



Human Resources



Trust our knowledge and expertise

Do you have staffing questions?

"Help! A member of staff complained about the school on Facebook."

"One of my staff has asked to work flexibly, what do I do next?"

"My budget is going into deficit - how can I change the staffing structure?"

"One of the teachers is complaining that other members of staff aren't including them when they plan work."

"One of my staff has been off sick for three weeks, what do I do now?"

"How do I help my team become more effective at performance management?"

"Help! Some parents have complained that their child's teacher is bullying them."

Get in touch

If you would like further information on the services and support we can offer do not hesitate to get in contact with us:

020 8241 5482

hrservices@octavopartnership.org

Alternatively please visit **www.octavopartnership.org** where you can find details of our services and the entire Octavo Team.

Then Octavo's HR team are here to support you with them

Dealing with people issues can be challenging: there is a raft of employment and education legislation to follow, and there can be the potential for conflict to develop. Yet, if not addressed, situations tend to escalate, storing up problems for later.

We work with schools and academies to ensure you have consistent people management processes in place. We are a "listening ear" when people matters are complex and contentious and we give advice that is consistent with legislation, governance arrangements and best practice.

We are a team of education HR specialists, and by using our approachable and responsive service, you will benefit from personal contact backed up by the advantages of access to a team. Our consultants recognise the importance of keeping their professional knowledge current. We are experts at guiding you through the complexities of employment and education law; and have extensive experience of helping schools resolve the full range of people issues that can occur. Our advice is provided in the context of your school as well as the wider education agenda.

We recognise that pupils are at the heart of all you do and we will support you to find responsive, practical - and legal - solutions so that you can maintain your focus on teaching and learning.

Benefits

- Experienced, professional team of education HR experts
- Approachable and responsive service
- Able to adapt to the needs and goals of your school
- Comprehensive range of resources and template policies

Supporting you to deliver school excellence through your people



Our Services

Octavo HR offer services suited to your needs. Whether it is high level support or ad hoc assistance we can cater to you, prioritising the demands of your school.

We can offer advice and support on all aspects of the management of people, including:

- Safeguarding
- Disciplinary Matters
- Grievances
- Investigations
- Performance Management
- Capability
- Reorganisations
- Sickness Absence Management
- Equal Opportunities and Discrimination
- Flexible Working Requests
- Single Central Record
- Audit of personal files
- Job Evaluations
- Pay
- Terms and Conditions
- Legislative changes
- Model HR policies
- Maternity and family leave schemes
- Recruitment
- Industrial Relations

The way you use our services will depend on the type of support you feel you will need. Most customers find that an annual contract is the best way of ensuring they have the support they need and the reassurance of ongoing access to an HR professional.

We have two main contracts – our Core and Enhanced Employee Relations contracts. Full details of what they include can be found on our website.

Annual Packages

The Core Service

The Core Service works well if you have the time and expertise to deal with low level HR issues internally, but want the assurance of being able to contact an HR specialist at all times.

The Enhanced Service

The Enhanced Service offers proactive HR support that goes that little bit further – you can have an HR consultant with you at all meetings, not just the contentious ones, as well as having your complex letters drafted for you. The service includes an audit of staff files, and support with industrial relations matters.

The Core Service and the Enhanced Service both include:

- A named HR consultant who will be your main point of contact providing proactive HR support
- Visits by your HR consultant whenever needed
- An HR consultant to support all complex meetings
- Access to the email and phone advice line during working hours
- HR support for the presentation of the management case to governor panels and additional HR consultants to advise the panel and appeal panel
- HR support for headteacher recruitment
- Termly HR newsletter
- Opportunity to buy additional HR services not covered in the contract at a discounted rate. This includes discounted training courses

Multi Academy Trusts

We know that some MATs and multi site schools will need a different service delivery model for HR. As well as school level issues, you will have trust wide HR matters – for example, setting trust wide terms and conditions and policies, responding to government initiatives like gender pay gap reporting. We recognise too that one school in a trust may need a lot more HR support than another school to ensure the staffing structures and standards are delivering the high quality of education children deserve.

For some MATs the best solution will be to purchase either our core or enhanced service for each school in the trust. Other MATs may prefer our trust wide offer. Under this arrangement, you purchase a defined amount of hours, depending on the size of the trust, and you then decide how you want to use this support. It is a very flexible approach, with no constraints on which school is receiving the support, or limitations on what that support will be. If you use up all your time, then you will be able to purchase more time at a discounted rate.

The approach gives you all the advantages of an internal expert with the benefits of a whole team of professionals able to support at each stage of the processes for complex cases with none of the worries of there being a single point of failure for high level professional HR advice.

Other Options

Purchase a package of hours from us to use as you see fit across any of the services mentioned previously. Ideal for those schools and academies with fewer people management issues and who did not need ongoing access to HR advice.

By buying a bundle of hours up front from us, you will have a service that is flexible, and we discount our hourly charge making this a more cost effective approach than buying hours on an ad hoc basis as and when you need them.

Alternatively contact us as and when issues arise and purchase services on an hourly basis.



Training

Knowing the best way of managing staffing issues while ensuring that you do so within the confines of employment law can be challenging.

We run centralised HR training courses to support schools with this, which can be accessed via the Octavo Portal, as well as bespoke training tailored for your school. Topics that we offer include:

- Performance Management (appraisal and capability)
- Sickness Absence
- Holding Difficult Conversations
- How to run a disciplinary investigation
- Restructures and redundancies
- Safer Recruitment (Safer Recruitment Consortium accredited training)
- Recruitment
- Principles of effective HR
- Essential people management skills for managers

Many schools find that bespoke sessions on HR topics either for their management teams or for the whole staff group provide a useful forum to discuss the consistent application of employment policies in the school.

The beauty of a bespoke course is that you determine your learning objectives, and we will work with you to ensure that these objectives are met. You do not need to be limited by the topics we have identified, as we can meet your individual needs. If you thought it would be helpful, we could also work with a couple, or small cluster of schools to meet a management development need.

"Excellent delivery – incredibly knowledgeable and very easy to understand."

**Teacher/Governor
St James the Great
RC Primary and
Nursery School**



What happens next?

All of our contracts, packages and ad hoc services are available to purchase via our online portal. If you would like to discuss the support we can provide your setting we would be delighted to hear from you.

The HR Services team can be contacted directly on 020 8241 5483 / 020 8241 5482 or email us today at hrservices@octavopartnership.org

Not sure if your school has an account with us yet?

Contact enquiries@octavopartnership.org or call 020 8241 5460 and we can set up your school and users right away.



"Just to say thank you for all the advice at difficult times. We're very happy with the standard of the HR service."

**Headteacher
The Minster Nursery
and Infant School**

Innovative and forward thinking

Strong customer focus

Professional and approachable



School Improvement



Governor Services



Educational Psychology



Information Systems



Finance Services



Human Resources



Newly Qualified Teachers Professional Development



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Trust our knowledge and expertise

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