



**Wiltshire  
HR&OD  
Services**

**Wiltshire Council**

## About Us

Wiltshire Council's Traded Services operates as the not-for-profit commercial branch of the council. We offer a comprehensive range of professional, high-quality, and cost-effective HR and Organisational Development (HR&OD) services, including Recruitment, DBS checks, Payroll, Workforce Development, Occupational Health, and HR Advisory.

All income generated from our services is reinvested into the council, directly benefiting Wiltshire's residents, businesses, and communities.

By partnering with us, you not only gain access to proven, reliable services but also contribute to the reinvestment in Wiltshire's communities. Let us help you focus on your strategic goals while we take care of the operational essentials.



Workforce Development



Recruitment and DBS Checks



Payroll Administration



Occupational Health



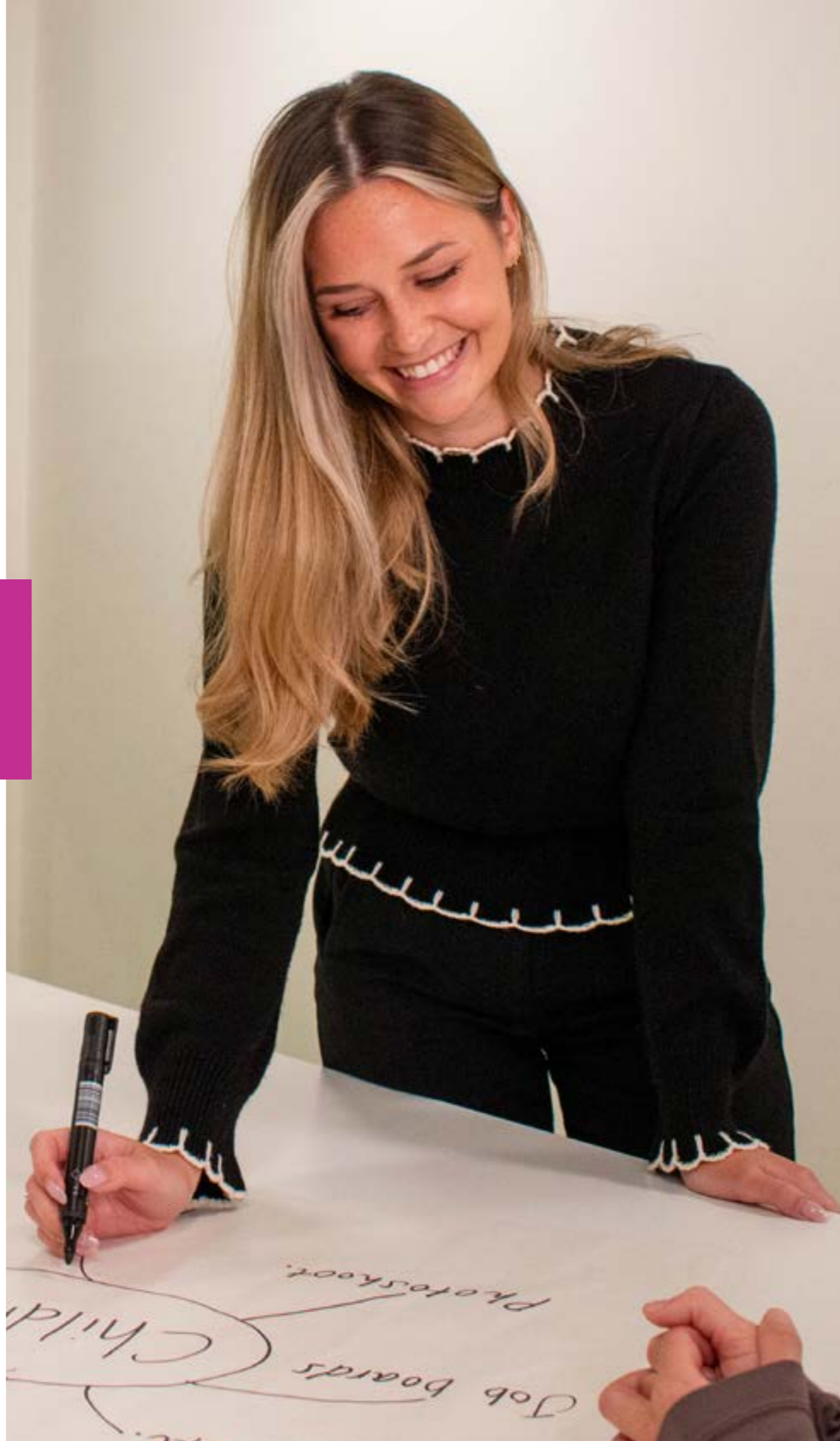
HR Advisory

## Why Choose Wiltshire Council HR&OD Services?

From recruitment to compliance, employee wellbeing to workforce development, Wiltshire Council provides HR&OD services designed to support every aspect of your organisational needs.

Our team of specialists are dedicated to delivering services that are practical, effective, and tailored to your unique requirements. With our wealth of expertise, you can trust us to deliver quality solutions that empower you to overcome challenges and unlock opportunities.

Whether you're looking for standalone services like DBS checks or one-off training courses, or comprehensive workforce solutions, we've got you covered. Choose from our extensive suite of offerings to create a personalised package that suits your needs, with the flexibility to adjust as your organisation grows.



### At Wiltshire Council...

we're proud to offer a suite of professional services designed to meet the diverse needs of schools, academies, and third-party organisations.

With a proven track record of excellence, our HR & Organisational Development Traded Services provide cost-effective, high-quality solutions to help your organisation thrive.



### At Wiltshire Council...

we understand the unique challenges faced by education providers and organisations, and our dedicated team is here to deliver services that save you time, reduce costs, and maintain compliance.

Let us partner with you to unlock your organisation's full potential.

