



# HUMAN RESOURCES

Meeting all your HR needs

TRUST OUR KNOWLEDGE AND EXPERTISE  
[octavopartnership.org](http://octavopartnership.org)

**CROYDON**  
[www.croydon.gov.uk](http://www.croydon.gov.uk)

## Do you have staffing questions? Ask us!

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

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

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

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

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

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

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

### GET IN TOUCH

If you would like further information on the services we can offer you please contact:

T 020 8241 5482

E [octavo.hrservices@croydon.gov.uk](mailto:octavo.hrservices@croydon.gov.uk)

Alternatively, please visit [www.octavopartnership.org](http://www.octavopartnership.org) where you can find details on our services and the HR Team.

## THE OCTAVO HR TEAM ARE HERE TO SUPPORT YOU

**Dealing with people issues can be challenging: there is complex 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 support heads, governors, school leaders and trust boards as they lead and manage staff, helping them avoid potentially costly HR mistakes. Our approach is personal, building strong relationships with school leaders to ensure that we partner them in delivering the HR strategies needed in their setting. As education HR specialists, with up to date employment law knowledge and extensive school HR experience, we understand the impact education law has on employment situations.

We will guide you through the complexities of employment and education law; we 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 will work with you to ensure you have consistent people management processes in place.

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

### BENEFITS

- Experienced team of education HR professionals
- Fast and responsive helpline staffed by HR experts
- Expert support for formal hearings and investigations
- Practical employee relations advice
- Access to a range of HR resources and template policies

**We cover over 2500 staff in Croydon schools through our HR support contracts.**

## OUR SERVICES

Octavo HR offer services that can be tailored to your school's needs. Whether it is complex support or ad hoc assistance we can support you and provide you with 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
- Audit of personal files
- Job Evaluations
- Pay awards
- Terms and Conditions
- Legislative changes
- Model HR policies

- Maternity and family leave schemes
- Recruitment
- Industrial Relations, restructures, retirement, safer recruitment, succession planning, staff conduct.

We know schools like to access their HR support in different ways and so our offer includes:

1. Employee relations contracts with unlimited advice and support
2. Contracts for a specific number of hours of HR support
3. Independent investigations into conduct or grievance concerns or complaints
4. Gender pay gap reporting
5. Head teacher recruitment
6. HR training

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 from a team of education HR professionals.

## OUR SERVICES

All our Employee Relations annual contracts 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, additional HR consultants to advise the panel and appeal panel
- Job evaluations for new and redesigned roles
- HR support for headteacher recruitment
- Termly HR newsletter



**“Schools have received professional, sound and robust advice that has supported them and governors through all steps of the HR process and we have benefited from there being a team of advisers.”**

**HEADTEACHER,  
THE CROYDON CATHOLIC  
PRIMARY SCHOOLS  
UMBRELLA TRUST**

## UNLIMITED HR ADVICE AND SUPPORT CONTRACTS

**We offer the Core or Enhanced service:**

### CORE SERVICE

For you if your school or MAT always has the expertise to deal with low level HR issues but want the assurance of being able to contact an HR specialist.

### ENHANCED SERVICE

Proactive HR support that goes even further so that 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 enhanced service also includes an audit of staff files, job evaluations on request and support with industrial relations matters.

## CONTRACTS FOR SPECIFIC NUMBER OF HOURS

We offer a contract whereby a MAT or an educational setting can purchase a specific number of hours. It is a very flexible approach, with no constraints on which school in a MAT 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 a whole team of HR professionals able to support internal HR at each stage of the process for complex cases with none of the worries of there being a single point of failure for high level professional HR advice.

By buying a bundle of hours up front from us, you will have a service that is flexible, and at a discounted hourly fee, making this a more cost-effective approach than buying hours on an ad hoc 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 and bespoke training tailored for your school to ensure a consistent approach to employment issues. 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

For a quote tailored to your requirements, please contact [octavo.hrservices@croydon.gov.uk](mailto:octavo.hrservices@croydon.gov.uk)

**"We have found the advice and support provided by our HR adviser invaluable. It has been a positive experience building a solid working relationship with our dedicated HR adviser but also reassuring to know that all members of the team are experienced and knowledgeable and can provide support in her absence."**

SCHOOL BUSINESS  
MANAGER, ROCKMOUNT  
PRIMARY SCHOOL

**"The trainer presented this professional level course in a very clear and informative manner."**

HEAD OF DEPARTMENT  
ST GILES' SPECIAL  
SCHOOL



TRUST OUR KNOWLEDGE  
AND EXPERTISE



EDUCATION  
DEVELOPMENT  
& PARTNERSHIPS



GOVERNANCE



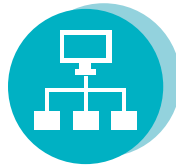
EDUCATIONAL  
PSYCHOLOGY



EARLY CAREER  
TEACHER



HUMAN  
RESOURCES



IT



CPD

## OCTAVO (CROYDON COUNCIL)

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T 020 8241 5460

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