

Integrated HR and Payroll for Academies and Multi-Academy Trusts



 Capita



When you're running a busy academy or multi-academy trust (MAT), your HR and payroll services need to be reliable and responsive, so your team quickly get the support they need and you can concentrate on delivering the best possible learning outcomes for your pupils.

Our dedicated HR, payroll and pension administration team works exclusively with academies and MATs. We've worked in the education sector for more than 30 years, so you can be sure that we understand the challenges you face and can offer up-to-date advice and support, no matter what stage of the academy journey you're at. We have many years' knowledge and experience across our wider team, with several members holding recognised Chartered Institute of Personnel Development or Chartered Institute of Payroll Professionals qualifications, giving you the confidence that we're experts in our field.

Our services are flexible, so you can access the expert support that you need without paying for services that you don't. We offer an end-to-end HR, payroll and pension administration service or we can tailor it around your in-house HR team.

Our core services include:



A flexible suite of payroll, HR administration, pensions administration and HR advisory solutions.



24 / 7 access to our secure, easy-to-use customer portal, Ask HR.



A friendly help desk with named contacts.



Strategic HR advisory support for new and growing academies and trusts.



Bespoke training opportunities to meet the needs of MATs.



Flexible purchasing options to meet your specific requirements so you get the support and expertise that you need.



Payroll, HR administration and pension support

We understand that there's no such thing as a one-size-fits-all approach to payroll, pensions and HR administration. Each academy and MAT is different, so our services are flexible and easily tailored to your needs.

You choose which services you need. We can provide an integrated HR and payroll service that incorporates HR administration, payroll and pension administration. If you prefer, you could opt for a payroll and pensions only service that works alongside your own HR administration service.

A large academy or MAT might have hundreds of employees, and keeping track of changes in their salary entitlements, benefits, pensions and terms of

employment is a huge task. Our payroll service manages all these processes, ensuring that your organisation is compliant and that your staff members are paid accurately and on time.

We work with you to understand your terms and conditions of employment to make sure that all relevant schemes and elements are applied to your payroll.

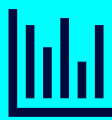
We can also support your people throughout their employment journey, from the moment they join to changes in their employment contracts, pension contributions and more.

Self-service options are available to employees, giving access to important documents such as digital payslips, P60s and P45s. They can also change their personal records, including bank details, and view their HR and payroll data.

The key features of our payroll and HR administration for MATs:



Hierarchy-based
access to our portals



Teachers Pension and LGPS pension
submissions and reporting



HMRC-recognised
payroll engine



Accessible anytime,
anywhere cloud technology



Cost-centre
configuration



Multiple position
handling



MAT-level
reporting



Direct-to-person
help desk facility



Payroll reporting

With our expert support, you can expect detailed payroll reporting that gives you the information you need to make smarter decisions about budgets and recruitment.

At the end of each pay period, we supply a report to each organisation in your MAT. It includes high-level data around payroll totals to help you to understand what your trust is spending and plan for the future.

Our reporting also offers:

- Payroll confirmation breakdown, showing payments and deductions for the period, together with net pay totals at employee level.
- A supplementary report on temporary payments in the payroll period, for example covering supply teachers or short-term contracts.
- A 'point in time' report showing permanent payments and deductions against individual employee records and flagging any new starters or leavers.

Statutory reporting

You can be confident that our payroll service is fully compliant with statutory requirements for RTI submissions and all year-end processes, including pension year-end reporting. This means that we can issue P60s and P11Ds to employees across your MAT.

We'll also manage changes to other important payroll deductions and payments, from PAYE and National Insurance to maternity pay, overpayments and salary sacrifice.

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Our dedicated MAT reporting service

We understand that academies and MATs may need specific reports to help with their day-to-day running and to meet legislative and statutory requirements. That's why we developed our MAT reporting service.

Our exclusive reporting suite gives you 24/7 web-based access to critical information in real time, together with smart reporting tools.

Key features:



Annual audit
returns for DfE



Integration
with finance systems



Payroll processing reports
at trust and school level



Gender pay gap
and school workforce
census reporting



Sickness
half-pay/no-pay
alerts



Costings report displayed by budget
code as specified by your schools



Pension administration

Getting pension data right is never easy, with a huge number of formats and processes for different providers. That's why having expert support is essential.

Our pension administration tool uses sophisticated technology to extract pension information from your systems and transform it into the right format for your scheme. This can be done without the need for manual intervention, making the process more efficient and reliable.

We work closely with industry associations and pension schemes to ensure that we fully understand their requirements, so you can be confident that your pensions data is both accurate and compliant. We don't just work with teachers' and local government pension schemes - we also understand other schemes and provisions and can work with you to ensure we thoroughly understand your full requirements.

We can support all aspects of your pension administration, including:



Auto-enrolment, with notification of starts, leavers, retirement and absence.



Notification of changes to members' personal details.