## Our Services



### Workforce Development

- Empower your teams with expert-led courses and programmes to enhance skills and performance.



### Payroll Management

- Ensure accurate, timely, and compliant payroll administration for your workforce.



### Occupational Health Services

- Safeguard employee wellbeing with proactive health assessments and support



### Recruitment Services

- Attract, select, and retain the best talent with tailored support that streamlines the hiring process.



### DBS checks

- Secure reliable and compliant workforce vetting with fast, efficient, and trusted disclosure services.



### HR Advisory Services

- Access practical, professional advice to navigate complex employment matters confidently.

## Workforce Development

We want an outstanding workforce with a can-do attitude and we want the right people with the right skills. Your staffing needs are probably aligned to that same goal, so let our team of awesome trainers help you.

### Why choose us?

- ✓ Short courses delivered locally.
- ✓ Quality, engaging training.
- ✓ Scheduled courses, open to everyone.
- ✓ Even more value for money when you book group training for your organisation.
- ✓ Bespoke training programme available on request for group bookings.
- ✓ Our first aid trainers are approved and certified by a national first aid awarding body, and are audited regularly by internal and external qualified assessors.

### Available Courses:

- ✓ Equality, diversity, and inclusion
- ✓ Professional and team development
- ✓ First aid
- ✓ Manual handling
- ✓ Behaviours, health and wellbeing
- ✓ Safeguarding

### Scheduled or bespoke?

Our most popular training courses run across Wiltshire and are open to everyone. Choose a mutually convenient date and location.

These courses allow you to book one or a few people to train with another option of booking group training courses, which will be the most cost-effective way.

We offer diagnostic tools that enable:

- ✓ Targeted development
- ✓ Boosting individual and team performance
- ✓ Increasing trust
- ✓ Enhancing self-awareness
- ✓ Improving communication, motivation and aligning team goals and values

Targeted development enables us to focus efforts aimed at improving specific skills, behaviours, or areas of performance within an individual or team.

### Get information and advice

Not sure which course is right for you? Our team is here to advise. Want a consultation or team diagnostic? Call us to discuss your specific needs.

