

HR Services to schools

HR at Ealing Council provides services to schools from two sources; consultancy/advisory services are provided from the core HR team and operational/transactional services, which include payroll, contracts and occupational health, are provided from the HR Shared Service Centre (HRSSC).

HR Consultancy/Advisory Services

A comprehensive HR package includes guidance, advice and support from your own dedicated consultant covering:

- Employee Relations
- Leadership Recruitment
- NQT Pool and appointments
- Safeguarding and Safer Recruitment
- Support at multi agency strategy meetings on child protection matters
- Customised HR and People Management Training
- Support with complex HR issues covering discipline, grievances and support at Employment Tribunals
- Managing Absence, Medical Capability and Ill Health Retirement
- Performance Management for Teachers and Support staff
- Reorganisations and Managing Redundancy
- Diversity issues including Equality Impact Assessments
- Interpretation of and advice on the School Teachers' Pay & Conditions Document, Burgundy Book and other national and local conditions of service
- Job Evaluation
- Advice and Training for Governors and school leadership staff on People Management issues

A brochure that comprehensively describes all the services offered by the HR Consultancy Team can be found on the EGfL website at the following link:

http://www.egfl.org.uk/export/sites/egfl/categories/personnel/_docs/pers/HR-services_School_Brochure.pdf

You can, alternatively, contact one of the following:

Mark Nelson	Head of Schools HR Consultancy	020 8825 9478	mnelson@ealing.gov.uk
Andy Merryweather	HR Manager Schools	020 8825 5130	amerry@ealing.gov.uk
Chris Prowse	HR Consultant	020 8825 9261	cprowse@ealing.gov.uk
Tasha Oliver	HR Adviser	020 8825 8190	toliver@ealing.gov.uk
Neil Robson	HR Adviser	020 8825 6533	nrobson@ealing.gov.uk
Jacqueline Bouchier	Business Support Officer	020 8825 9512	jbouchier@ealing.gov.uk

An HR handbook is available for schools through the EGfL. This includes model policies and procedures on a wide range of HR and Equalities matters, including disciplinary, capability, medical capability, grievance, allegations against staff etc. These policies include model letters and flowcharts where appropriate.

HR Shared Service Centre (HRSSC)

The HRSSC offer a range of services as detailed below. The main point of contact is via our service desk on 0208 825 9000 option 3 HRSSC and then Option 1 for schools. You will be presented with a menu from which you will be able to contact the relevant team to address your enquiry. The teams consist of the following:

HR Operations team

The HR Operations team provide front line responses to routine HR enquiries. Other transactional activities include contracts generation, upgrades, leavers, pre-employment checks and admin support on appointments.

CRB Unit

Since April of this year we are offering a new online CRB process. This has seen a remarkable decrease in the turnaround timescales for the production of CRB disclosures. It is a simple and straight forward system to use and gives the school the ability to track all stages of the CRB process. To receive log in details please contact the CRB unit.

0208 825 9000 option 3, option 1

Option 1 Recruitment & CRB

- publication of school job adverts
- pre-employment checks
- issuing of contracts recruitment
- online CRB

Option 6 All other HR enquiries

- HR administration i.e. change controls, general forms, correspondence

HRSSC CRB –crbunit@ealing.gov.uk

HRSSC Operations - hrsscops@ealing.gov.uk

Payroll & Pension Services - HRSSC

The HR Payroll team provide the payroll service for schools as well as corporate staff of the Council. Their functions include processing payroll data, processing statutory notices (P45s, P60s) and returns (pensions return, end of year tax returns). Production and distribution of payroll reports such as pre payday reports. The payroll team also offer the facility to provide additional payroll information when required.

The HR Pensions team has 2 different services, one for teaching staff and the other for non- teaching staff. Both sections offer advice on pension's issues as well as processing annual pension's returns. The non-teaching pensions fund is managed by a 3rd party administrator LPFA. The internal team monitor and manage outsourced pensions administration for non-teaching staff ensuring that service delivery is kept at a high standard.

0208 825 9000 option 3, option 1

Option 2 Payroll

- payment enquiries
- salary payments and amendments
- National Insurance
- expenses
- payroll deadlines

Option 3 Pensions

- pension information
- changes
- advice

HRSSC Payroll –genpayroll@ealing.gov.uk

HRSSC Pensions –pensionsmonitoring@ealing.gov.uk

Occupational Health

A team of highly qualified professional occupational health specialists including doctors and nurses who can advise on all matters relating to staff appointments/medical clearance, health during employment including professional advice relating to managing absence and ill health retirement. This service is available as part of the buyback HR offering or on an as and when basis.

0208 825 9000 option 3, option 1

Option 5 Occupational health

- referrals
- advice on medical applications

HRSSC Occupational Health – Occupationalhealth@ealing.gov.uk

iTrent support team

In May of this year we launched our new IT system - iTrent HR and Payroll. This has changed the way in which we now interact with our customers. The system offers self service facilities for employees and Head Teachers/

Business Managers/ Office Administrators. All of the HRSSC teams are available to offer advice and support in their areas of specialism. We have a technical team the iTrent support team who are on hand to assist with any technical/ system issues such as password reset, profile creation and system issues.

Option 4 iTrent support team

- User access
- iTrent system support

HRSSC iTrent – itrentsupportteam@ealing.gov.uk

Quadrant Leads

If you would like to have an introductory meeting to discuss the services provided by HRSSC or if you have any concerns or issues to bring to our attention regarding the service you are receiving, please contact the relevant Quadrant lead for your area. Please include Head of Service on any relevant correspondence.

Acton – Fiona Canney – 0208 825 9048, 07501 48 7701

canneyf@ealing.gov.uk

Ealing/ Hanwell – Sandra Wilkins – 020 8825 7559

wilkinssa@ealing.gov.uk

Greenford/ Northolt/ Perivale – Julie Pickett – 0208 825 9629

pickettju@ealing.gov.uk

Southall – Jane Lynham – 0208 825 7093

janelynh@ealing.gov.uk

Head of HR Shared Service

Helen Furey

0208 825 8416

fureyh@ealing.gov.uk