

People Operations Service

Service Level Agreement

2026/27

Objective of the Agreement

The purpose of this Service Level Agreement is to describe the key services provided by the above teams and the quality standards we aim to achieve in terms of service delivery.

This Agreement sets out

- The services we provide to Schools
- The overall standards which are expected in return
- The mechanism for resolving any problems relating to the delivery of the service

Future reviews and amendments to the Service Level Agreement

This agreement will be reviewed on an annual basis. Any changes during the period of the Service Level Agreement will be notified directly to the schools via email communication with sufficient notice of the change and the opportunity to exit the SLA should these changes not be mutually agreeable by both parties.

Objectives of the Service

We provide a solutions-based approach which promotes best-value for schools through efficient processes, which support schools within the following areas:

- Recruitment Administration
- Contract Administration
- HR System Administration
- Payroll Processing & Compliance
- Pension Administration

We recognise our Service Users to be:

- Head teachers and other Senior Leaders
- Governors
- Business Managers
- Other School Administrative staff
- External candidates
- School employees

Service Availability

The service is provided between 9.00 am and 4:30pm Monday to Friday.

HR Operations Team

In the first instance please contact the team via.

HROperations@bury.gov.uk

0161 253 6501

Any changes to the listed contact details during the period of the Service Level Agreement will be notified directly to the schools via email communication.

Main Services

1. General - the HR Operations Team will:

- Provide general operational advice, support and guidance where possible or to refer the person to an appropriate colleague
- Review processes to ensure they are “fit for purpose” in line with employment law changes
- Ensure information within the HR/Payroll system is accurate and maintained to provide true reports including establishment reports and statutory reports
- To submit School Workforce Census data to the Department of Education (**Please note we are unable to submit the data on behalf of Academies, however we will provide the necessary excel reports**)

2. Recruitment – the Operations Team will deliver the following recruitment administration service to schools in relation to teaching and non-teaching staff posts:

- Place adverts on Greater. Jobs website and external websites when requested
- Support managers navigating the recruitment portal including shortlisting and interviews
- Obtain pre-employment checks for new starters, in line with Council Policies and Safer Recruitment Legislation, including references and qualification checks for teaching, non-teaching staff and volunteers
- Organise Disclosure and Barring Service checks through the DBS, DfE or appropriate body. The additional charge, which the Disclosure and Barring Service levies regarding disclosure applications, is excluded from this Agreement.
- Ensure that any pre-employment checks that require renewing are done so in a timely manner.
- Issue contractual paperwork including appointment letters and statement of particulars to new starters in line with employment legislation, providing copies to the school
- Set up new starters on the HR/Payroll system in line with payroll deadlines, ensuring all the relevant information is input to ensure that staff are paid correctly and are attached to the correct terms and conditions. To ensure this information is also provided to payroll.

In order to deliver the above, we need from Schools:

- Liaise with Finance, where applicable, to obtain full authorisation before placing a request to advertise.
- To provide a recruitment advert pack, evaluated job description, person specification and any other relevant information before placing a request to advertise [Advert request form \(Schools\) - Staff Portal - Introduction](#)
- Once the successful candidate has been selected, a completed new starter pack including all the necessary paperwork as detailed in the New Starter Form [DBS ID guidelines & evidence of ID form - Staff Portal - Introduction](#)
[New starters \(Schools\) - Staff Portal - Introduction](#)
- Reply as soon as possible to all requests for information.

3. Contract Administration - To ensure all contracts are issued, amended and/or ended in an appropriate manner according to the terms and conditions of employment.

- Responsible for processing any contractual amendments including family friendly initiatives in line with payroll deadlines. To ensure this information is also provided to payroll.
- Monitor temporary changes to contracts and arrangements and liaise with schools regarding extensions or other actions.
- Responsible for processing any leavers before payroll deadlines and liaising with managers regarding outstanding annual leave, long service awards and system access. To ensure this information is also provided to payroll.
- Responsible for issuing contractual paperwork including confirmation of contractual amendments and variations to statement of particulars in line with employment legislation, providing copies to the school
- With the permission of the employee, provision of status and pay information to outside bodies, e.g., mortgage requests.
- Issue 25 years Long-Service certificates.

What we need from Schools:

- Liaise with Finance, where applicable, to obtain full authorisation before instructing a contractual change or continuation of temporary employment or temporary change of a member of staff.
- Fully completed amendment form with relevant documentation, e.g., resignation letter.
- Reply as soon as possible to all requests for information
- Provide a named authorised contact, from whom People Operations will receive instruction and information from and can direct queries to

Monitoring Service Delivery

A range of key performance indicators are in place, however the team, upon receipt of accurate instructions, will ensure changes are made to the HR/Payroll system within prescribed payroll deadlines.

For the team to meet these deadlines, it is important that all instructions are with the team by the last working day of the month preceding the effective date of the change:

Example:

J Smith reduces their hours with effect from 3 April; the instruction needs to be with the team by last working day of March.

Documents should be sent to the team well in advance of the below payroll deadlines, those provided after the deadline may result in the employee not receiving pay until the following month or receiving incorrect pay.