Find our full current offer on our website or get in touch. Please check our offer regularly as we are growing to meet customers' training needs.

## Payroll Administration

### Service summary

We are a friendly and experienced team of payroll specialists based in Wiltshire, dedicated to providing exceptional service to organisations of all sizes. We specialise in providing tailored solutions for educational establishments, understanding the unique needs of schools and academies.

However, our services aren't limited to education alone. We proudly work with a wide range of organisations, delivering the same high-quality, customised solutions to businesses, non-profits, and other industries.

Choose from our flexible standard or premium packages, each designed to deliver precise, timely payroll services at a price that suits your budget.

When you partner with us, you can expect:

- ✔ **Quality and consistency** – Reliable, accurate payroll, every time.
- ✔ **Personalised service** – A dedicated payroll practitioner and assistant will handle your payroll, ensuring you receive personalised support.
- ✔ **Expertise you can trust** – Our team's extensive knowledge ensures your payroll complies with all legal requirements.
- ✔ **Continuity** – With our comprehensive disaster recovery plan, we guarantee an uninterrupted payroll service, even in the unlikely event of an incident.
- ✔ **Paperless and convenient** – Enjoy secure, 24/7 online access to your payroll documents, eliminating the need for printing and postage.
- ✔ **Secure document storage** – All key documents are stored securely online, ensuring easy access for audits and accounting purposes.
- ✔ **Bespoke reporting** – We offer bespoke reporting solutions designed to meet the unique needs of your organisation.

Let us simplify your payroll, so you can focus on growing your organisation!

## Occupational Health

### Service summary

We offer a professional and independent health advisory service across all work-related health matters. Our team of qualified occupational health clinicians can help you manage your onboarding and sickness absence management processes quickly and effectively by offering a fully confidential service that delivers business effectiveness with empathy.

You can purchase the service as an annual package or on a case-by-case basis to suit your needs.

### What we can advise on

Through a combination of online, telephone and in-person appointments, our team of specialist nurses and doctor can provide expert help in a variety of common school staff scenarios.

- ✔ Health screening of new employees with recommendations of reasonable adjustments to comply with the Equality Act.
- ✔ Fitness for work assessments of staff experiencing health issues affecting attendance or performance.
- ✔ Assessment of ill-health retirement applications.
- ✔ Guidance for new and expectant mother risk assessments.
- ✔ Signposting to employee wellbeing support services.
- ✔ Specialist clinicians - All our nurses and our doctor are qualified in the specialist field of occupational health, accredited and registered with the GMC and NMC.

Our quick and easy procedures are confidential, secure and designed to give you the right advice at the right time.



## Recruitment and DBS Checks

Our recruitment team can adapt any of our services to meet your specific business needs and recruitment budget. Whether you're looking for a bespoke, end-to-end solution from posting your jobs to managing candidate clearances

### OR

you simply need support with specific aspects of the process, we are ready to help you attract and recruit the best talent for your organisation.

Whatever you choose, you will have a dedicated member of the team supporting you all the way, contactable via phone or email.

### Recruitment services

- ✔ Self-serve DBS checks using a secure online system (including section 128 for relevant roles)
- ✔ Head Teacher advertising packages including administration tasks.
- ✔ Optional targeted social media coverage and advertising space with Total Jobs, Southwest jobs and jobs.gov.uk (previously known as Job Centre Plus)
- ✔ Bespoke photos/videos – working closely with our employee experience team and yourselves we can create bespoke rich media to support the attraction of your roles across social media.
- ✔ Job advertising – choose from five different packages to suit all needs and budgets.

### Bronze

**Bronze** advertising includes the upload of your advert to our career's website that attracts anywhere from 10,000 to 20,000 new users a month. There is no apply button for this option, but we do clearly instruct your candidates on how to apply directly to your organisation and you can include clickable links and up to 5 attachments.

