

# Service Level Agreement

Human Resources Service

Addysg

April 2020 – March 2023

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## **1 The Agreement**

### **1.1 The Agreement**

This is a Service Level Agreement (SLA) between the Human Resources Service and individual schools to provide advice and support to Governing Bodies and Headteachers relating to their personnel and salary responsibilities as set out in relevant legislation.

## **2 Human Resources Service**

### **2.1 Outline of the service provided**

The Service is responsible for providing professional advice to headteachers, management teams and school governing bodies on a range of matters regarding employment of staff - teachers and auxillary staff. The advice given is based on employment law, national conditions of service and good employment practice.

### **2.2 Methods of Provision**

The service is provided by the County's Human Resources Advisers and Human Resources Officers.

## 2.3 Human Resources Services Details

	Service	Service	Service	Service	Service
2.3.1.	Interpret statutory requirements and provide advice in areas such as contracts and conditions of service pertaining to teachers and support staff.	In accordance with legislation, contracts and guidance			Act on the advice given
2.3.2	On behalf of the Education Department. lead the work of developing human resources policies, which will then be presented to individual schools' governing bodies	In accordance with legislation, contracts and guidance		Provide example policies	Adopt and implement policies
2.3.3	Advise and support individual schools on implementing human resources policies in areas such as disciplinary procedures, redundancy, staff grievances, capability and managing sickness absence.	In accordance with policies			Act on the advice given
2.3.4	Co-ordinate links with the Teachers' Unions and Ancillary Staff Unions.			Hold regular meetings with union representatives	
2.3.5	Give advice on matters regarding staff re-structuring in schools. This can include communicating with the trade unions and advising staff members on opportunities for relocation to suitable alternative employment and dismissal arrangements.	In accordance with legislation, policies and guidance			Act accordingly to the advice given
2.3.6	Co-ordinate legal support to schools on all personnel matters.				Act accordingly to the advice given
2.3.7	Act as a contact point between the Education Department/ individual school in dealing with discussions regarding settlement agreements / ACAS				Act accordingly to the advice given
2.3.8	Advise headteachers or designated individuals in conducting investigations into employment matters.				Act accordingly to the advice given

### **3.0 General**

#### **3.1 Confidentiality**

The Human Resources Service will ensure that all data is stored securely and that the confidentiality of information is assured. The Service will comply fully with data protection legislation.

#### **3.2 Solving Disputes**

The Human Resources Service will deal with every enquiry as efficiently as possible and in a courteous and agreeable manner. Staff will not tolerate abusive behaviour or offensive language by the enquirer and they will end the conversation immediately if this occurs.

Any complaint or comments about the services should be referred in writing to the Human Resources Advisory Service Manager as soon as possible. The Manager, through discussion, will attempt to solve any differences of opinion on the content or implementation of this agreement. If the differences cannot be solved through discussion, the matter will be referred to the Head of Corporate Support for a decision.

#### **3.3 Duration of the Agreement**

A three year agreement is offered from 1 April 2020 until 31 March 2023.

#### **3.4 Terminating the Agreement**

Three months' written notice will be provided by either party before terminating the agreement.

#### **3.5 Cost of the Agreement**

The cost of the agreement on offer will correspond to the school's allocation through formula for Human Resources Services