



Diocese of Norwich
Education
Services Company

HR Director

Diocese of Norwich Education Services Company

Orchard House, Hall Road, East Tuddenham, Nr Norwich, NR20 3LR



Recruitment Pack



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Welcome from the CEO



Thank you for your interest in the newly created role of HR Director at the Diocese of Norwich Education Services Company (DoNESC). As an ambitious, motivated and dedicated HR professional, you will be joining us at a pivotal time on our journey to delivering outstanding HR and payroll services, and will have the opportunity to lead, shape and develop all aspects of HR practice to secure positive outcomes for the growing academy communities we serve.

Working closely with myself, academy trust leaders and colleagues in DoNESC's Senior Leadership Team you will play a key part in enabling the highest standards of education, through the delivery of pro-active, efficient and effective HR and payroll services, that enable DoNESC and our customers to achieve financial sustainability and to be employers of choice.

At DoNESC our aim is to provide a number of high-quality value for money back office services including HR, finance, governance, operational and estate management, thereby removing this burden from the Headteacher and Local Governing Bodies, and allowing school leaders to concentrate on educating children, teaching and learning and working with their local community. We are currently seeking to review our HR and payroll service provision to ensure that the level of centralisation best serves to achieve this aim, and as such this really is an exciting time to join us.

You will have the opportunity to lead and develop a team of HR and payroll professionals, and to strengthen the Trust's approach to all strategic and operational aspects of HR. This will include shaping DoNESC's People Strategy and ensuring the successful implementation of a HR and payroll Service Level Agreement, to facilitate compliance and support the development of cultures and employment environments which remove barriers to learning.

As an education service provider, DoNESC is committed to safeguarding and promoting the welfare of children and young people and recognises the important and wide-ranging responsibilities of HR in education, from securing safer recruitment practices to setting and managing standards of conduct for staff and volunteers. In the role of HR Director you will also therefore work closely with the Head of Safeguarding to ensure that all relevant aspects of HR policy and practice are safe and secure.



Welcome from the CEO

(Cont.)

At DoNESC Christian values are the foundation of our work, and we can offer you the opportunity to work with a supportive central team and academies where the values of responsibility, aspiration, dignity, love, and respect are reflected in our day-to-day work and decision making.

If you share our values and would like to learn more about DoNESC, the role of HR Director and the experience, skills and knowledge we are seeking, please explore the further information provided. We look forward to receiving your application and informal discussions regarding the role are welcome. Please contact Chantelle Bayliss (HR Consultant) at chantelle.bayliss@donesc.org should you have any questions regarding the role or wish to arrange a telephone call or visit.

Yours faithfully

Stephen Beeson - CEO





Introduction to DoNESC, our customers, vision and values

Established in September 2019, DoNESC is an education support services company that is jointly owned by two Diocesan Multi Academy Trusts:

- The Diocese of Norwich Education and Academies Trust (DNEAT)
- The Diocese of Norwich St Benet's Multi Academy Trust (St Benet's)

DoNESC is a 'not for profit company'. The company's objective is to provide high quality, value for money back office services for all the Diocesan academies and any Voluntary Controlled or Voluntary Aided schools who wish to procure their services from it.

DoNESC's Board of Directors is made up of Directors from DNEAT and St Benet's, and there are three independent directors to give balance and bring appropriate expertise.

DoNESC currently provides services to 39 schools in DNEAT, and 13 schools in St Benet's, and service delivery will continue to grow as further Diocesan schools join each of the two trusts. The academies we serve are predominantly primary phase, and are large and small, rural and urban, and have joined us at different stages of their journeys. Between them DoNESC, DNEAT and St Benet's currently have circa 1,500 employees.

Our Vision is to "be recognised as the partner of choice for our schools and deliver a trusted value for money service which sets the benchmark for the sector".

Our Mission is to "be consistently delivering a quality and reliable service for schools, which has a positive impact on the education and development of learners".

