

Service Level Agreement

Education Business Centre (Area Office)

April 2020 i March 2021

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1.0 INTRODUCTION

1.1 The Agreement

This is a Service Level Agreement (SLA) between the Education Business Centre and individual Primary Schools to provide administrative support and guidance.
The Business Centre has evolved from the Schools' Support Service.

1.2 The Service

Administrative Support and Guidance

The main objectives of the service are to support effective administration in Gwynedd schools. We will provide a high quality service that will meet the administrative management needs of schools.

The purpose of the agreement is to ensure schools receive guidance and support to fulfil the administrative requirements placed on them, while at the same time ensuring that headteachers have the time to lead teaching and learning and the other various professional duties.

This service will provide those elements of school administration that would not be cost-effective for the school itself to provide and should be viewed as a supplementary element to the general administration of the school.

All parts of the service will be bilingual and we will treat our customers with courtesy and respect.

This agreement will conform to the legal and managerial requirements set by Welsh Government and by Gwynedd Council.

1.3 Methods of Provision

The service is provided by the Education Business Centre. The workforce has been specifically trained for the purpose of meeting the requirements of the service under the supervision of the Business Centre Leader. They provision will ensure consistency and succession to the service. Each individual school will have an individual to provide personal and direct contact.

It is the responsibility of the Business Centre Leader to supervise the work of the service, ensuring effective communication with the headteachers and the professional training and development of service staff.

The Business Centre Management Board will provide an opportunity for representatives of headteachers to monitor the quality of the provision and offer guidance on alternative methods of supporting schools. The Business Centre Management Board will receive and challenge performance reports on a monthly basis.

The Business Centre Leader is in charge of the service from day to day and acts as the main contact point for schools. The Business Centre Leader will offer guidance on business matters where appropriate, or refer the matter to the most appropriate person.

In partnership with the Corporate Translation Service a professional translation service is provided to enable schools to meet the requirements of the Language Policy and Language Commissioner.

1.4 Confidentiality

The Education Business Centre will ensure that all members of staff will uphold the confidentiality of any data, and that data is stored securely so that there are no doubts concerning the confidentiality of the information.

The Education Business Centre will conform in full with data protection legislation.

1.5 Solving Disputes

Any complaint or comments about the services should be referred in writing to the Business Centre Leader as soon as possible. The managers, through discussion, will attempt to resolve any differences of opinion on the content or implementation of this agreement. If the differences cannot be resolved through discussion, the matter will be referred to the Area Education Officers for a decision.

1.6 The Duration of the Agreement

A one-year agreement is offered from 1 April 2020 until 31 March 2021.

During this year will be consulting with the Management Board and schools on a new agreement which will include a larger range of services which could include aspects which are currently being piloted.

1.7 Terminating the Agreement

Three months' written notice will be provided by either party before terminating the agreement.

2.0 Packages

The SLA is a means of ensuring that the school has a clear procedure that complies with the *Council's Financial Regulations* and offers protection from failing to fulfil statutory requirements.

2.1 Financial Management

Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.1.1 a Budget analysing and interpreting.	Ensure Headteachers' and Governors' understanding of the school budget	Termly	<p>Provide a written report which analyses in words and graphically the school's financial situation. The report will be based on information which will be prepared by the Senior Accountant. The report will not duplicate the work of the finance unit.</p> <p>The report will support the Headteacher and Governing Body yn discussing financial matters.</p>	The Headteacher's duty is to receive training, ask for advice and support from the Senior Accountant in order to monitor budget expenditure and to comply with the Council's Financial Regulations.	Core
2.1.1 b Update budgetary information	Ensure that the information retained on the FMS system is correct.	Within 5 working days of receiving information.	<p>Inform Headteachers of any overspending.</p> <p>Transfer funds between headings following instruction from the Headteacher.</p>	<p>Complete a financial virement form having secured the authorisation of the Governing Body according to the guidelines for:</p> <ul style="list-style-type: none"> virement of funds between financial headings; expenditure in excess of a specified sum. 	Core
2.1.2 a Process orders	Ensure compliance with the Council's Financial Regulations.	Daily	<p>Provide support for schools in ordering in accordance with the Council's requirements.</p> <p>Create orders through the FMS system</p> <p>Contacting suppliers to resolve mistakes and problems regarding supplies.</p>	<p>Contact the office in order to make an order.</p> <p>Order materials through the e-procurement system</p>	Core
2.1.2 b Support the use of a Credit Card	Ensure compliance with the Council's Financial Regulations	Daily	<p>Establish and offer guidance on the use of a credit card in schools.</p> <p>Offer an ordering service where appropriate.</p> <p>At the end of each month we will reconcile credit card expenditure against evidence in the form of invoices.</p> <p>Where possible we will find the invoices on systems such as Amazon monthly so that schools do not need to send them to the office.</p>	<p>Use the credit card appropriately.</p> <p>Send invoices to the office before the end of each month.</p> <p>Ensure access to ordering and payment systems of companies such as Amazon.</p>	Core

