Education Personnel Services (EPS)

Achieving the best educational outcomes for your school depends on your ability to attract and retain talented teachers and support staff. We understand that your staff are your most valuable asset. The quality of the people you employ in your team are the key to ensuring you are delivering the best educational experience for every child in your school.

As the HR consultants of choice for over 700 maintained, academy and free schools in Hampshire, Oxfordshire and surrounding local authorities and with over 30 years’ experience in our education specialism, we have the in-depth knowledge and expertise required to ensure your school receives the highest quality professional HR support.

Any HR provider can tell you what to do. Here at EPS, we do it differently – we will work with you to understand your context and priorities and ensure we support you in realising those aims as swiftly as possible. By working smarter, we ensure your time is used to its maximum potential. Using our knowledge and expertise means you do not need to become an expert yourself.

From recruitment and selection, through to school transformation and workforce organisation, we can support you with your most simple or challenging HR issues, providing you with a choice of personalised options and ensuring you are clear about the risks involved. We deliver so your school can perform.

**Our mission**

Our mission is to:

* value and consider our customers in everything we do.
* grow our dynamic team of professionals who thrive on making a difference.
* continue to develop our services through strong partnerships.
* empower schools to be the best that they can be.
* Our extensive experience and proven track record, with our wide-education customer base, built over the past 30 years.
* Our established network for customer consultation, which ensures that our policies keep you legally compliant and remain practical, working for you on a day-to-day basis.
* Regular review of our services which ensures that they are relevant to your requirements and achieve the highest standards.

 Why use our services?

We are driven by our goal of improving education for your children – we invest in you, not in shareholders.

* We have a team of specialist education HR consultants operating a helpdesk service every day from 9am – 5pm (4.30pm on a Friday). You still contact us straight away on the phone when you have a critical and complex issue, or for non-critical issues you can submit a query and our consultants will respond within one working day.
* We give you a choice of options, personalised to meet the needs of your own situation – ensuring the power to decide the direction of your school remains firmly in your own hands.
* We have over three decades in our education specialism – we are experienced like no other HR provider.
* Our core service is holistic and there are no hidden extras – so day to day you are covered.

 Our service commitment

We are committed to listening to our customers, delivering the priorities that you have told us are important and so this forms the bedrock of our Customer Charter. We pledge that we will:

**Deliver a service which impacts positively on your drive for school improvement.**

* Ensure we understand your school context and its requirements to deliver your school priorities.
* Tailor our service to ensure we support you to achieve your objectives.
* Aim to consistently achieve good or excellent ratings for our casework support and other services.

**Identify your required outcomes and timescales at the outset.**

* Explore your desired outcomes with you highlighting the HR implications.
* Agree the required timescales for you to achieve your objectives.
* Set and track milestones with you to help agreed timescales to be achieved.
* Ensure we deliver on these milestones and assist you to do the same where you request us to do so.
* Review progress and agree adjustments where necessary.

**Provide advice, which is practical, flexible and includes a range of risk assessed options.**

* Explore a range of options and explain their associated risks where appropriate.
* Help you to make an informed decision about these based on the needs of your school.
* Provide step by step advice through practical toolkits where appropriate.

**Deliver a personalised service through dedicated named contacts.**

* Provide you with access to a team of named specialist education HR advisers who will work with your school.
* Allocate you named lead and deputy consultants to support your specific casework needs.
* Allocate you named contacts for all other services.
* Undertake an induction visit when you first start your headship.
* Get to know you and your school to help understand how you wish to work with us.

**Have a specialist team available to answer your queries through our helpdesk.**

* Operate school-dedicated help lines where our team of consultants will address your immediate service requirements.
* Provide you with direct access to specialist education HR advisers who are professionally qualified.
* Respond to your voicemail and email queries to the Helpdesk throughout the day.

**Seek your views and respond to your suggestions for improvement.**

* Ask you for feedback in respect of the service we provide.
* Acknowledge any areas of dissatisfaction within five days and complete investigations within 20 days.
* Tell you how we are performing on a quarterly basis.
* Tell you about improvements we have made that will have a positive impact on you.

 Employee relations casework

We know that achieving your school improvement plan and ensuring a positive and productive learning environment for your pupils are your key priorities. We therefore recognise your need to minimise the time you spend dealing with employment issues. We support you in the following areas:

**Recruitment and selection of staff**

* Provide advice and guidance on regulations surrounding the employment of Teachers to you and your prospective candidates.
* Provide advice on the management of individual school recruitment difficulties.
* Advise and guide you on the contents of advertisements and best practice in recruitment to help you make a successful appointment.
* Provide advice and guidance on the appropriate type of contract.
* Provide advice and guidance on the full range of safer recruitment practices including pre-employment checks, dealing with any concerns arising from such checks and completion of the Single Central Record for the successful candidate.
* Provide advice and guidance on the right to work.
* Provide advice on any other recruitment, selection and appointment issues via our Helpdesk or specialist recruitment team.