Schedule of Pay Services payroll deadlines for 2026/27:

Month	Deadline *
April 2025	1st April
May 2025	4th May

June 2025	1st June
July 2025	1st July
August 2025	2nd August
September 2025	1st September
October 2025	1st October
November 2025	1st November
December 2025	1st December
January 2026	3rd January
February 2026	1st February
March 2026	1st March

*These deadlines may be subject to change due to school holidays, council office closures and the falling of weekends. Notification of changes will be direct to the schools via email communication. **Documents should be sent to the operations team well in advance of these payroll deadlines.**

Advertising Deadline:

Following the receipt of the complete recruitment documentation, the advert will be placed on the Greater. Jobs website within 3 working days. Please note it may take longer for adverts to be published on external websites, due to external factors out of our control.

People Analytics

In the first instance please contact the team via.

TrentHR@bury.gov.uk

0161 253 5343

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Main Services

The People Analytics team will:

- Provide general operational advice, support, and guidance where possible or to refer the person to an appropriate colleague
- Review processes to ensure they are “fit for purpose” in line with employment law changes
- Provide support with system access to users
- Provide support and guidance with the running of standard reports from the system
- Provide bespoke report writing where appropriate
- Ensure the HR system is accurate and up to date, ensure cleanses are done when required

Payroll

In the first instance please contact the team via.

Payroll@bury.gov.uk

0161 253 5015

Any changes to the listed contact details during the period of the Service Level Agreement will be notified directly to the schools via email communication.

- Prompt and accurate preparation for payment of all staff subject to timely information being received by the Payroll Team in accordance with published deadlines.
- Payment of all salaries direct to employee bank/building society accounts through BACS (Bankers Automated Credit System).
- Upon appropriate authorisation, effect changes to employee banking details to ensure correct destination of payments.
- Statutory deductions, including pension contributions (LGPS & TP) and maintenance of statutory records.
- Other deductions (Voluntary) from net pay as authorised by employees.
- Payment to third parties of reconciled statutory and voluntary deductions e.g.) HMRC, GMPF etc. by the due date each month
- Interpretation of Employment Rights Act 1996 and its application to payment of salaries.
- Management of all Attachment of Earnings Orders, e.g. Child Support Agency, Council Tax, Priority Court Orders.
- Management of Student Loan Deductions.
- Management & action of notified tax code changes from HMRC
- Completion of earnings requests received from individuals or relevant statutory / authorised bodies such as DWP within 5 working days of receipt.
- Provision of information requested by HMRC and other statutory agencies, in accordance with performance targets.
- Secure storage of payroll information in accordance with statutory retention periods.
- Completion of monthly Full Pay Submission (FPS) & Employer Payment Summary (EPS) Returns to HMRC in accordance with Real Time Information (RTI) Regulations.
- Full payroll year end service including relevant adjustments, production of on-line P60s and, where appropriate P11Ds.
- Implementation of notified pay awards effective from the due date and calculation and payment of arrears where appropriate.
- Quality assurance checks performed on contractual changes to staff salaries and all data input each month.
- Salary advice to employees on request.
- Calculation of Statutory / Occupational Sick Pay/Maternity Pay and other statutory / occupational child related leave payments where applicable.
- Verification and processing of various documents for new employees such as P45s and bank / personal details.
- Full compliance with the governance requirements of payroll legislation, industry good practice and internal and external audit.

- Close liaison with other services within this agreement to ensure seamless service delivery.

Pensions

In the first instance please contact the team via.

Pensions@bury.gov.uk

0161 253 6050

Any changes to the listed contact details during the period of the Service Level Agreement will be notified directly to the schools via email communication.

- Interpretation and implementation of pension scheme legislation including any major reforms to the Local Government Pension Scheme (LGPS) or Teachers Pension (TPS).
- Expert guidance provided to individual employees, on the provisions of the LGPS & TPS including options on retirement.
- Provision of retirement estimates for LGPS & TPS members within agreed timescales.
- Assistance with processing of approved LGPS & TPS applications for Ill Health Retirement
- Processing of all timely applications for retirement from your LGPS Members. Ensuring full assistance with appropriate paperwork ready for sign off and onward submission to the Fund in a timely manner.
- Advice on the payment of in-service death benefits for the LGPS.
- Use of specialist secure internet links (where permitted) to inform the pension scheme of new starters and leavers in accordance with statutory requirements.
- Maintenance of accurate individual employee pension records for LGPS and TPS members within the Payroll / HR system in accordance with statutory requirements and to satisfy audit scrutiny.
- Completion and certification of all Pension Scheme election forms. For example, opt out forms, membership election forms and partner nominations. Where applicable this applies to both the LGPS and TPS.
- Maintenance of additional employee contribution contracts and deductions: - Added years, ARCS, Buy Backs, AVCs etc.
- System maintenance of pension scheme parameters such as employee contribution rates and bands and employer contribution rates.
- Provision of a fully compliant Automatic Enrolment process and reenrollment process, ongoing monthly monitoring and supporting the administration of new memberships and opt outs. Applying to all schemes, operated via payroll.

Complaints/feedback

If you have feedback or a complaint for which you have had an unsatisfactory response, please contact:

People Operations Team Manager

Rebecca Lockwood

R.Lockwood@bury.gov.uk

0161 253 7582

Payroll & Pensions Manager

Nichola Hughes

N.Hughes@bury.gov.uk

0161 253 5618

If you still remain dissatisfied with the response, there is a formal complaints procedure to be followed.

Please send your complaint to:

People Operations Service Manager

Jess Hall

J.Hall@bury.gov.uk

0161 253 5888

A full response will be received within 20 working days.

Bury
Council