				Inform the school of payments where no invoice has been received.		
2.1.3	Process invoices	Ensure compliance with the Council's Financial Regulations	Within 3 working days of receipt.	<p>Ensure that the invoice is unique and valid for payment with correct expenditure codes.</p> <p>Contact suppliers to resolve mistakes and problems regarding invoices.</p>	<p>Prioritise the use of a credit card.</p> <p>Ensure that invoices are correct.</p> <p>Validate and certify invoices for payment.</p> <p>Within 5 working days, send to office for payment.</p>	Core
2.1.4	Reconcile expenditure	Ensure that the monthly reconciliation is correct.	Monthly	<p>Responsibility for reconciling monthly expenditure by checking and cross-referencing expenditure, resolving problems and correcting mistakes.</p> <p>Reconciling credit card expenditure.</p>		Core
2.1.5	Financial Reports	Ensure that reports are correct.	Monthly	<p>Produce financial reports for the Finance Unit/Headteachers following the monthly reconciliation and produce additional reports as required.</p> <p>In cooperation with the Finance Unit, ensure the accuracy of financial work through internal quality assurance processes.</p>	<p>Check that the report is correct.</p> <p>Contact the Finance Unit to discuss any inconsistencies.</p> <p>Act on issues that arise from the report.</p>	Core
2.1.6	Close the financial year	Ensure correctness and punctuality in order that the balances carrying over are known as soon as possible.	By June	<p>Ensure that all the orders/invoices within the current year have been processed:</p> <ul style="list-style-type: none"> Delete old orders. Delete financial commitments. Close the financial year's electronic file. <p>Transfer reserves to the new year.</p>	Sicrhau bod holl archebion/anfonebau o fewn y flwyddyn gyfredol wedi eu hanfon i'r Ganolfan Fusnes Addysg.	Core
2.1.7	Open the financial year	Ensure the correct inputting of the budget into the FMS system.	A need to set the budget within 5 working days of receipt.	<p>Open a new financial year before the end of March.</p> <p>Input the budget into correct headings in FMS and interlink it with the cost centres and ledger codes, create report templates and add new codes.</p>	Secure the Governing Body's approval of the Final Budget before the end of May.	Core

2.2 Pupil Database - SIMS.net

	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.2.1	Prepare the pastoral structure of classes/timetable	Ensure that the following are correct: - the structure of classes - new staff - new pupils.	The structure set up by 1 September.	Process information on the children, the pastoral structure, registration classes and teachers, in order to establish a new academic year.	Ensure correctness and share information about: - new pupils - new staff - the structure of classes before the end of the summer term.	Core
2.2.2	Input pupil and staff information	Ensure that this is correct.	Within 5 working days of receiving the information.	<p>Input basic information on all the school's pupils</p> <p>Input information on the school's teachers</p> <p>Offer support to schools when updating information.</p> <p>Process information on new pupils starting at the school and check the start date.</p> <p>Prepare a pupil information checking pack for each school annually to be sent to parents to check the accuracy of the details.</p> <p>Adapt individuals' details highlighted through the annual checking procedure.</p>	<p>Ensure correctness and share information about children in order to keep SIMS.net up to date.</p> <p>Ensure that information is shared about children arriving at or leaving the school.</p> <p>Distribute and ensure the return of details check form for each pupil.</p>	Core
2.2.3	Schools' Annual Census (September)	Ensure that this is correct and submit the report to the Information Officer.	Upload the report by the specified date.	<p>Administrate the annual census in September by producing a report to check all the school's registered pupils.</p> <p>Resolve problems linked to the census such as pupil duplication and unique numbers (UPN).</p>	Ensure that the information is correct.	Core
2.2.4	Advise schools on the use of SIMS to promote attendance including administrating the Attendance Census	Ensure that this is correct and submit the report to the Welsh Government website.	<p>On request of school.</p> <p>By the specified date.</p>	<p>Produce attendance report as required by school. This could include individual reports, pupil group or family reports or reports on the use of different codes.</p> <p>Administrate the attendance census in September for the previous academic year.</p>	<p>Ensure teachers register pupils two times a day.</p> <p>Ensure that the Education Business Centre receives up-to-date information about teachers and pupils.</p> <p>Ensure that the marks on the register are correct and appropriate.</p>	Core