Our values are based on those of the joint Diocese of Norwich Education Team. They are:

- Teamwork and Service, imbued with kindness, lie at the heart of what we do to support schools and academies across the Diocese. This shapes our interactions and dealings with everyone, recognising that in life as in education, we are always 'stronger together'.
- We are Centred in Community and strive to live well together. We model dignity and respect, hope and aspiration going the 'extra mile' to enable the flourishing of all.
- Provide high quality, value for money and effective services for academies and schools in the following service areas:-



Introduction to DoNESC, our customers, vision and values

(cont.)

*Management accounting and financial control including transaction processing and financial management.

*Operational, contract and estate management

*Procurement services

*HR services

*Governance services

*Risk Management.

- We will think digitally in all we do and reimagine how digital processes can improve our ways of working.
- We will work to continually improve our offer and provide better value for money for our customers. We will use benchmarking, process review and value engineering as we strive to improve value.





Job Description

HR Director

DoNESC is committed to safeguarding and promoting the welfare of Children and Young People and requires all staff and volunteers to share this commitment.

Responsible to - CEO

Salary - Competitive to reflect the level of experience. To be discussed on appointment

Hours - 37 hours per week all year round (full time)

Location - Based at the Central Office, with a requirement to undertake work at sites across the Diocese of Norwich and opportunities to work from home

Job Purpose

The postholder will play a key role in enabling the highest standards of education, through the delivery of proactive, efficient and effective HR and payroll services, that enable DoNESC and our customers to achieve financial sustainability and to be employers of choice.

With responsibility for all strategic and operational aspects of HR and payroll service delivery, the HR Director as lead professional will:

- Manage and develop a team of advisers, administrators and payroll specialists with clear lines of accountability.
- Work collaboratively with executive colleagues to develop DoNESC's People Strategy, which will encompass the Trust's strategic approach to HR and payroll systems, recruitment and retention, rewards and benefits, wellbeing, learning and development and EDI.
- Ensure the successful implementation of a HR and payroll Service Level Agreement.
- Work collaboratively with colleagues to develop and embed organisational cultures and employment environments in line with our Christian ethos
- Work collaboratively with colleagues to secure compliance and manage risk.

Key duties and responsibilities underpinning:

Safeguarding Children and Young People

The postholder has an important role in relation to people policies and practices which aim to safeguard children and young people. Responsibilities include but are not limited to:

- Ensuring that safer recruitment policy and practice is compliant with Keeping Children Safe in Education (KCSIE) all other statutory requirements and best practice.
- Being a source of expertise and advice in relation to the safeguarding policies and practices that fall within the HR remit, including those relating to safer recruitment, managing allegations and low level concerns, whistleblowing, references, the code of conduct, colleague induction and training.
- Working with senior leaders to develop, embed and maintain both the relevant safeguarding policies and practices, and a cohesive consistent approach to safeguarding culture.
- Supporting the Head of Safeguarding / Headteachers / Senior Leaders with LADO referrals and meetings involving employees, and ensuring that all necessary safeguarding referrals are made to the appropriate external bodies.



- Working with the Head of Safeguarding / Headteachers to ensure that all Single Central Records are compliant with statutory requirements through regular training and auditing.
- Supporting academies to implement robust practices in relation to volunteer and visitor management.
- Support the auditing of relevant safeguarding practices as required.

