# Hoople Schools: key contacts

| MARKETING AND BUSINESS DEVELOPMENT TEAM | | Telephone | Email address |
|---|---|---|---|
| Emma Kann | Service level agreements (SLA) | ☎ 01432 383686 | emma.kann@hoopleltd.co.uk |
| Marketing team | Hoople Schools portal | ☎ 01432 261554 | marketing@hoopleltd.co.uk |

| SCHOOLS HR ADVISORY TEAM | | Telephone | Email address |
|---|---|---|---|
| Julie Davies | Human resources | ☎ 01432 260933 | julie.davies@hoopleltd.co.uk |
| Julie Bridgewater | Human resources | ☎ 01432 383826 | julie.bridgewater@hoopleltd.co.uk |
| Emma Lawer | Human resources | ☎ 01432 260932 | emma.lawer@hoopleltd.co.uk |

| PAYROLL TEAM | | Telephone | Email address |
|---|---|---|---|
| Alun Smith | Payroll | ☎ 01432 260592 | alun.smith@hoopleltd.co.uk |

| SCHOOLS EMPLOYEE SERVICES TEAM | | Telephone | Email address |
|---|---|---|---|
| Candida Kuegler | Employee services | ☎ 01432 260901 | candida.kuegler@hoopleltd.co.uk |
| Shoshana Marsden | Employee services | ☎ 01432 260904 | shoshana.marsden@hoopleltd.co.uk |

| RECRUITMENT TEAM | | Telephone | Email address |
|---|---|---|---|
| Sheila Thompson | Recruitment, DBS checks | ☎ 01432 260233 | sheila.thompson@hoopleltd.co.uk |
| Kelly Hughes | Recruitment, supply teaching | ☎ 01432 260094 | kelly.hughes@hoopleltd.co.uk |
| Claire Fordred | DBS checks | ☎ 01432 260537 | claire.fordred@hoopleltd.co.uk |

| SCHOOLS FINANCE TEAM | | Telephone | Email address |
|---|---|---|---|
| Malcolm Green | Schools funding | ☎ 01432 260818 | malcolm.green@hoopleltd.co.uk |
| Nicky Anderson | Finance support | ☎ 01432 261580 | school.finance@hoopleltd.co.uk |
| Kasia Skrzydlak | Finance support | ☎ 01432 261580 | school.finance@hoopleltd.co.uk |
| Kim Clarke | Finance support | ☎ 01432 261580 | school.finance@hoopleltd.co.uk |
| Sonia Lowther | Free school meals | ☎ 01432 261505 | sonia.lowther@hoopleltd.co.uk |
| Theresa Shaw | SAIS, milk reimbursements | ☎ 01432 260337 | financesupportteam@hoopleltd.co.uk |
| Sue Morgan | High needs tariff payments | ☎ 01432 261614 | sue.morgan@hoopleltd.co.uk |
| Debra Derry | Creditor payments | ☎ 01432 260271 | payments@herefordshire.gov.uk |
| Sheryl Norman | NEF payments | ☎ 01432 383274 | sheryl.norman@hoopleltd.co.uk |

| TRANSFORMATION AND TECHNOLOGY TEAM | | Telephone | Email address |
|---|---|---|---|
| Lucy Hall | Service level agreements (SLA) | ☎ 01432 383489 | lucy.hall@hoopleltd.co.uk |
| Emma Kann | Service level agreements (SLA) | ☎ 01432 383686 | emma.kann@hoopleltd.co.uk |
| ICT Service Desk | ICT support | ☎ 01432 261500 | ictservicedesk@hoopleltd.co.uk |
| John Farr | ICT Service Desk team | ☎ 01432 261500 | john.farr@hoopleltd.co.uk |
| Chris Murray | SIMS | ☎ 01432 383392 | chris.murray@hoopleltd.co.uk |
| SIMS Support team | SIMS | ☎ 01432 261500 | ictsimssupport@hoopleltd.co.uk |

| TRAINING TEAM | | Telephone | Email address |
|---|---|---|---|
| Ali Chambers | Workplace training | ☎ 01432 260022 | alison.chambers@hoopleltd.co.uk |
| Andy Conway | Lean systems thinking | ☎ 01432 383863 | andy.conway@hoopleltd.co.uk |

## Frequently asked questions

**Q. I have forgotten my password to access the Hoople Schools portal, and our new headteacher needs access to use it as well. Who should I contact about this?**

Please contact the Marketing team on 01432 261554, or by email to marketing@hoopleltd.co.uk. They will be happy to help with account access and general use of the Hoople Schools portal.