**Management and development of Staff**

* Explore a range of options and explain their associated risks to assist you in determining how to manage individual issues, based on the needs and context of your school. Issues that may arise are:
	+ Short term and long-term attendance concerns
	+ Performance and capability concerns
	+ Conduct/disciplinary matters.
	+ Child protection allegations against staff
	+ Grievances
	+ Retirement
	+ Reductions, reorganisations, and restructures
	+ Industrial action
	+ Requests for flexible working
* Brief review of and advice on localised policies
* TUPE Transfers (both in and out, excluding Academy transfers)
* Provide practical support to managers where appropriate, in preparing and presenting cases at formal meetings or hearings.
* Provide an adviser to governors or Headteachers to assist in determining the outcome of cases presented at a hearing.
* Provide advice and guidance on the management of redeployment processes, including providing redeployees with access to self-support materials.
* Support the School’s Legal Adviser in preparation for and presentation of cases at employment tribunals, including advising Headteachers and Governors on case strategy, drafting appropriate documentation, advocacy at hearings and negotiation/conciliation as appropriate to the case.
* Provide support to newly appointed Headteachers and Business Managers on a range of HR issues.
* Provide support in relation to health and safety matters that require HR input, e.g. personal injury claims, absence through work-related accidents/incidents.
* Provide advice and guidance on any other employment issues via our Helpdesk.

**Terms and conditions of employment**

* Interpret the complex array of terms and conditions that currently apply to the school, providing advice to you on the flexibilities within them.
* Provide advice on the content of role profiles/job descriptions for support staff to ensure they meet your needs.
* Provide advice and guidance on matters arising from determinations made about an individual’s pay or terms and conditions, such as pay appeals.
* Provide advice on the implications of changing terms and conditions.

**Organisation development**

* Provide advice and guidance to schools to achieve their desired staffing structure.
* Provide advice and guidance on embedding performance management.
* Provide advice on change management tools available and cultural change (where schools are facing a need to achieve significant and/or rapid change)
* Provide advice relating to the development and implementation of wellbeing strategy of the school workforce.

 Recruitment: education jobs platform

Access to our Education Jobs website for advertising job vacancies, and an optional administration support service for headship, deputy headship and other appointments

• Unlimited ‘standard’ advert placements on the Education Jobs vacancy website enabling wide coverage of your vacancies to potential candidates.

**A new Education jobs recruitment platform is coming in summer 2024**

The new platform will be a full recruitment and applicant management system which will streamline the administration of the recruitment process. Increased functionality will provide schools with more flexibility in how they manage the recruitment process and communicate with candidates.

Examples of the new functionality include:

* A portal for schools to quickly see and track, progress and manage all their recruitment activity, which can also be accessed on mobile devices.
* A range of job posting options, adverts can be created, edited, copied, and saved for future use. Adverts can include images, photos, and videos at no additional cost.
* Marketing options for the school, for example posting jobs on other platforms e.g. Indeed
* Ability for candidates to view adverts and apply online, directly with your school.
* Ability for candidates to create an account, bringing in information they may have on other jobs platforms (e.g. LinkedIn) or their CVs, enabling them to apply quickly and efficiently. Candidates can set up alerts, notifications, track their application process and upload documents securely.
* A range of assessment and screening tools to assist with advertising, shortlisting, and selection regarding inclusion and diversity.
* Shortlisted candidates can schedule their interview online, receive automatic reminders.
* Direct communication with candidates (and tracking) through SMS messages
* Supports the onboarding process, letters can be automatically generated, pre-employment checks can be initiated and tracked through the system to the point the onboarding is transitioned into the IBC process for Hampshire maintained schools or, if different, schools’ own payroll providers.
* A range of management information reports providing schools with insight into the effectiveness of their recruitment

The new platform is designed to be intuitive and user-friendly.  We are confident that the new system will reduce administrative hours so that schools can use this much needed resource elsewhere.

 Training

EPS deliver approximately 15 training courses across the academic year on a range of topics such as: (additional charge)

* Absence management
* Performance management
* Restructuring
* Managing HR processes/policies

We can also deliver this directly to your school or network of schools.

We also deliver:

* New headteachers induction
* Governor training