Management and Team Responsibilities

- Directly line manage HR and payroll colleagues, including allocating work, coaching, training, development and performance management.
- Develop and maintain systems, processes and structures, including ICT infrastructure, which support efficient and effective service delivery and statutory compliance, including in relation to safeguarding and data protection.
- Work with executive colleagues to develop, agree and maintain the HR and payroll Service Level Agreement, including the centralisation of recruitment.
- Work with colleagues to develop the organisation's recruitment and retention, and rewards and benefits strategies, including building and maintaining links with external partners.
- Manage colleagues to ensure that all aspects of the organisation's payroll and pension service delivery is accurate and timely, and that statutory compliance is maintained.
- Oversee and work with colleagues and customers to develop and implement the organisation's approach to performance management, pay progression and job evaluation.
- Ensure the secure and appropriate processing and storage of personnel data and files by HR and payroll within DoNESC in accordance with statutory requirements.
- Monitor, evaluate and report on key metrics and the effectiveness of service provision.
- Quality assure and secure consistent people practice and service delivery across the organisation and for all customers.
- Produce reports for Trustees, Local Governing Bodies and Senior Leaders as requested.
- Be a source of expertise in relation to all aspects of people management in education; ensuring that relevant information is communicated to the appropriate audience/s to secure statutory compliance and manage risk.
- Regularly review and develop the Trust's HR policies and underpinning templates, letters and guidance in partnership with relevant stakeholders, to ensure that they are fit for purpose and meet statutory requirements.
- Take the lead in administering and managing the Joint Consultative Committee (JCC).
- Build and maintain positive professional working relationships with all internal and external stakeholders, including Executive Leaders, Headteachers, Governors and Trustees.
- Network with people professionals external to the organisation to develop and share best practice and knowledge.
- Support the Financial Controller and the Trust's payroll specialists in responding to audit and statutory reporting requirements.
- Work with the CEO to monitor, manage and where required procure, any external Service Level Agreements pertaining to HR and payroll, including but not limited to ICT infrastructure, Occupational Health, staff benefits, recruitment, DBS processing and legal services.
- Support the organisation to fulfil statutory reporting requirements, completing allocated reporting responsibilities.

Employment Relations, Wellbeing and Inclusion

- Be a source of expertise in relation to case management and terms and conditions of employment, and be pro-active in addressing any employment relations changes, issues or concerns.
- Provide, and equip colleagues to provide, excellent, professional, risk assessed and timely advice in relation to day to day and complex employee relations issues including:



- Discipline, grievance and mediation
 - Absence management and wellbeing support
 - Performance and capability
 - Remuneration and terms and conditions for all employees at every level
 - Restructuring, TUPE and redundancy
 - Job evaluation and equal pay
 - Equality, diversity and inclusion
 - Managing safeguarding allegations and low level concerns
 - Settlement Agreements
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- Lead on embedding a positive employee relations culture, consulting and liaising with trade union representatives both on individual employee issues where required and wider organisational or policy change.
 - Lead the development and implementation of positive health and wellbeing initiatives, including the approaches to stress management.
 - Work with colleagues across the Trusts to seek to secure compliance with the Public Sector Equality Duty, and aid the achievement of equality objectives, including achieving and maintaining accreditation as a Disability Confident Employer and ensuring that all colleagues receive annual equalities training.
 - Inform employees of their employment rights and entitlements, and working with the CEO update employees regarding any changes that are made.
 - Ensure that employees and workers receive accurate and timely statements of employment particulars.
 - Attend meetings and Hearings as appropriate to advise managers, decision making panels / committees.

Learning and development

- Work with colleagues to develop the organisation's approach to learning and development, including apprenticeships and a consistent approach to recording, monitoring and reporting on CPD.
- Support the CEO to develop the organisation's approach to career pathways, talent management and succession planning.
- Design and deliver appropriate training for HR advisory colleagues, Senior and Middle Leaders, Governors and Trustees, to embed outstanding people and safeguarding practices.

Project Management and Organisational Change

- Manage and deliver projects in line with delegated responsibilities, time, budget and quality parameters, raising any significant challenges to the CEO.
- Proactively lead change management including TUPE transfers, growth plans and restructures.
- Undertake due diligence, identify any measures and induct new academies joining (currently DNEAT or St Benet's) with respect to the Trust's safeguarding and people policies and practice.
- Work with colleagues to identify opportunities for change, and to mitigate any risks associated with change and growth.

Professional Development

- Maintain personal professional development to ensure that the knowledge and skills required to fulfil the role of HR Director are up to date; strive to keep up to date with relevant legislation and the guidance and Codes published by the DfE, ACAS, LGA and other professional authoritative sources.
- Maintain membership/ associate membership of the CIPD and utilise the Profession Map.
- Be a professional role model, and understand and promote the aims and values of the Trust.

