

Job Evaluation Letter Distribution – Troubleshooting

We know that it is crucial for all headteachers and staff to understand who they can contact for support whilst employees are receiving their job evaluation letters. This troubleshooting document lists a number of issues and the key contacts for resolving the problem.

Troubleshooting for Headteachers

Issue	Information & Who to Contact
I have been printing my letters but one/some are missing	Please inform your HR Advisor immediately
I received a letter in the mail merge that isn't for one of my members of staff	Please do not print the letter or discard the copy you have printed securely and notify your HR Advisor who will ensure the correct headteacher has received the information
I have a letter for a member of staff who has recently given notice	The data used to create the letters is the data checked by you during May and June if a member of staff has since given notice or been processed as a leaver this information may not have reached the team in time to withdraw the letter. Please do not give the member of staff the letter.
A member of staff is not currently in work how do I get the letter to them?	If returning within 2 weeks headteachers should wait to give the letter to the employee on their return.
A member of staff is on maternity/ other long term leave how will they receive their letter?	It is the headteachers responsibility to ensure the employee receives their letter, preferably by contacting them prior to posting to their home address.
I do not feel it is appropriate to give a member of staff the letter at this time can I use my discretion about when I give it to the employee?	Headteachers can use their discretion on the appropriate time to distribute letters to staff. (e.g. in cases of bereavement) We would advise that all staff should receive their letter within 10 working days to allow them the opportunity to appeal.

Troubleshooting for Staff

Issue	Information & Who to Contact
I haven't received my job evaluation letter	<p>The following staff will not receive a job evaluation letter;</p> <ul style="list-style-type: none"> ● Fixed Term/Temp/Seconded/Acting up employees whose end date is before the UR implementation date (1 April 2017) ● Apprentices ● Teachers <p>Casual staff will receive job evaluation letters but not until a later date.</p> <p>If you believe you should have received a letter and have not received it by 6th July you should ask your headteacher in the first instance or contact the Unified reward Helpline.</p>
The job evaluation letter I received relates to my secondment not my substantive post	You should have received two letters one relating to your substantive post and one regarding your secondment. If this is not the case please contact the Unified Reward helpline immediately.
I am on a fixed term contract that has just been extended past 1 April 2017 will I receive a letter?	Yes you will receive this at a later date and there is no need to contact anyone at this stage.
I am on a casual contract will I receive a letter?	Yes you will receive this at a later date and there is no need to contact anyone at this stage.
Where can I access the documents used for the job evaluation of my role?	You can ask your headteacher for these documents or request them directly from the Unified Reward helpline.

Key Contacts

HR Advisors

Pauline Broadhurst **E:** pauline.broadhurst@barnet.gov.uk **T:** 020 8359 7902

Paula Folkes **E:** paula.folkes@barnet.gov.uk **T:** 020 8359 7921

Jenny Hall **E:** jenny.hall@barnet.gov.uk **T:** 020 8359 2052

Cristina Silva **E:** cristina.silva@barnet.gov.uk **T:** 020 8359 7899

Deborah Shaw **E:** deborah.shaw@barnet.gov.uk **T:** 020 8359 7937

Unified Reward Helpline

T: 0330 606 4444 (option 1) **E:** barnethrpayroll@capita-services.co.uk

Unified Reward Appeals Team

E: unified.reward@barnet.gov.uk