salary assessment		All teachers new to the authority assessed
Advice to schools on completion of SAP forms	Telephone advice	All forms
Maintenance of integrated payroll and personnel record on SAP	BSC payroll input record	Regular checks to ensure record correct
Verification of data and management information on SAP, including monitoring of dates	Compliance with Fixed Term Workers Regulations	Assurance that management information held on SAP is accurate
Advice on formulation of specific contracts	Legal requirements for Aided Schools, Extended Schools provision	Assurance that contracts comply with audit
Notification of legislative requirements	Compliance with Equalities legislation, part time hours	Schools notified of requirements of legislation and changes needed
Retirement administration	Compliance with legal guidelines	Advice to retirees on entitlement and pension application forms
Advice on maternity leave, paternity leave and adoption	Compliance with legal guidelines	Advice on entitlement, notification to employer, completion of SAP forms

In addition to these services, at extra cost we will provide:

Bespoke training

On site training with individual schools or groups of schools to advise on contractual issues, completion of SAP forms etc. This service will be tailored to address the specific needs of the client school

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Comprehensive audit of Personnel processes and records in school

PACE recommends that a thorough audit of contracts of employment is undertaken at least once every three years to ensure that the school operates efficiently and remains fully compliant with the requirements of the Data Protection Act 1998 and Freedom of Information Act 2000. Such an audit will also identify any deficiencies and improvement that might be required in advance of Ofsted inspections. We will make recommendations that ensure your school record systems are robust and help you to develop internal expertise and reduce the need for the quality assurance element from PACE

Costs for these services are £250 per day – this includes the cost of the a follow up report with findings. We recommend that Secondary schools require three days for this.

Performance Monitoring

Performance Indicator	Performance Target
Contracts of employment issued accurately and on time	All contracts quality assured Contracts issued within 8 weeks of commencement of employment
SAP forms checked and passed to BSC payroll	All forms processed within 5 working days from date of receipt of paperwork
Customer feedback	Traded Services Survey assessed as 'good' Training evaluation forms assess training sessions as 'good' Audit Commission Survey assessed as 'good'
Internal audit of systems	Internal audit classed as 'Substantial assurance'

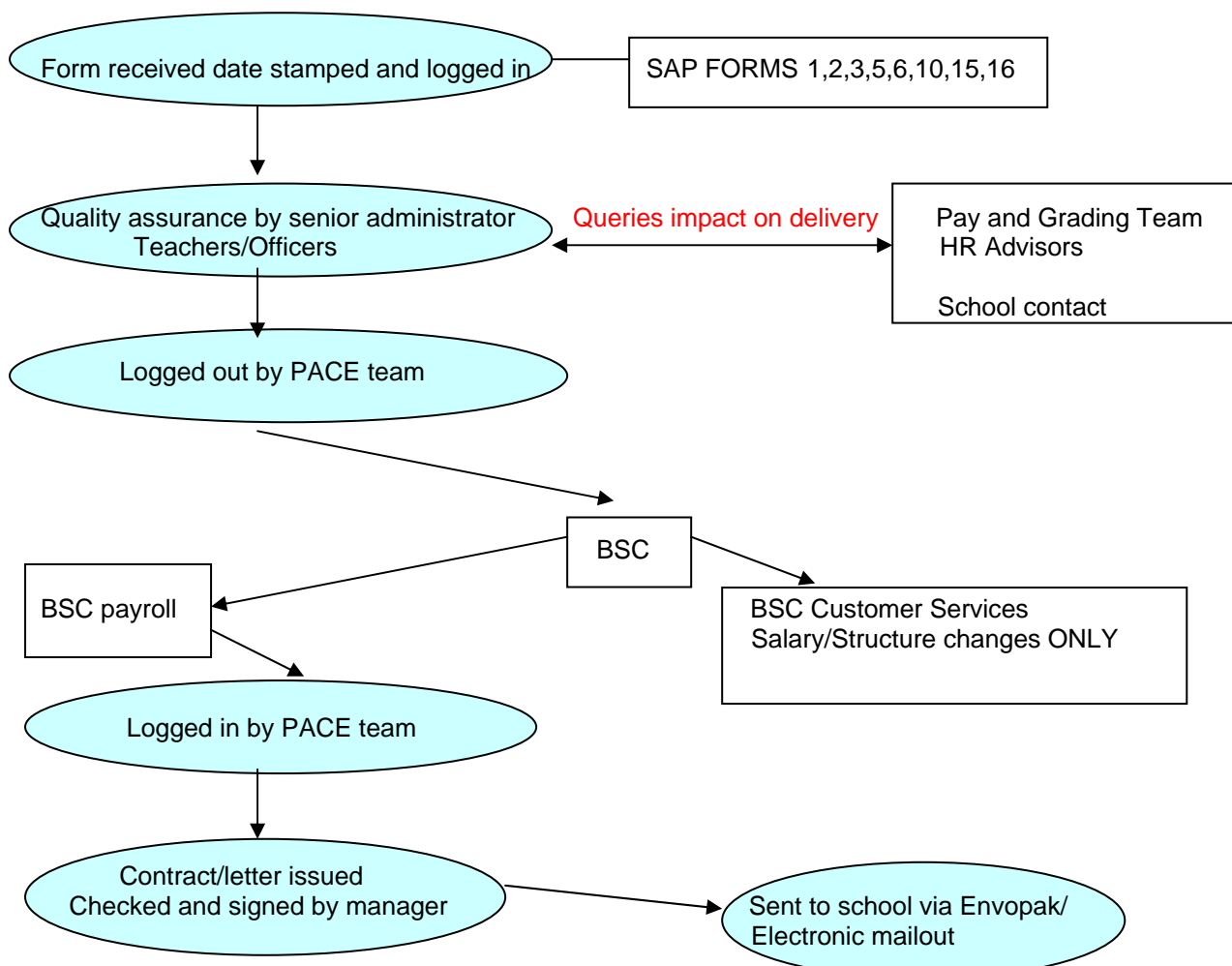
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What PACE needs from schools

Help us to help you by considering the following:

- To Meet the 8 Week contract deadline paperwork must be received on or before the employees commencement date.
- Wherever possible use the correct form for changes. Please contact the PACE team if you are unsure which form you should use.
- Please contact PACE if you have a desired staffing outcome and are unsure how to achieve this through a SAP form/s
- Operate within National & Local conditions of service. If you are unsure of these for a specific role, please contact PACE.

What happens to your SAP form



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Customer Service standards

- We will be friendly and helpful. We will listen and deal with enquiries efficiently, promptly and correctly
- We will communicate with our customers in plain English, using terms that are clear and easy to understand
- We will arrange to discuss sensitive or confidential issues in a private room or area if necessary
- We will arrange for leaflets or information to be made available appropriately in any language, Braille, large print, tape or cd
- We will arrange an interpreter for customers by appointment , if english is not their first language or if they use british sign language
- We will aim to answer the telephone within six rings
- We will welcome and record feedback from customers. We will try to resolve any complaints on the spot. Where this is not possible we will acknowledge your complaints within 3 days and provide a full response within 15 working days
- We will acknowledge all emails within one working day and provide a full response as early as possible, but certainly within ten working days
- We will respond to letters and faxes within ten working days. If we cannot provide a full response in this time we will contact the customer to explain why and let them know when they can expect a full response
- We will wear a name badge so that customers know to whom they are speaking

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