



# NYHR

## 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.

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

## Service benefits

- You will have a named HR advisor for your academy
- Unlimited access (subject to fair usage) 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
- Professional advice and guidance on employment related matters, ensuring academies are aware of risks and able to make informed decisions about staffing
- A termly visit for secondary schools to proactively support head teachers and review HR matters
- 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 Headteachers in their first term
- 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

# Expert support from professional advisors

## Key features

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).

### 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
- Client care meetings to support head teachers on all aspects of HR

## The NYES difference

The quality of work carried out by our team is reflected by the recognition and success we have achieved nationally; winners of the PPMA Excellence in People Management Awards 2017 for Commercialisation and HR, plus, being shortlisted for the Personnel Today Awards 2017 in both HR Team of the Year and HR Impact Award. As our customers, you can place your full trust and confidence in us to provide a responsive and proactive, expert service that focuses on supporting and advising a full range of HR matters from simple queries to more complex casework.

*"It is reassuring to us to have high quality advice and assistance, particularly with any complex or difficult issues."*

Northern Star Academies Trust

*"I personally have found HR absolutely fantastic during my 19 years as a Headteacher."*

Settrington All Saints Church of England Primary School

*"I have to compliment the HR service for the outstanding professional advice I have had as a Headteacher in respect on staff under performance and absence procedures."*

The Forest School



## Contact us

To find out more about any of the services we offer and how we can support you please contact the North Yorkshire Education Services team:

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