				Produce an attendance report and check the percentages with the Headteacher. Upload the attendance census file onto the DEWi website, check the data and send this on to the Assembly. Offer guidance to schools as to how to produce attendance reports.		
2.2.5	Receive and transfer electronic Common Transfer Files (CTF)	Ensure correct and up-to-date information.	By the admission date or within a day of receiving the CTF.	<p>Receive pupils' electronic CTF files from the previous school via the S2S website (Secure Data Transfer System). Download the CTF to the new school. Update the personal details of new pupils.</p> <p>Receive information about a pupil leaving for a new school, contact the new school in order to find out the school and Education Authority's administration number, upload the pupil's CTF and transfer it via the S2S website. Update the personal details of new pupils.</p> <p>Receive a list of Year 6 pupils transferring to secondary schools, ensure that every pupil's CTF is complete and correct, move the file to the secondary school, upload the pupil's CTF and transfer it via the S2S website.</p>	<p>Inform the Education Business Centre within 5 days of any new pupils who arrive at or leave the school.</p> <p>Inform the Education Business Centre of the name, date of birth and previous school contact of any new pupil.</p> <p>Inform the Education Business Centre of the name, date of birth and new school contact of any departing pupil.</p> <p>There is a need to ensure that the Pupil Information Collection Form has been sent to the Education Business Centre for the information not on the CTF.</p> <p>Ensure that the secondary school option forms are distributed to Year 6 children in accordance with the Information Officer's guidance.</p>	Core
2.2.6	SWAC (School Workforce Annual Census)	Ensure that this is correct and submit the report to the Welsh Government website.	By the specified date for collecting information.	<p>Produce a report that presents the information required to complete the census.</p> <p>Upload the information onto the DEWi website</p>	Check the accuracy of the reports on DEWi and confirm this to the Education Business Centre.	Core
2.2.7	PLASC ('Pupil Level Annual School Census').	Ensure correctness of PLASC for Welsh Government.	By the specified date for collecting PLASC information.	<p>Administrate the annual PLASC:</p> <ul style="list-style-type: none"> gather and input census data and details. validate the census, reconcile information and resolve the problems that arise upload the PLASC electronic file onto the DEWi website check and authorise the data and send this on to Welsh 	<p>Ensure that information on SIMS.net is correct.</p> <p>Complete and ensure that the PLASC form is correct and submit this to the Education Business Centre by the specified date.</p>	Core

