

Human Resource Service Brochure

2025



your people, our priority



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2025 Transition Service

For the transition period 1 April 2025 to 31 August 2025, we will continue to offer our core Gold and Silver packages to continue to support you whilst identifying and transitioning to a new HR and Payroll & Pensions provider.

As experts in HR, with an understand of education at a strategic and operational level, we will continue to remain your strategic HR business partner, critical friend, and operational support.

We acknowledge and are mindful that HR activities are only a small element of the roles that you undertake on a daily basis, therefore our emphasis is to support you with these activities so that you can focus on your most important priority; delivering successful educational experiences and outcomes for your pupils.

2025 Service Changes

As we enter the offboarding transition period, the service we provide will be to change.

We are no longer able to offer our services wider than BCC Maintained Schools, including both core package and pay as you go offerings (PAYG).

The PAYG offering for 2025 has reduced and will only be available for BCC Maintained Schools who also purchase either the Gold or Silver package.

The PAYG services for 2025, are detailed on page 9.



Our service packages

Choose the service that suits you

To ensure all of your HR needs are catered for and you are supported every step of the way, we provide a comprehensive yet flexible HR service.

Our **'Gold'** package is the recommended package to ensure that every aspect of your HR management is supported at every level. Our **'Gold'** package provides you with the security of a fixed and transparent fee, allowing you to budget plan, secure in the knowledge that all calls and consultations are included. We don't start charging you by the hour if an unexpected or complex issue arises – our priority is to support you through to resolution, therefore we will take the time to work with you to achieve this.

When subscribing to the **'Gold'** package you will access;

- expert Employee Relations Consultants and access to a wider ER support team
- dedicated named HR Officers for contractual, operational and transactional support
- 24/7 access to a dedicated online transactional and information platforms
- reduced advertising rates via our supplementary recruitment services
- access to a free comprehensive training provision
- Governor toolkit
- Strategic HR consultancy, to include workforce planning
- Remote data and transactional support
- On-Site support where appropriate and necessary
- Compliance and health checks

We appreciate there will be occasions where you may have externally outsourced ER support. Therefore, we offer more simplified **'Silver'** package; we will work with you regarding your contractual, transactional and operational activities whilst you are utilising in-house or HR consultancy providers for your ER activities.

Note: To use our HR Transactional services (GOLD and SILVER), you need to also purchase the BCC Payroll and Pensions Service for schools.

Package Overview

		Gold package	Silver Package
Employee Relations consultancy	Named ER Adviser	✓	
	Governor Tool Kit	✓	
	Employee Relations Training (Some free places/discounted fees)	✓	
	Policy Toolkits to accompany policies and procedures	✓	
	Advice on ER related issues and case work	✓	
	Technical advice at hearings and appeals	✓	
	Witness for employment tribunal or court cases	✓	
	Support for school strategy and planning	✓	
HR Operations advice and transactional access	Online transactions	✓	✓
	Online reports and management information	✓	✓
	Library of statutory model policies, procedures and templates	✓	✓
	People management guidance	✓	✓
	Transactional email helpdesk	✓	✓
	Named HR officer	✓	✓
	Contracts and contractual variations	✓	✓
	Pay and conditions advice	✓	✓
	Family leave, leave of absence advice	✓	✓
	Leave entitlements and holiday pay advice	✓	✓
	Salary calculations including teacher salary assessment	✓	✓
	Honorarium, secondment, acting up advice	✓	✓
	Retirement, redundancy and leavers advice	✓	✓
	Schools workforce census return	✓	✓



Our services in detail

Human Resources

HR support includes:

- named HR Officers, acting as your first point of contact for resolution or escalation
- frontline advice to cover any issues and queries that may arise including:
 - employee contracts and contractual variations
 - pay and conditions
 - sickness, maternity/paternity/adoption and shared parental leave
 - leave of absence
 - leave entitlements and holiday pay
 - salary calculations including teacher salary assessments
 - honorariums, secondment and acting up
 - retirement, redundancy, and leavers
- completion of all pay and contractual administration for new employees or contractual changes to existing employees, including the issue of letters and statements of particulars
- administration of absence policies, such as sickness, maternity, paternity and adoption, including the issue of letters
- administration of annual employee staff changes including pay awards and pay scale incremental progression
- processing of all casual payments and additional hours payments such as overtime
- consulting on and providing model statutory policies and procedures, relating to terms and conditions, with trade unions and other stakeholders
- Regular meetings and updates
- Online HR solution for processing appointment, contractual changes, recording absence, etc.

