

CAPITA

Providing **HR and Payroll services**
to the education sector



Our HR and Payroll services combine flexible, professional support and innovation with deep educational expertise to help you deliver.

Introduction

Capita is the fastest growing provider of HR and Payroll services in the UK with over 20 years' experience of working with educational establishments and local authorities. We understand that staff are both your most costly asset, and the key resource in the delivery of educational outcomes. With our flexible approach we are here to help you maximise your investment in people through a range of front and back office HR and Payroll services, including:

- Management of your HR and Payroll transactions
- Professional HR advice and intervention
- Management of sensitive HR cases
- Educating managers with an appreciation of HR legislation and practice
- Access to off the shelf knowledge and templates for job descriptions, policies and other HR related information
- Project based interventions that develop and leverage your talent pool.

With over 1,000 staff operating across 10 service centres, supporting over 2,000 schools and Academies we have a strong track record in the education sector, leaving you to focus on what you do best – educating.

"I was inexperienced in working with employees who had poor track records of attendance. Capita supported me over an extended period both with meetings and advice. The result was a huge improvement in attendance amongst our workers and a change in the culture with regard to absenteeism. The support given by Capita was invaluable."

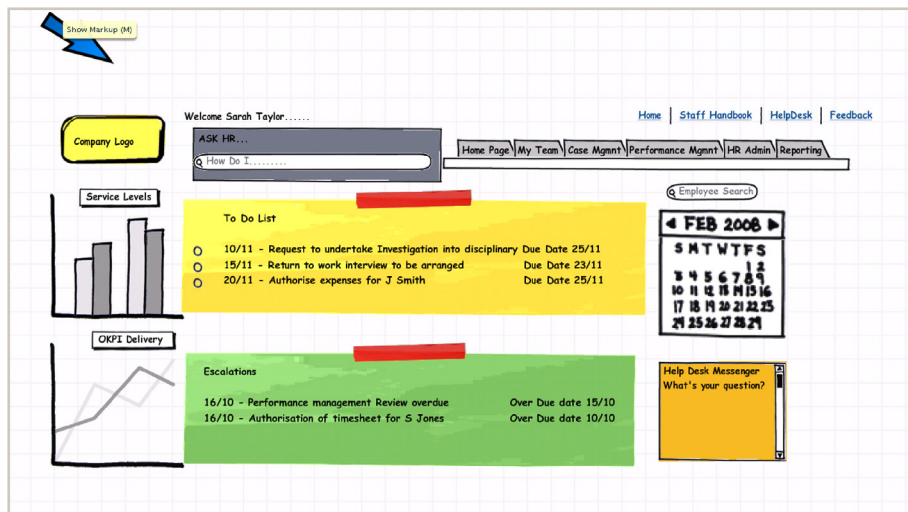


Why choose Capita?

We operate in a way that gives you real choice, by flexing our services in a way that meets your needs and circumstances. We strike a balance of delivering remote support and onsite assistance, enabling you to benefit from a cost effective solution and personalised support where needed.

Our services		HR and Payroll	Helpline	Off the shelf knowledge and templates	Training	HR advice and intervention	Case management	Project based intervention
How we can deliver the service	Remote	✓	✓	✓	✓	✓	✓	✓
	Onsite	X	X	X	✓	✓	✓	✓

This flexible approach is underpinned by innovation. Our HR services can be accessed remotely using our intelligent internet portal providing you and your staff with direct access to our full range of supporting services from HR & Payroll transactions through to HR Case management. This remote access can be combined with professional onsite support in a way that meets your needs and circumstances.



HR and Payroll Administration

Capita has been successfully delivering HR and Payroll services for over 20 years. We run 1,500 payrolls, paying over £1.7bn to 3 million client employees and pensioners in the UK and Ireland as well as providing 9.7m pay slips per year.

With our proven track record we are well placed to manage your HR and Payroll administration process. We also carry out front office duties such as handling queries from staff on your behalf. Our services include:

- Contract Management
- Payroll operation, data management and reconciliation
- Gross to net processing
- Payslip printing and P45 distribution
- BACS transmission to employees and third parties
- P11D and Year End support
- Legislative and management reporting
- Recruitment
- Criminal Records Bureau (CRB) checks
- Pre-employment checks.



Professional HR Advice and Intervention

By ensuring issues are tackled early, we provide practical and proactive advice, guidance and support to schools to help increase employee engagement and help improve risk management.

Our services include:

- Employee relations, advice and guidance
- Performance management
- Talent management (skills profiling, succession planning and redeployment)
- HR telephone advice line facility
- Project based interventions
- Management of sensitive HR cases.



Educating Managers in HR Practice

We offer a wide range of training for managers and governors to support them in dealing with situations such as:

- Grievances
- Disciplinary
- Complaints investigation skills
- Dealing with poor performance
- Teachers and support staff pay.

With a growing need for all employers to have a good understanding of safeguarding and its HR implications, Capita also offers training and advice on:

- Recruiting safely
- Dealing with allegations
- Keeping staff safe
- Creating a culture of vigilance.

Off the Shelf Knowledge

We have dedicated teams focused on 'horizon scanning' for future changes to HR legislation. We provide:

- Off the shelf knowledge and templates
- Procedures and guidance on a variety of issues ranging from disciplinary to interpretation of teachers' pay and conditions of service
- Regular briefing notes and termly newsletters about policy development on employment and education.

We adopt a 'keep it local approach' to ensure policies and procedures are simple and easy to follow whilst meeting legislative requirements.



Project-based Organisational Development

In these challenging times leveraging and effectively managing the talent pool available to you is increasingly important.

Capita provides a range of services and training to the education sector to help it improve organisational effectiveness, adapt to new strategies and meet market challenges. These services include:

- Accredited management development programmes
- Generic and bespoke short courses
- Management coaching, including 360 degree feedback
- Strategic support in areas such as performance, appraisal, workforce planning and diversity
- An employee 'healthcheck' toolkit to help you identify key employee issues
- Policy development and guidance.



Contact Us

Please get in touch with us if you would like to know more about our services and how they can help you. One of our Education Account Managers will happily meet with you to answer any questions you have about the services we offer and how they would work in practice.

Email: education.HRservices@capita.co.uk

Website: www.capitahrsolutions.co.uk