			Government within the specified timetable.			
2.2.8	Process pupil assessments in Reading/Numeracy Tests/Foundation Phase/KS2	Ensure that the information on SIMS.net is correct.	By the specified date for submitting the results onto the Welsh Government website .	<p>Send a member of staff to support the school in inputting the data directly into SIMS.</p> <p>On request, the Education Business Centre can prepare electronic mark sheets to collect the assessments.</p> <p>Calculate every mark sheet individually.</p> <p>Create a file for the DEWi website.</p> <p>Upload the assessments onto the DEWi website according to a specific timetable.</p> <p>Download reading tests' results onto SIMS.net from the DEWi website.</p> <p>Create a comparative analysis of individual pupil and whole-school results.</p>	<p>Ensure that assessments are submitted electronically, checking that they are correct.</p> <p>Ensure that the information on the SIMS.net system is correct.</p> <p>Ensure compliance with the guidance provided by the Information Officer in relation to submitting results.</p> <p>Ensure that results are correct before the SIMS Assistant uploads them onto the Assembly's website.</p>	Core
2.2.9	HWB	Ensure that the information transferred from SIMS.net to HWB is correct.	The timetable will be arranged jointly with the Headteacher.	<p>Ensure that the SIMS.net data transferred to HWB is correct.</p> <p>Offer general basic support to ensure access to HWB for staff and pupils. We will support schools with password problems by acting as Admin (where appropriate) to set and reset passwords.</p>	Ensure that the Education Business Centre receives up-to-date information about teachers and pupils.	Core
2.2.10	Other various software such as Incerts	Ensure that the information transferred from SIMS.net to Incerts and from Incerts to SIMS.net is correct.	The timetable will be arranged jointly with the Headteacher.	<p>Support the process of inputting and exporting data from SIMS to various other software such as Incerts.</p> <p>Provide a file from SIMS to upgrade software systems when new children or staff arrive at a school.</p>	Ensure that the Education Business Centre receives up-to-date information about teachers and pupils.	Core
2.2.11	Input personnel/staffing information	Ensure that the information is up to date and correct for financial commitments through monthly	Within the timescale for reconciling monthly expenditure	Input information from the Schools' Salaries and Contracts Unit about school staff's contracts such as new appointments, termination of contracts and changes in hours and pay.	<p>Ensure that the Schools' Salaries and Contracts Unit has up-to-date information on:</p> <ul style="list-style-type: none"> • changes to contracts • termination of contracts. 	Core

	expenditure reconciliation.		Ensure the Schools' Salaries and Contracts Unit has up-to-date information about new contracts.			
2.2.13	Update FMS and SIMS.net systems	Ensure that the system operates properly following any upgrade.	An agreed timetable with the systems' support providers.	Update FMS and SIMS.net systems as required.	Follow the instructions provided by the system's support providers.	Core
2.2.14	Produce a pupil report from SIMS.net to ONE	Provide information on a pupil level from SIMS.net to ONE.	Regularly	Provide reports from SIMS.net to be uploaded to ONE. Check the consistency of data between SIMS.net and ONE.	Provide the Education Business Centre with correct, up-to-date information so that pupil records can be updated in SIMS.net on behalf of the school. Update some aspects of pupil records in SIMS.net.	Core
2.2.15	Create new primary staff as users in the SIMS.net system	Ensure that the information is up-to-date and correct.	Timetable agreed with the Headteacher.	Create new users in SIMS.net for new staff.	Provide the Education Business Centre with details of new staff.	Core

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2.3 Support for Headteachers and Clerical Assistants

	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.3.1	Support for new Headteachers	Ensure that up-to-date and correct information about administrative matters is transferred.	Within a term of starting as a Headteacher	Offer support to new Headteachers by conducting Training and/or an Administrative Surgery with the most appropriate person from the Education Business Centre.	Be prepared to ask for assistance if required. Attend courses offered Attend Administrative Surgery if required	Core
2.3.2	Support for Headteachers	Support in managing school's strategic documents	As required	Service to check that appropriate policies have been adopted by the school.	The Headteacher to contact the Education Business Centre Leader to ask for the service	Core
2.3.3	Milk reports	Ensure the accuracy of information in SIMS.net	Monthly	Ensure the accuracy of SIMS data with respect to numbers of children taking milk. Ensure missing marks are cleared and contact school if required. Extract milk reports from SIMS for under 5s, 5-7, and 7+. Send milk figures for under 5s to schools for the school to enter into the NMRU website.	Ensure the Education Business Centre receives up-to-date information about pupils receiving milk and that missing marks are cleared. Input figures into NMRU website on a timely basis.	Core
2.3.4	Support before inspection visit	Professional administrative service at request of Headteacher	As required	Offer administrative support as required by Headteacher in response to period of significant workload over a short period of time. Maximum of 3 days over three weeks.	Be prepared to ask for assistance if required. .	Core
2.3.5	Support for new Clerical Assistants	Ensure that up-to-date and correct information about administrative duties is transferred.	Within a term of starting in the post.	Offer support to new Clerical Assistants from the most appropriate person from the Education Business Centre over the phone, or by visiting the school.	Attend courses offered Attend Administrative Surgery if required	Core
2.3.6	Support for Clerical Assistants	Provide an opportunity to present new information and share good practice.	Termly	Offer various workshops to clerical assistants at an area or catchment level in order to share good practice. Ensure that what is presented is valuable and useful.	Attend sessions offered where possible. Make use of the resources prepared if suitable.	Core