Special conditions of employment

Rehabilitation of Offenders Act 1974

This job is exempt under the Exceptions Orders to the Rehabilitation of Offenders Act 1974 as amended. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant cautions, convictions, bindover orders and warnings being considered.

If the jobholder is arrested, summonsed for an offence or receives a conviction a bindover order or a warning given by a police force, they are required to inform the CEO of this fact immediately. Such information will be treated in confidence, so far as this is consistent with the safety of children, compliance with statutory child protection procedures and the Trust's relevant policies. Failure to disclose such information may result in disciplinary action which could lead to the termination of the jobholder's employment.

Safeguarding and Promoting the Welfare of Children and Young People

The jobholder is required to follow all Trust and academy policies and procedures in relation to Safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The jobholder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.

Health and Safety

The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or failure to act.

Full guidance regarding health and safety is set out in the Trust's Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances. Both can be accessed via the jobholder's line manager, and the jobholder is required to comply with these and to use any protective clothing or equipment as instructed at all times.

Confidentiality and Data Protection

The jobholder is expected to comply with the provisions of the Data Protection Act 2018 and the General Data Protection Regulations. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the Trust's Data Protection Policy.

Nothing shall prevent the jobholder from disclosing information that they are entitled to disclose under the Public Interest disclosure Act 1998 as amended, provided that the disclosure is made in accordance with the provisions of that Act/s.

Equality and Diversity

The Trust is committed to equality and values diversity. As such the Trust is committed to fulfilling its Equality Duty obligations and expects all employees to share this commitment. The Duty requires the Trust to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age, gender, race and faith, and people who do not share them. The jobholder is required to treat all people they come into contact with, with dignity and respect, and is entitled to expect this in return.

Training and Development

The Trust has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their continuous professional development, and to attend and participate in any training or development activities required to assist them in fulfilling their role and meeting their safeguarding and general obligations.

The Trust Operates a Strictly No Smoking or Vaping Policy

This applies to Trust premises and those where Trust services are provided.



This job description is not exhaustive and the postholder may be required to perform duties other than those stated. It reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work, as at the date on which the last review took place. It also serves to detail performance expectations and will be used in monitoring effective performance.

This job description may be subject to review and / or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder, and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests.





Person Specification

DoNESC is committed to safeguarding and promoting the welfare of Children and Young People and requires all staff and volunteers to share this commitment.

| | Essential | Desirable |
|-----------------------------|---|---|
| Qualifications and Training | <ul style="list-style-type: none"> Educated to degree standard Current member of CIPD Full driving license and own transport Qualified to CIPD level 7 Able to evidence CPD | <ul style="list-style-type: none"> Degree in HR/ Personnel Management |
| Experience | <ul style="list-style-type: none"> Significant experience working in a HR Director/Manager/Business Partner capacity in education, including leading strategic and operational HR and managing a team of people professionals at various levels Demonstrable breadth and depth of generalist HR experience in employment relations, policy development, employee engagement, change management, TUPE, compliance, and risk management Developing HR strategy and initiatives to achieve organisational aims System and process creation, implementation, and maintenance to secure efficient and effective practice, compliance and achieve outcomes. Working with internal and external stakeholders to achieve positive outcomes Undertaking data analysis and reporting to inform action planning and add value | <ul style="list-style-type: none"> Managing payroll services Developing, implementing, and monitoring a Service Level Agreement |
| Knowledge and Understanding | <ul style="list-style-type: none"> The role of HR in educational settings in safeguarding and promoting the welfare of children and young people, and that safeguarding is the responsibility of every individual. Relevant employment law including the Employment Rights Act, TUPE and the Equality Act Terms and Conditions of employment in education including the School Teachers' Pay and Conditions Document, Burgundy, and Green Books Keeping Children Safe in Education and issues relevant to safeguarding in the context of employment practice in education HR policies in the education context Equal pay and job evaluation Data protection and confidentiality Managing for equality, diversity and inclusion and the Public Sector Equality Duty Employment rights in relation to all types of family /carer leave Statutory reporting requirements relevant to HR in education | |