**Q. Where can I access the resources tied with my service level agreements, for instance sample policies and job advertisements?**

Sign in to the Hoople Schools portal at https://schools.hoopleltd.co.uk/ and navigate to 'Resources.' Once there, you will be able to view any documents and tools that are associated with your purchased SLAs.

**Q. How do I book a supply teacher?**

Please call the Hoople Resourcing team (available from 7.00am onwards) on 01432 383788. We offer day-to-day and longer-term cover as required.

**Q. How can I use Hoople Resourcing to advertise a teaching vacancy?**

Hoople Resourcing offers a complete recruitment administration service, handling the advertising of a post, receipt of applications and all pre-employment checks at a one-off fee per vacancy. Please contact Kelly Hughes for further information on 01432 260094 or by email to kelly.hughes@hoopleltd.co.uk.

**Q. Who do I contact if I have an employment issue with a member of staff?**

Please contact a member of the Schools HR Advisory team.

**Q. I need to appoint an independent investigating officer, who do I contact?**

Please contact a member of the Schools HR Advisory team.

**Q. I haven't received payment for the overtime I worked last month. What do I need to do?**

You should have completed a claim form detailing the additional hours that you worked. Contact a member of the Schools Employee Services team to establish if your claim form has been has been received from your school.

**Q. I am expecting a baby. How do I find out what maternity leave and pay I will receive?**

Contact a member of the Schools Employee Services team who will send you the maternity policy and a form for you to complete. An assessment will be made based on your baby's due date, your earnings and length of service, and you will then be advised as to what you will be entitled to.

**Q. How do I amend Agresso users?**

Please contact the Schools Finance team on 01432 261580 or by email to school.finance@hoopleltd.co.uk. They will provide you with the required paperwork for completion.

**Q. How do I action budget virements?**

Complete the virement column on your most recent summary report, and email it back to school.finance@hoopleltd.co.uk.

**Q.** **How do I apply for a School Procurement Card?**

Email school.finance@hoopleltd.co.uk and we will forward the relevant information to you. You will then need to contact the bank directly in order to proceed.

**Q.** **I have an problem with my classroom computer and would like to request it is looked at by an engineer. Who do I contact?**

Please contact the IT Service Desk on 01432 261500.

**Q.** **This year we are planning to buy more computers for an extension at the school. Who do I contact?**

Please contact the IT Service Desk on 01432 261500.

**Q.** **I have an problem with my classroom computer and would like to request it is looked at by an engineer. Who do I contact?**

Please contact the IT Service Desk on 01432 261500.

**Q.** **How many SIMS visits does my SLA with the team entitle me to?**

Primary schools are entitled to two full days, or four half-day visits. High schools are entitled to three full days or six half-day visits.

**Q.** **Will the SIMS team work with teachers during staff meetings?**

The SIMS team will make twilight visits between 3.30–6.30pm.

**Q.** **This year we are planning to buy more computers for an extension at the school. Who do I contact?**

Please contact the IT Service Desk on 01432 261500.

**Q.** **Can you provide bespoke Moving and Handling training for teachers, teaching assistants and support staff at our school?**

Yes we do. These are tailored sessions based around your particular requirements, and delivered in the school at a time to suit your needs. The content of each session is agreed with you prior to delivery so that we can meet your individual requirements. Contact our Training team on 01432 383500.

**Q.** **Do you deliver Physical Intervention training for staff?**

Yes we do. Our trainer will visit the school and talk to key members of staff, and from these discussions a modular programme will be developed ready for delivery. The modules can be delivered either in full days or over several sessions to reduce the impact of releasing staff from service delivery. Contact our Training team on 01432 383500.

The questions and answers above have been written to provide solutions to some of our more common enquiries. If your question is not answered here, and you are not otherwise sure which department it needs to be directed to, please do not hesitate to call 01432 383678 or email enquiries@hoopleltd.co.uk.

## Keep your contacts up-to-date

In the event that a key contact changes, a revised edition of this contacts list will be posted to the Hoople Schools portal. If you are having trouble accessing this, please call 01432 383678, option 6 to speak to the Marketing team.

***Last updated: 3 June 2015***