Monthly data collection and breakdown of contributions.



End of year certificate.



Response to queries.

HR Advisory

We've helped more than 220 schools convert to academies and have worked with local authorities to manage conversions on their behalf.

Our deep experience means that we can help you to ensure that your academy complies with important HR legislation. And our consultants can advise you about keeping staff members informed about, engaged with and involved in the journey.

If your MAT is growing and expanding, we can support your team in delivering your vision and purpose in both the short- and the long-term. We often work with trusts to identify and implement more cost-effective ways of working, and realise the benefits of a larger organisation.

Our HR specialists can help your new or growing MAT to establish policies, procedures and contracts of employment. We'll also work with you to develop a strategic HR plan that aligns with your values and vision.

Our flexible pricing and purchasing options are designed to give you a cost effective, value for money HR advisory service.

No matter which solution you buy, we'll give you access to:



Our HR knowledge hub, that's packed with HR advice and information, fact sheets and template policies, health and well-being support and details of available training.



Subject matter expertise when you need it, including mediation, trained investigators, health and well-being advice and recruitment expertise.



Training opportunities delivered by experienced, accredited HR staff, including assessment centres for senior leadership roles.



Free termly newsletter and annual employment law update.

Our flexible purchasing options

Service level	Service scope
1.	An annual licence to the Ask HR portal and access to HR expertise.
2.	Unlimited access to our HR Advisory team for employee relations enquiries and cases
3.	Unlimited access to our HR Advisory team for employee relations enquiries and cases, plus an annual number of hours of HR support at meetings / hearings
4.	A bespoke HR consultancy service, including project delivery and dedicated HR support.

Our HR services are all designed to give you the visibility and data you need to deliver effective governance. Our team will work closely with your leaders so that you can realise the full potential of your HR resource.

How we help to deliver a better HR resource for you:

- Trust-level **governance on employee relations cases**.
- Flexibility and choice on **what HR resource is needed**.
- Partnership working **with your in-house HR teams**.
- Access to HR **subject matter expertise**.
- Bespoke training opportunities designed to meet your MAT's needs.

How to access our services

Help desk

Our help desk employees are friendly experts, with a dedicated contact assigned to your academy or MAT. This means that, no matter what your question is, you'll be able to speak to someone who is familiar with your situation. Our team are highly trained and will have knowledge of your specific employment terms, and where they may differ from the standard national position.

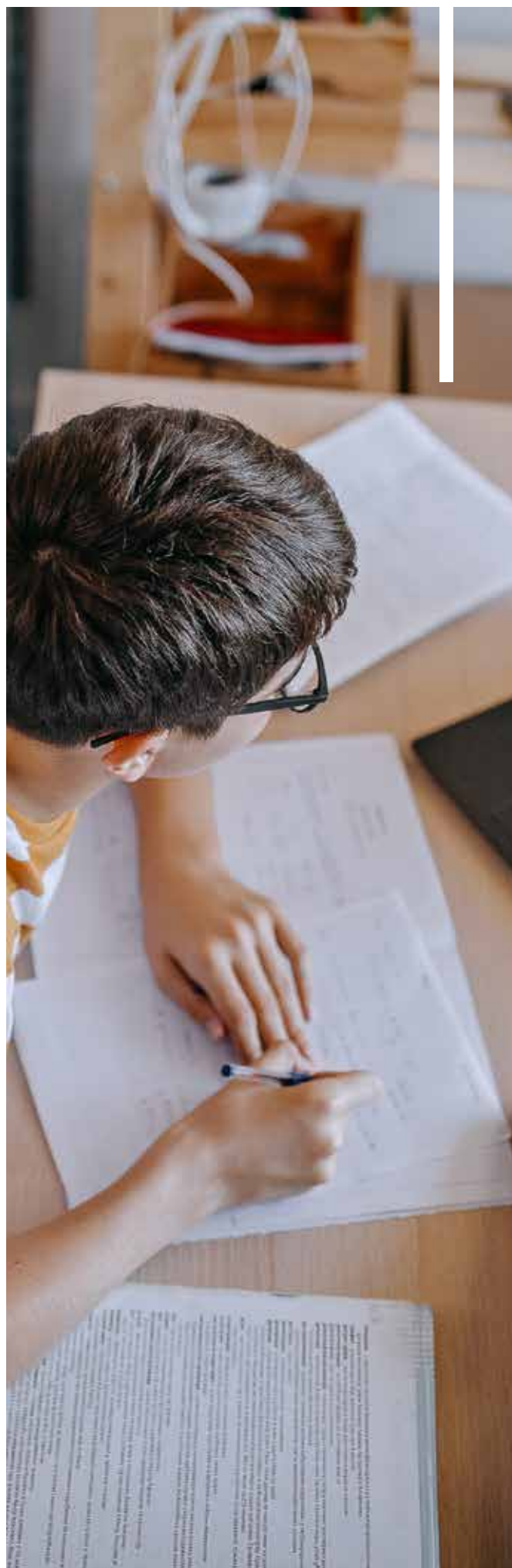
Ask HR

Our Ask HR portal is secure and easy to navigate. You can search for and download documents in our knowledge hub, from model policies to employment law articles, or send work instructions, queries and questions to the team.