2.3.7	Provide Guidance and Instructions for SIMS	Provide clear and detailed guidance and instructions.	Regularly	<p>Provide a place to collect and share good practice.</p> <p>Provide an electronic forum to ask questions or offer solutions.</p> <p>Provide clear and understandable guidance to enable schools to make the best use of SIMS</p>	<p>Be prepared to ask for assistance if required.</p> <p>Follow support instructions for SIMS system</p>	Core
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2.4 Translation

Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.4.1 Provide Bilingual Materials	Ensure that the work is correct.	The work will usually be completed within 20 working days of receipt but if a large document is submitted (5,000+ words but not exceeding 10,000 words) a new timetable will be negotiated with the Translator.	<p>Ensure the corporate translation service in cooperation with the Education Business Centre translates documents from Welsh into English and from English into Welsh for Headteachers and Governors.</p> <p>A simultaneous translation service is provided free of charge outside this SLA.</p>	<p>Upload documents through Cyfieithu Cymru portal</p> <p>Exercise editorial responsibility, e.g. for educational terminology, informing the Translator of any mistranslation of terms.</p> <p>Ensure that no translations of documents already exist.</p> <p>Work should be sent to cyfieithu@gwynedd.llyw.cymru</p> <p>If simultaneous translation is required a meeting request should be sent to cyfieithu@gwynedd.llyw.cymru</p>	Core

2.5 Supply Teachers

Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.5.1 Organise Supply Teachers at short notice	Assist schools to organise supply teachers	By the supply period	<p>Assist schools to organise supply teachers during the absence of the school's teachers by:</p> <ul style="list-style-type: none"> keeping an up-to-date list of teachers who have registered as supply teachers with the County, which is provided by the Schools' Salaries and Contracts Unit; gathering information from the school on the absence period, class/key stage; 	<p>Contact and organise suitable supply teachers in advance for any absences that can be foreseen.</p> <p>With absences the Education Business Centre should be provided with correct information on the period of absence, class, key stage.</p> <p>If an offer has been made to a supply teacher through the Education Business Centre at the school's request, it is</p>	Core

2.5.2	Galw Llanw ('Call Supply') Service	Assist schools to organise supply teachers	By the supply period	<ul style="list-style-type: none"> searching the list of supply teachers for the names of teachers in accordance with the Headteacher's requirements; contacting the supply teacher to offer work; contacting the school to inform the school whether or not a teacher is available; providing an up-to-date list of supply teachers at the Headteacher's request. 	<p>emphasised that the school is responsible for any change to or cancellation of the arrangement.</p> <p>The school is responsible for any financial cost or loss to the supply teacher if the arrangement is changed or cancelled by the school.</p>
				<p>The Education Business Centre will ensure that teachers who are part of Galw Llanw will:</p> <ul style="list-style-type: none"> register on the app receive support for any technical issues have had access to appropriate safeguarding training have had access to behaviour management training 	<p>Make regular use of the Galw Llanw app</p> <p>Encourage supply teachers to make use of Galw Llanw</p> <p>Encourage supply teachers to attend training provided</p> <p>Direct supply teachers to the Education Business Centre if there are technical problems or if there is a need for training</p>

2.6 Administration of Appointments

	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.6.1	Administration of Appointments: Supervisors, and Dinner Clerks and Caretakers employed by the school	Adhere to statutory requirements and the Authority's Appointment Guidelines.	The timetable will be arranged jointly with the Headteacher.	<p>Draw up an advertisement in collaboration with the Headteacher and Schools' Salaries and Contracts Unit.</p> <p>Provide an advertisement to be sent electronically to the Headteacher. Arrange dates for: closing, drawing up a shortlist, interviews.</p> <p>Send application packs on behalf of the school to applicants.</p> <p>Circulate advertisements via e-mail to the Gwynedd schools.</p>	<p>Adhere to statutory requirements and the Authority's Appointment Guidelines.</p> <p>Complete PEN 1 – Request to advertise a post Complete PEN 2 – Job Description. Complete PEN 3 – Person Specification.</p> <p>Arrange dates for: closing, drawing up a shortlist, interviews.</p> <p>After interviewing and the offer of appointment, the Headteacher will need to complete the Appointment Pack (i.e. Appointment Form (GY2) and Appointment Panel</p>	Core