- access to reports and management information data
- technical support from the helpdesk team

Employee relations

ER support includes:

- named ER officers
- access to a wider ER first line response team
- visits and attendance at meetings as part of a formal process
- advice on implementing policies and procedures
- technical advice at hearings and appeals
- attendance as a witness at employment tribunal or court cases if required
- assistance, support and advice with drafting letters and other documents on a range of more complex staffing matters
- consulting on and providing model policies and procedures with trade unions and other stakeholders
- access to guidance, offering a wide range of policies, procedures and toolkits covering all aspects of people management
- negotiating settlements, facilitating exit strategies and career transition support
- robust support where further interventions are required, where complex employee issues are evident, to ensure leadership, management and staffing issues are resolved without delay
- employment law and legislative updates
- support in defending any employment tribunal claims made against your setting by working with your solicitor or barrister

Our ER officers work alongside LSB Law (part of Birmingham City Council) to ensure an effective and responsive advisory service on all aspects of employment law, including:

- legal representation at employment tribunal and court cases including unfair dismissal, discrimination, constructive dismissal and personal injury claims
- dedicated solicitors and counsel available when appropriate to meet and interview head teachers and other witnesses
- calculating claims for damages, compensation and settlements (merit analysis)

Other services included in our Gold and Silver packages include:

Gender pay gap reporting

If your setting employs 250 or more people and therefore must report its gender pay gap, we will provide you with the data you need for your report.



Supplementary services

These services can be purchased by BCC Maintained Schools where also purchasing the Gold or Silver package.

Advertising

Our recruitment team provide a variety of low-cost advertising options and ensure your adverts are compliant with the latest legislation

Disclosure and Barring Service

As a registered umbrella body with the Disclosure and Barring Service (DBS), we provide advice and guidance along with access to Ebulk, the online facility for processing DBS checks.

Independent investigations

We provide access to a pool of associate investigating officers for complex disciplinary, grievance or harassment cases.

Salary Statements

We will provide you with Salary statements for all of your Teaching Staff and or Support Staff to ensure that you are easily and effectively able to satisfy this annual statutory duty (Teaching Staff).



Charging bands 2025

Our service package charges are clear and transparent and are based on your employee headcount

Band	Headcount
1	1-25

2	26-50
3	51-75
4	76-100
5	101-125
6	126-150
7	151-175
8	176-200
9	200+

Services will be invoiced for the part year period 1 April 2025 to 31 August 2025.

The application of charges in this way ensures that you are able to undertake your budgetary and financial planning with confidence and more effectively, through knowing the complete cost of the service you have purchased, regardless of the level of support you will require.



Offboarding to your new provider

When you identify your alternative provider, please provide as much notice as possible so that we are able to support you through the offboarding process.

Due to the volume of schools who will need to transition to a new provider, we may need to cap the number of schools we are able to offboard each month, therefore early

communication from you regarding your decision, will assist us to support you appropriately.

You will be provided with a set of standard data reports to be given to your new provider from both HR and Payroll and Pensions. In addition, you will also receive some standard templates that you will be required to continue to use including contracts.

The Local Authority will still retain their statutory responsibilities for its employees within, community, community special, voluntary controlled and maintained nursery schools. Further information regarding how this will work in practice will be provided as the process develops.



Service standards

Our commitment to you

We take pride in delivering our service

We will:

- deliver a professional HR service centred around your school's needs
- be true to our word
- be polite and helpful
- provide accurate and consistent advice
- be transparent and honest

One team with one goal

We will:

- get to know and understand your school
- meet with you regularly

- act with integrity and impartiality

Always listening

We will:

- make it easy for you to speak to us
- ask for your feedback and act on it
- listen and provide solutions that keep you safe from challenge



Postal address

HR Services for Schools
PO Box 14512
B2 2JH

Operating Hours

All our services are available 52 weeks a year (public holidays excluded) between the following core times:

Term Time

Monday to Thursday	08:30 to 17:00
Friday	08:30 to 16:00

School holidays

Monday to Friday	09:00 to 16:00
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HR portal helpdesk

By email only at shrsportalhelpdesk@birmingham.gov.uk

Appendix A

Charges for supplementary services 1 April to 31 August 2025

Service	Detail	2025 Nett Price
DBS Clearances	Enhanced	£53
	Standard	£33
For BCC Maintained Schools who purchase Gold or Silver	Volunteer	£15
Advertisement Service	One publication & upload to BCC website	£86
	Upload of support documents to BCC website e.g. application form, job description etc	£20
For BCC Maintained Schools who purchase Gold or Silver	Upload to wmjobs.co.uk	£20
	Promotion on social media – Twitter and LinkedIn	£20
Salary Statements	Production of Salary Statements following the completion of annual pay progression:	Band 1 – 5 £260
For BCC Maintained Schools who purchase Gold or Silver	Teaching Staff	
	Support Staff	Band 6 – 11 £300
Independent Investigations		Price on application