Exclusive features include:

- Custom access rights based on job role and hierarchy
- Submit HR and payroll requests, and track their progress from submission to completion using a unique reference number
- Immediate production of contracts of employment and contract variations, on submission of our online form
- A dedicated account page for tracking all your enquiries and work requests
- Easy access to our knowledge hub for education related updates, fact sheets, policies and webinars.

Our help desk employees are friendly experts, with a dedicated contact assigned to your academy or MAT.





Moving to our service

We know that moving HR and payroll systems is a huge undertaking, and it's important that the move goes smoothly. That's why we'll provide your MAT or academy with an experienced, dedicated transition team to support you every step of the way as you deliver a seamless switch-over.

Once you've made the move, we'll still be on hand to help you with unlimited support. We can guide your team virtually or face-to-face through a bespoke on-boarding plan and checklist. We'll work with you until we're both comfortable with the key tasks and can provide training on our systems and portals.

Account management

We know all the challenges that educational organisations face around HR and payroll. It's our aim to make sure that your whole team are comfortable and confident in all aspects of the service.

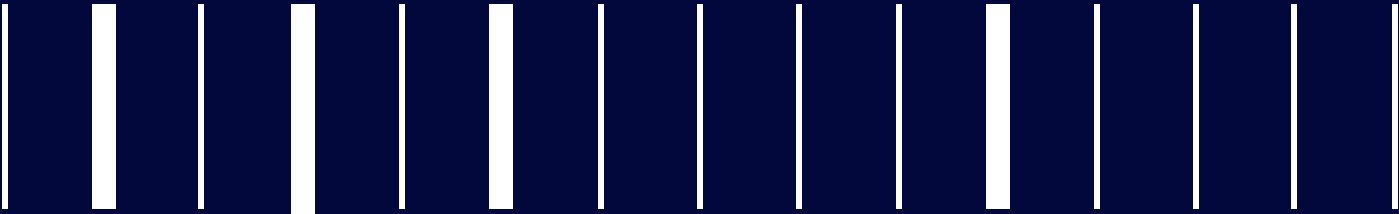
Our dedicated account management team are on hand to offer advice and support. Because they're part of the Capita HR and Payroll Services for Education team, you can be confident that they have a full understanding of your priorities. They will share regular updates with you, explaining new developments and future plans.

If you have any concerns, you'll be able to chat with a dedicated account manager, who will arrange regular catch-ups and conference calls to get to know you and address any problems quickly. They will also provide you with key performance indicator reports to make sure you're always informed about how the service is running.

Additional support services

These services can be purchased in addition to our Payroll, HR and pensions administration providing you with expert support when you need it.

Fast, accurate DBS service so you can focus on finding the right people	• Fast, accurate and efficient. • 99% of applications processed in three days. • Accuracy rate of 98%. • Dashboard to view status of applications. • Our DBS team manages more than 19,000 online applications each year.
Recruitment assessment centres to help you to appoint the right candidate to senior leadership roles	• Planning recruitment timetable and placing advertisements. • Providing a full administrative package for the recruitment process. • Design and delivery of an assessment centre. • Provision of competency-based interview questions. • Expert advice throughout the process.
Investigations to provide thorough, fair and timely support for employee grievances and misconduct	• Provide an experienced HR advisor to undertake an impartial investigation into employee relations issues. • A cost-effective way to access expert support as needed. • Ensures best practice so that findings will stand up to scrutiny or legal challenge.
Training and development for governors, headteachers and senior leaders and business managers within the education sector	• We will work with you to identify training and development needs. • Training can include briefing sessions, accredited training and skills/knowledge development. • Ensures consistent approach to development across MATs. • Bespoke solutions with flexibility on delivery dates reduce the impact of training on schools.
Mediation to resolve conflicts or issues between people	• Offering mediation is now mandatory before any employment tribunal claim can progress to a formal hearing. • We supply a trained mediator to facilitate a discussion and help individuals to agree an appropriate solution. • Issues can be resolved more quickly, with a solution that is likely to be agreeable to both parties. • Mediation can be an empowering process that improves engagement and communication.
Mental Health First Aid to teach people how to spot the signs and symptoms of mental ill health and provide help on a first aid basis	• We offer Adult MHFA courses for those who manage staff or work in health and well-being roles. • Raises awareness of mental health and encourages staff to ask for help when needed. • Programme delivered by an instructor accredited by the Royal Society for Public Health. • Develops a culture of openness and support to improves staff engagement and retention.



Contact us for further information, an informal discussion, a quote or a demonstration of our new portal: Education.HRServices@capita.com

 **Capita**