			Receive application forms and make copies for the appointment panel.	Minutes Form) and return it to the Education Business Centre as soon as possible.		
			At request of school, correspond with applicants and reference providers.	Inform the Schools' Salaries and Contracts Unit by sending GY3 Staff Termination of Employment.		
			Send reference letters to the schools			
			Send job offer letter to applicant as well as DBS form, details on how to register with the Education Workforce Council (EWC) and BACS form.			
			Process the DBS, EWC details, BACS and confirm applicants' right to work in UK.			
			Transfer appointment package to Schools' Salaries and Contracts Unit			
2.6.2	Administration of Appointments: Headteachers and Deputies	Adhere to statutory requirements and the Authority's Appointment Guidelines.	The timetable will be arranged jointly with the Headteacher in consultation with the Governing Body and the Education Business Centre Leader/ Education Business Centre Officers	Draw up an advertisement in collaboration with the Governing Body. Provide an advertisement to be sent electronically to the Chair (Headteacher post) or Headteacher (Deputy post). Arrange dates for: closing, drawing up a shortlist, interviews. Send application packs on behalf of the school to applicants. Circulate advertisements via e-mail to the Gwynedd schools. Receive application forms and make copies for the appointment panel. At request of school, correspond with applicants and reference providers. Send reference letters to the schools Send job offer letter to applicant as well as DBS form, details on how to register with	Adhere to statutory requirements and the Authority's Appointment Guidelines. Arrange to hold a meeting with the Governing Body in consultation with the Area Education Officer to discuss proceeding to appoint or not. Complete PEN 1 – Request to advertise a post Complete PEN 2 – Job Description. Complete PEN 3 – Person Specification. Complete further information about the school or provide the school handbook. Arrange dates for: closing, drawing up a shortlist, interviews. After interviewing and the offer of appointment, the Headteacher will need to complete the Appointment Pack for a Deputy post (i.e. Appointment Form (GY1) and Appointment Panel Minutes Form) and return it to the Education Business Centre as soon as possible. Inform the Schools' Salaries and Contracts Unit by sending GY3 Staff Termination of Employment.	Core

			the Education Workforce Council (EWC) and BACS form.			
			Process the DBS, EWC details, BACS and confirm applicants' right to work in UK.			
			Transfer appointment package to Schools' Salaries and Contracts Unit			
2.6.3	Administration of Appointments: Teachers and Assistants	Adhere to statutory requirements and the Authority's Appointment Guidelines.	The timetable will be arranged jointly with the Headteacher in consultation with the Governing Body and the SIMS Assistant	<p>Draw up an advertisement in collaboration with the Headteacher.</p> <p>Provide an advertisement to be sent electronically to the Headteacher.</p> <p>Arrange dates for: closing, drawing up a shortlist, interviews.</p> <p>Send application packs on behalf of the school to applicants.</p> <p>Circulate advertisements via e-mail to the Gwynedd schools.</p> <p>Receive application forms and make copies for the appointment panel.</p> <p>At request of school, correspond with applicants and reference providers.</p> <p>Send reference letters to the schools</p> <p>Send job offer letter to applicant as well as DBS form, details on how to register with the Education Workforce Council (EWC) and BACS form.</p> <p>Process the DBS, EWC details, BACS and confirm applicants' right to work in UK.</p> <p>Transfer appointment package to Schools' Salaries and Contracts Unit</p>	Adhere to statutory requirements and the Authority's Appointment Guidelines.	Core
				<p>Complete PEN 1 – Request to advertise a post</p> <p>Complete PEN 2 – Job Description.</p> <p>Complete PEN 3 – Person Specification.</p> <p>Complete further information about the school or provide the school handbook.</p> <p>Arrange dates for: closing, drawing up a shortlist, interviews.</p> <p>After interviewing and the offer of appointment, the Headteacher will need to complete the Appointment Pack for a Deputy post (i.e. Appointment Form (GY1/GY2) and Appointment Panel Minutes Form) and return it to the Education Business Centre as soon as possible.</p> <p>Inform the Schools' Salaries and Contracts Unit by sending GY3 Staff Termination of Employment.</p>		

