

Hoople Schools: key contacts



MARKETING AND BUSINESS DEVELOPMENT TEAM		Telephone	Email address
Jan Bailey	Service level agreements (SLA)	☎ 01432 383730	✉ jan.bailey@hoopleltd.co.uk
James Bruton	Hoople Schools' portal	☎ 01432 261554	✉ james.bruton2@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
Alison Jones	Human resources	☎ 01432 260932	✉ alison.jones@hoopleltd.co.uk

PAYROLL TEAM		Telephone	Email address
Alun Smith	Payroll	☎ 01432 260592	✉ alun.smith@hoopleltd.co.uk
Julie Palmer	Payroll	☎ 01432 383874	✉ julie.palmer@hoopleltd.co.uk

SCHOOLS EMPLOYEE SERVICES TEAM		Telephone	Email address
Employee Services	Employee Services	☎ 01432 260580	✉ schoolsemployeeservices@hoopleltd.co.uk
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 383788	✉ kelly.hughes@hoopleltd.co.uk
DBS team	DBS checks	☎ 01432 260574	✉ dbsteam@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 383167	✉ school.finance@hoopleltd.co.uk
Kasia Skrzydlak	Finance support	☎ 01432 261712	✉ school.finance@hoopleltd.co.uk
Karen Gridley	Finance support	☎ 01432 260225	✉ school.finance@hoopleltd.co.uk
Kim Clarke	Finance support (special schools)	☎ 01432 260938	✉ 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 383829	✉ 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
ICT Service Desk	ICT support	☎ 01432 261500	✉ ictservicedesk@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
CPD Online	Bookings	☎ 01432 260677	✉ training@hoopleltd.co.uk
Dawn Haymonds	Apprenticeship Levy enquiries	☎ 01432 261562	✉ dawn.haymonds@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 Recruitment 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 Recruitment to advertise a teaching vacancy?

Hoople Recruitment 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 383788 or by email to kelly.hughes@hoopleltd.co.uk. Alternatively, you can see our current rates by logging onto the Hoople Schools' portal.

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 (details shown overleaf).

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

Please contact a member of the Schools' HR Advisory team (details shown overleaf).

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 received from your school.

Q I have a question about my payslip. Who do I need to call?

Please contact a member of the Schools' Employee Services team (details shown overleaf).

Q I have a problem with accessing my e-pay slips. Who should I contact?

Please contact a member of the Schools' Employee Services team (details shown overleaf).

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 your entitlement.

Q How do I amend Agresso users?

Please contact the Schools' Finance team (details shown overleaf). 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 a 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 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 Can you provide bespoke moving and handling training for teachers, teaching assistants and support staff at our school?

Yes we can. 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, call 01432 383678, option 8 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 8 to speak to the Marketing team.

Last updated: 4 January 2017