### Silver

For those roles that need an extra push, you may wish to consider using the **silver** package which includes coverage beyond the career's website reaching candidates who use social media as their go-to job hunting tool.

### Gold

If you don't have much time to sort through applications the **gold** package will help. A gold advert includes an apply button, so candidates have a seamless experience and receive an automated response thanking them for their application. With this package, we can attach your own application form to the advert to which the candidate can upload. When the job closes the applications can be emailed across to a nominated person for shortlisting.

**Gold** also includes inclusion within the Wiltshire residents email newsletter reaching over 27,000 residents and on top of that your role will be a featured job on the careers site.

### Platinum

Our **platinum** package offers everything all the above packages offer but also includes a complete end to end electronic recruitment process where you can have pre-set rejection questions applied to jobs, shortlisting, we can send your interview invites online, keep clear dated and timed records. This package also includes the clearance checks for your chosen candidates which subject to an additional cost can also include Occupational health and DBS checks.

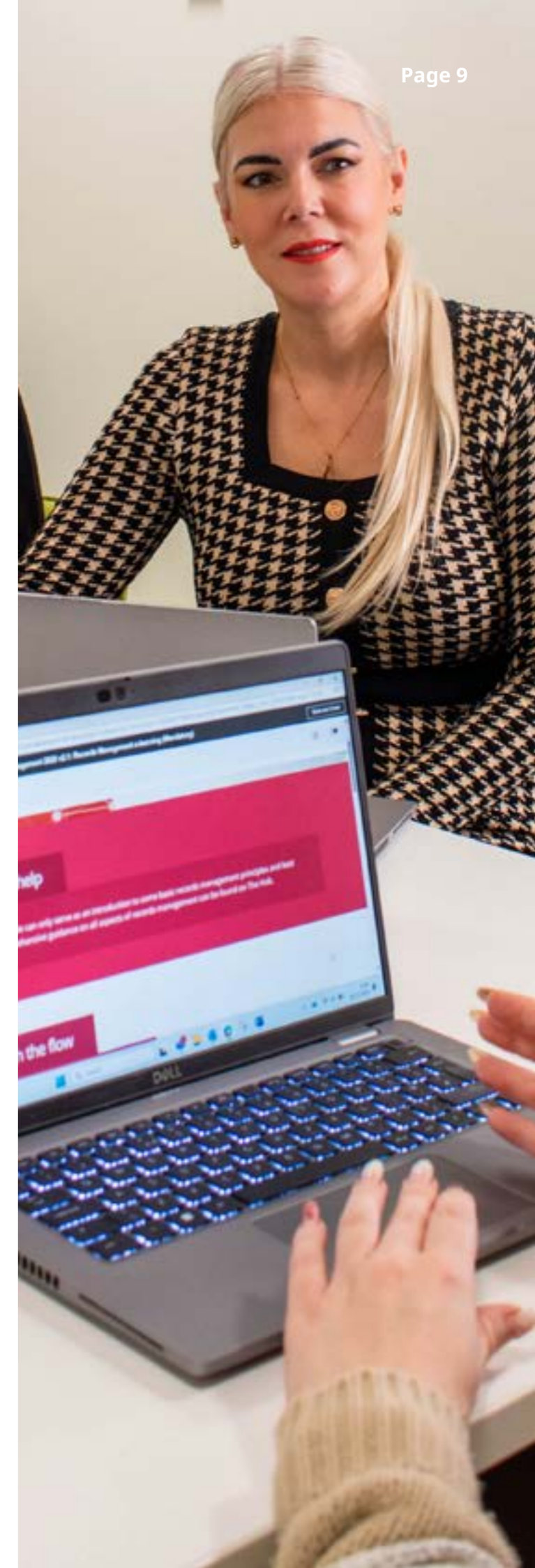
Silver, gold, and platinum packages also include additional coverage across relevant job boards with gold and platinum including Total Jobs which is worth rrp £219 per advertisement.

