



Human Resources Advisory Service

Introduction

Human resources (HR) can be a complex area with regular changes to employment and education law which impact on staff matters.

With our experienced team members, the HR team within North Yorkshire County Council understands the context in which educational settings operate.

By understanding what is required we are able to provide focused solutions on the full range of HR matters from simple HR queries to more complex casework.

About the service

The HR Advisory service provides a responsive and proactive service, where support will be available from a suitably qualified Advisor at all times during working hours. Telephone calls will be returned within 24 hours, an email within 48 hours of receipt and visits are arranged in line with your needs (subject to reasonable notice).

Benefits of using this Service

- You will have a named HR advisor for your educational setting
- Unlimited* access to a professional advisory service, which has years of experience working within the Education sector and has close links to other services with the Local Authority
- Access to a full range of HR related policies and procedures which are consulted on at County Level
- Professional advice and guidance on employment related matters, ensuring you are aware of risks and able to make informed decisions about staffing
- Regular communication informing you of developments or changes in statute/employment law and allowing you to keep abreast of your employer responsibilities
- A HR health check for new head teachers in their first term
- A termly visit for secondary schools to proactively support head teachers and review HR matters
- Access to training events (some may attract an additional charge)
- Ability to request additional “bespoke” or specific support over and above the standard SLA tailored to your needs at a competitive price.

(*Subject to fair usage)

HR advisory support is provided through:

- telephone/email advice within normal working hours on HR management issues;
- client visits where required;
- access to a full range of HR policies and procedures;
- access to a wide range of online learning packages;
- training of managers and other staff on HR related issues; and
- client care meetings to support head teachers on all aspects of HR.

SmartSolutions is North Yorkshire County Council's new way of providing services for education and business in North Yorkshire.

We offer almost thirty services, all of which can be ordered online via our website **www.northyorks.gov.uk/smartsolutions**

Your dedicated Relationship Manager is also available for help and support on email or over the phone.

Contact details for the **SmartSolutions** support unit are below.

In addition professionally qualified HR staff can be commissioned to undertake complex case work on behalf of the head teacher / governors, including the investigation and presentation to panels in disciplinary and dismissal hearings.

All HR Advisers are professionally qualified or working towards a qualification and undertake regular continuous professional development.



Contact us

Harry Rashid

Principal HR Adviser

T: **01609 535117**

E: **haroon.rashid@northyorks.gov.uk**

For more information about any of North Yorkshire County Council's services for education and business or details of trading Terms and Conditions, please contact the **SmartSolutions** team:

T: **01609 533222** (between 8.30am - 5.00pm Monday to Thursday and 8.30am - 4.30pm Fridays, closed weekends and Bank Holidays)

E: **smartsolutions@northyorks.gov.uk**

W: **www.northyorks.gov.uk/smartsolutions**

If you would like this information in another language or format such as Braille, large print or audio, please ask us.

Tel: **01609 780 780** Email: **customer.services@northyorks.gov.uk**

