

HR service and service delivery – general enquiries

Field	Description
1. Service	<p>Responding to HLT General HR queries such as:</p> <ul style="list-style-type: none"> - self-service - capability - sickness absence management - conduct - grievance - terms and conditions, e.g. annual leave <p>Responses are typically provided by HR advisors, officers or administrators.</p>
2. Service users	<p>HLT managers (inc. 6 Children's Centres and Transport) and LBH (for systems development) and schools who buy into our services (60) and any schools that may be interested in our services or have a HR query.</p>
3. Service availability/accessibility	<p>Contact your relevant member of the HR team either by phone/ email or arrange a face to face appointment.</p> <p>If your relevant HR contact is unavailable, other members of the HR team are available to respond to general or urgent enquiries.</p>
4. Response time, duration and schedule	<p>Phone calls answered within 5 rings. Calls returned as soon as possible and no later than 2 working days if relevant member of staff is out of the office at the time of the call.</p> <p>Email responses within 2 working days, with answer or provide holding email confirming when response will be given.</p>
5. Trading capacity	<p>At date, difficult to quantify.</p>
6. Competence and knowledge your team needs to have to deliver optimum service	<p>Competence: Ability to provide accurate and lawful employee relations advice within the context of excellent customer care</p> <p>Knowledge: Good knowledge of employment law / all terms and conditions within the education sector</p> <p>Certifications/Memberships: ideally CIPD or equivalent.</p>

7. Service dependencies	<p>Ability of Hackney Council to provide advice and payroll/pension information in a timely fashion to HLT HR.</p> <p>Web team: Ease to find relevant policies and documents on Aspire.</p>
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Defining expectations

Area	Means
8. Benefits and impacts to users	Customers/staff will receive an accurate and timely response to queries.
9. Define your expectations of outstanding service?	Queries accurately answered or acknowledged in a timely fashion.
10. How do you ensure customer satisfaction?	Through an annual survey / questionnaire and response to feedback
11. How do you evaluate your service and service delivery?	Quarterly reviews/ CRM data / casework spreadsheet
12. What is your process to ensure continuous improvement?	Continuous review through data analysis, customer feedback and staying abreast of legislative change
13. How do you evaluate the relevance of your offering against competition?	Secret shopper/benchmarking