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| | <ul style="list-style-type: none">• All aspects of HR administration including required safer recruitment checks• Relevant aspects of the Academy Trust Handbook including settlement agreements | |
| Skills and Abilities | <ul style="list-style-type: none">• Able to be flexible and adaptable to changing requirements and priorities day to day• Excellent organisational skills, with the ability to work in a fast-paced environment, prioritise and efficiently manage a high volume workload• Proven ability to develop effective professional working relationships with stakeholders at all levels• Highly competent in interpreting and providing advice on employment legislation and conditions of service to ensure compliance and best practice• Able to assess situations, including risk, and offer solutions which are focused on achieving the aims of the Trust and its customers• Able to communicate effectively both verbally and in writing with a range of audiences including, at executive level – writing and presenting board reports and policy documentation which is accessible to all• Excellent interpersonal skills: the ability to demonstrate tact and empathy when dealing with sensitive issues and to resolve conflicts• Able to quality assure and produce accurate work• Ability to negotiate and influence effectively• Confidently use specialist ICT packages including full working knowledge of Microsoft Office, Teams and Outlook• Ability to combine strategic thinking and planning with practical implementation• Able to balance strategic and operational work• Able to gather, analyse and present numerical and written data to inform decision making• Ability to develop new systems and processes to improve efficiency• Competent in reviewing, measuring, and monitoring the work of the HR and payroll functions• Able to design / re-design and implement systems, processes and training to achieve planned outcomes and meet KPI's• Ability to problem solve with a solution focused outlook• Team leadership; able to manage, motivate and develop colleagues• Work well under pressure; meeting strict deadlines and exercising attention to detail• Ability to own and continuously review policy• Able to plan for the efficient and effective use of available resources | |



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| | <ul style="list-style-type: none">• Able to work with third party providers, and to monitor and manage service provision to secure outcomes | |
| Personal Qualities and Commitment | <ul style="list-style-type: none">• Reliability, integrity and trustworthiness• A professional role model who is committed to their own professional development and to developing others• Committed to and able to promote the Christian values of the Trust and its customers: living the values day to day and in decision making• Able to work calmly under pressure and withstand stress• Able to work flexibly, and to attend in person meetings outside of the core working day as required | |

Job description and person specification reviewed by: Stephen Beeson

Date: 07/09/2023



Recruitment process and contact information

Closing date: 09:00 Monday 2nd October 2023

Interviews: Monday 9th October 2023.

How to apply

Please download and read the following documents which accompany this recruitment pack:

- Safer Recruitment Policy
- Privacy Notice
- Suitability Policy
- Application Form

Complete your application form, and tell us about the experience, knowledge and skills you can bring to the role and what your priorities will be.)

Please note that we do not accept CVs, so please ensure that you complete your application in full. DoNESC is committed to equality and values diversity. If you require any reasonable adjustments to support you in completing your application please get in touch using the contact details below or on 01603 550161.

Send your application to Wendy Allsop at wendy.allsop@donesc.org by 09:00 on Monday 2nd October

Candidates who are selected for interview will be informed following the shortlisting process. If you do not hear from us within 5 days of the closing date for the position, unfortunately, you have been unsuccessful on this occasion.

DoNESC is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to share this commitment. The successful candidates for all positions will be subject to an enhanced DBS check, and to all of the relevant checks detailed in our Safer Recruitment Policy.

Interview and assessment

First stage

Shortlisted candidates will be invited to attend a first stage panel interview with the CEO and senior colleagues, which will include the delivery of a presentation. Candidates will be advised of the presentation topic in advance of the interview to allow them time to prepare.

Interviews to held on Monday 9th October 2023

Second stage

Candidates who are successful at the first stage will be invited to meet with members of the executive leadership team from DNEAT and St Benet's. This will be an opportunity for key stakeholders to discuss their priorities and vision for DoNESC's HR and payroll service.

If you have any questions regarding the application, interview or assessment process, please contact Chantelle Bayliss using the details above. We look forward to receiving your application.