Redundancy

2.7	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.7.1	Collect evidence for process.	Adhere to the county procedure agreed with Gwynedd Teacher Unions' Forum and Auxillary Staff Unions' Forum	As required	Collect information to present the 'Redundancy Appendix A' form by the appointed date annually, for distribution with Letter 2a in the Redundancy process.	Headteacher/Clerk to distribute the form with all the relevant documentation to the relevant unions. It is the Headteachers' responsibility to ensure that all the information is correct, complete and included when sending Letter 2a out to the relevant unions.	Core

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2.8 Governing Body Constitutional Matters

	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.8.1	Administrate Parent Governor Elections and collate Governing Body documentation for the LA	Follow statutory requirements and Parent Governor nomination guidelines.	The timetable will be arranged jointly with the Headteacher	<p>Follow statutory requirements and Parent Governor nomination/election guidelines.</p> <p>Provide the Headteacher with a letter informing parents of the procedure for electing Parent Governors / paper copy or electronic system</p> <p>Provide Parent Governor nomination forms / paper copy or electronic system</p> <p>Provide Parent Governor voting slips / paper copy or electronic system</p> <p>Collate minutes, membership, annual report, school handbook and SDP on time in collaboration with the Clerk to the Governors or School Clerk.</p>	<p>Provide information about Governing Body membership to the Education Business Centre.</p> <p>Provide information about Governors ending or starting their terms.</p> <p>Organise a timetable jointly with the Education Business Centre to nominate Parent Governors.</p> <p>Ensure that the Headteacher/Clerk to the Governors/School Clerk send minutes, membership, annual report, school handbook and SDP on time to the Education Business Centre.</p>	Core

2.9 Procurement

	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
2.9.1		Ensure compliance with the Council's Financial Regulations.	Regularly	<p>Continue to modernise the systems for ordering and paying for goods/services</p> <p>Introduce credit cards</p> <p>Cooperate with the Council's Procurement Experts in order to find the best value for schools in respect of contracts.</p> <p>Complete work of recognising and promoting suppliers who offer the best value for money for the school.</p> <p>Offer support and advice to schools wishing to terminate or renew contracts.</p>	Contact the Education Business Centre Leader with any enquiries and suggestions involving procurement matters.	Core

3.0 Reducing Workload Packages

The following services are available through the Education Business Centre under the Small and Rural Schools Grant. The purpose of this grant is to respond to the administrative burden on smaller schools where teaching commitment is higher and administrative support is wanting. We will prioritise schools that meet the grant criteria during this contract.

Our intention is to investigate offering the majority of the services to everyone from April 2021 onwards by means of a new contract.

	Service	Standards	Timetable	Responsibilities of the Business Centre	Responsibilities of the School	Core/Optional
3.1	Assistance to manage the school's strategic documents	Comply with statutory requirements to adopt policies annually, as appropriate	Annually	Provide a set of statutory and non-statutory policies in the school's branding (logo and relevant details) annually	Review the policies in accordance with school timetable. Check the contents of each one and ensure they are fit for purpose.	Core
3.2	Answer schools' telephone calls	Receive phone calls professionally and ensure their transfer for the Headteacher's attention following an agreed procedure	In accordance with the program for installing phone systems in school by catchment area	SIMS Assistant to receive all of school's calls within an agreed timetable Establish procedure and act accordingly Ensure that there is a communication process in an emergency	Establish procedure and act accordingly Ensure prompt response to an emergency call.	Optional (in accordance with IT timetable for installing phones)
3.3	Clerical/Administrative Pilot Scheme	Professional administrative service to support the school	As required and subject to ability of the service to provide	Support effective administration of the school by providing a professional service in the school Follow a termly program of work which will be a combination of the work of the Centre and school priorities.	Be prepared to ask for assistance if required. Prepare a program of work for the SIMS Assistant.	Optional (specifically for small schools without an Administrative Assistant)
3.4	Dinner Clerking	Administer the process of school lunch payments	Weekly	Ensure accuracy of SIMS.net data transferred to SchoolComms Offer general basic support in order to ensure efficiency of the system Provide banking and catering reports from SIMS.net	Ensure Education Business Centre receives up-to-date information. Inform the Education Business Centre of any changes to Schoolcomms passwords and contact details for pupils on SIMS.net Ensure accuracy of attendance records and dinner patterns on SIMS.net to enable correct reports.	Optional

4.0 Cost of the Agreement

The cost of the agreement on offer will correspond to the school's allocation through formula, but there will be no change to the cost for the period April 2020 to March 2021.

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