Our consultancy package is perfect for those seeking to leverage our in-house recruiters for challenging-to-fill positions or larger recruitment campaigns. This comprehensive package includes us creating a bespoke attraction strategy, advertising the role,

sending interview invites, to completing all the necessary clearances for your successful applicants. Additionally, we provide a full administration service at a highly competitive price point.

### Highlights

- ✔ We appreciate how time consuming it can be to ensure candidates have regular updates on the progression of their application, using an online recruitment system ensures applicants are updated frequently on every step of the process providing a better candidate experience for them and you.
- ✔ All documentation associated with the process including clearances are kept together in one place and emailed across to you when the process is finished to be saved securely for your records.
- ✔ The process complies with GDPR, and consent is sought from all candidates to use and store their information for the purposes of the recruitment exercise.
- ✔ The service is competitively priced and discounted bulk packages are available if you recruit frequently.
- ✔ We aim to clear candidates within four weeks from the date we are notified they are your preferred candidate.
- ✔ We will provide you with weekly updates, so you know exactly what stage of the process your preferred candidate(s) are at and what is outstanding in terms of clearances.
- ✔ Allowing us to fully manage the recruitment admin gives you precious time back to focus on other key priorities.



## HR Advisory

A comprehensive advice service provided by our team of HR professionals, to help employers manage staffing issues appropriately, promptly, legally, and fairly.

Talk to us about the kind of advisory service your business needs, and we'll tailor a package to suit.

### What can we advise on?

You can expect immediate advice by phone (later confirmed in writing) on a whole range of employment issues. What follows is not an exhaustive list but will reassure you that your HR Advisor can support you throughout the employment lifecycle.

You will have a named Senior HR Case Advisor for complex queries and a HR Case Advisor for more general and absence related queries.

- ✔ DBS-related issues and safer recruitment
- ✔ Different types of contracts of employment
- ✔ Terms and conditions of service
- ✔ Practical application of HR policies and procedures
- ✔ Handling conduct and performance issues
- ✔ Frequent or extended periods of absence
- ✔ Allegations of abuse
- ✔ Consulting with staff, trade unions and other bodies
- ✔ Dismissal, redundancy, and retirement
- ✔ TUPE - Transfer of Undertakings (Protection of Employment)

### Optional bespoke services (price on application) could include:

- ✔ One off advice or research and the development of materials on a specific employment issue/query at a set hourly rate
- ✔ Advising on non-standard contracts of employment for specific circumstances
- ✔ TUPE - where there is a 'provider to provider' transfer of services
- ✔ Updating on HR policies and procedures.

Outside of normal working hours you will be able to access policies and information 24/7 via our online platform Right Choice.

### Good outcomes for you and for Wiltshire

Being an employer that treats its staff fairly and appropriately can be instrumental in helping you to attract and retain the best people. This HR Advisory service can also help to minimise employment tribunal challenges, and the potential for fines and reputational damage.



## Contact

### Work Development

Phone: **01225 713183**

Email: [learning@wiltshire.gov.uk](mailto:learning@wiltshire.gov.uk)

Web: [wiltshire.gov.uk/wiltshire-training](http://wiltshire.gov.uk/wiltshire-training)

### Payroll

Phone: **01225 718042**

Email: [HRPayroll@wiltshire.gov.uk](mailto:HRPayroll@wiltshire.gov.uk)

### Advisory

Phone: **01225 713085**

Email: [schoolshradvisory@wiltshire.gov.uk](mailto:schoolshradvisory@wiltshire.gov.uk)

### Recruitment Services

Phone: **01225 718040**

Email: [strategicrecruitment@wiltshire.gov.uk](mailto:strategicrecruitment@wiltshire.gov.uk)

Web: [jobs.wiltshire.gov.uk](http://jobs.wiltshire.gov.uk)

### Occupational Health

Phone: **01225 713185**

Email: [occhealth@wiltshire.gov.uk](mailto:occhealth@wiltshire.gov.uk)

**Wiltshire Council**

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