CIPHR
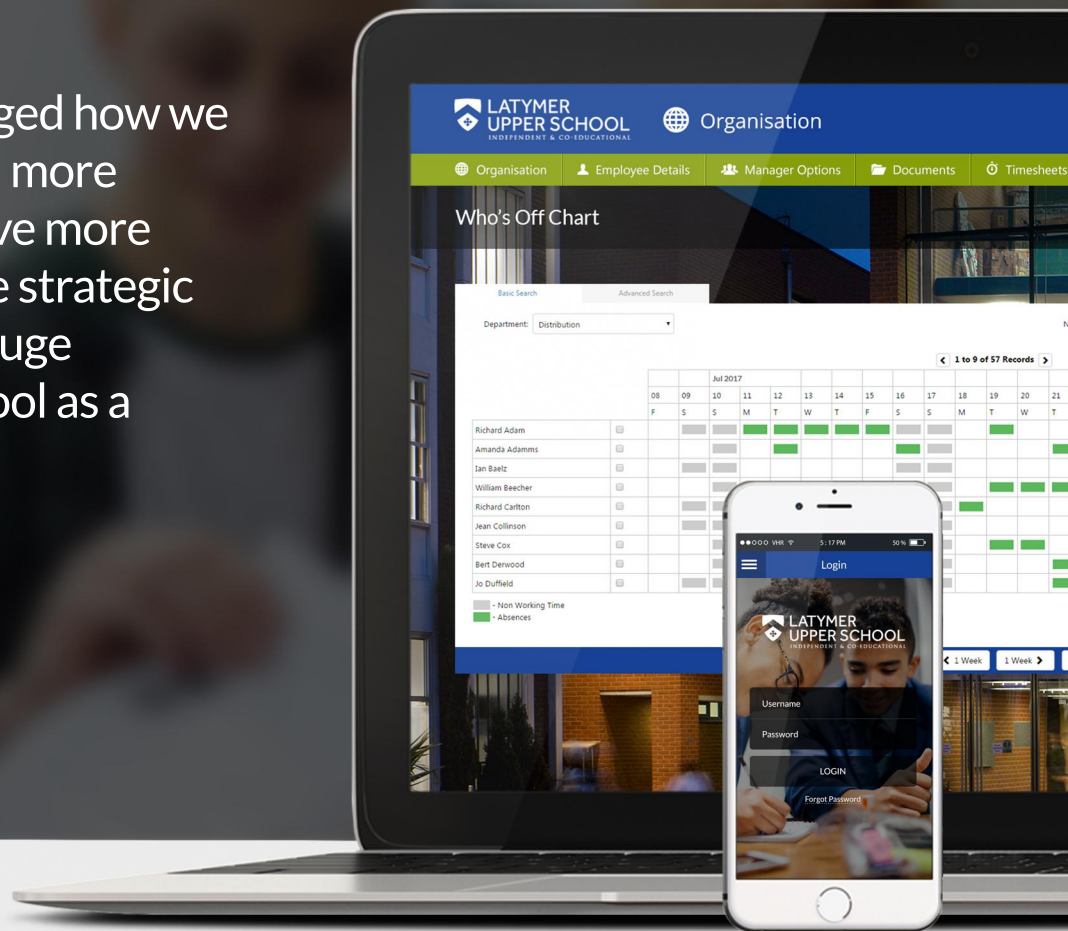## ALL ABOUT PEOPLE

CUSTOMER SUCCESS STORY

" CIPHR has changed how we do HR: we are much more streamlined. We have more time to spend on the strategic agenda, which has huge benefits for the school as a whole "

LATYMER UPPER SCHOOL
INDEPENDENT & CO EDUCATIONAL

ABOUT LATYMER UPPER SCHOOL

Latymer Upper School is London's leading fully co-educational school, with 1,200 boys and girls aged 11 to 18. Its origins can be traced back to 1624, when wealthy lawyer Edward Latymer left in his will part of his wealth for the clothing and education of "eight poore boyes" from Hammersmith. Notable alumni include actor Hugh Grant, theatre director Natalie Abrahami, and chef Heston Blumenthal.

→ London's leading fully co-education school, with 1,200 students aged between 11 and 18

→ Winner of three titles at the TES independent school awards 2018, including independent school of the year

→ HR team of four supports around 350 teaching and support staff

→ Implemented CIPHR and CIPHR iRecruit in September 2017

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LAUNCHING CIPHR

Latymer Upper School implemented CIPHR and CIPHR iRecruit at the start of their new academic year, in September 2017 – just a few months after Tricia Howarth's arrival as the school's new HR director.

"CIPHR was my first project launch as the new HR director; I'd only joined a few months earlier," says Howarth. "I was in the privileged position of coming in at the end of quite a long project, and just needed to encourage my staff, and give them the confidence to push CIPHR over the edge and into action. For me, it was an opportunity to introduce the new system and achieve some really quick wins."

Howarth got up to speed with the system by visiting CIPHR's head office in Marlow for training before the system went live. "Because I had been on these training courses, I was confident about the system's functionality, quality, and the level of support we had from CIPHR," she says.

Account manager Laura Alldis and head of consultancy John Vivian were on site for CIPHR's launch day to communicate to staff the benefits of using the self-service HR functionality. "For me, being new to the system, it was great to have that support," says Howarth. "It was fantastic that CIPHR felt that we, as an individual school, were important enough to send two key people to support me on that launch day. Their presence added another dimension to the launch; they could answer any questions or concerns that staff had about any technical aspects of the system that I would probably have struggled with.

CIPHR tools used

→ eRecruitment (CIPHR iRecruit)
→ Onboarding
→ Employee self-service
→ Reporting and analytics
→ Assistance with GDPR compliance & safeguarding

"Change can be difficult and is often uncertain, so to be presenting alongside Laura and John from CIPHR – having them show people how the system could work for them and how they could benefit from it – was great," says Howarth.

TRANSFORMING RECRUITMENT IN A CHALLENGING ENVIRONMENT

Because the vast majority of teacher recruitment takes place at three fixed points in the academic year, it can be tough for schools to secure the candidates they need to appoint. Introducing CIPHR's eRecruitment solution, CIPHR iRecruit, has significantly speeded up the hiring process and improved the candidate experience – making Latymer Upper School better able to hire the right staff in a timely and efficient manner.

"CIPHR iRecruit makes the recruitment process less arduous and paper-based," she says. "Previously, when heads of department were shortlisting candidates, we would manually print off application forms and, because of the sensitivity of the data, those shortlisting would have to physically come into the HR office to review and shortlist the applicants. Now, that process is all done online; staff can access the system anywhere, on any mobile device, and shortlist applicants at a time and place of their choosing. It's totally changed the process, not only for the HR team but for recruiting managers as well; it's a real benefit for everyone."

Senior leaders have also been impressed by CIPHR iRecruit, says Howarth. "They particularly like the freedom to do that shortlisting remotely where and when they have time. That's hugely beneficial for all of us who are incredibly busy."

Once an offer has been made to a candidate, CIPHR's onboarding functionality makes it quicker and easier for them to get up to speed. "CIPHR onboarding provides a really good environment for new employees," says Howarth. "We use it to provide information about the school, but also as a safeguarding tool; we ask new starters to complete some essential reading before they join, and we are able to track that they have completed it, so, at the same time, we are also ensuring we are compliant. The videos and other information we have in that area really help us to convey what it's going to be like to work at the school. It makes the whole onboarding experience much more live and engaging."

AUGMENTING HR'S RELATIONSHIPS WITH STAFF

"CIPHR is an extra tool that augments what's provided by the HR office, but hasn't taken away from any of the personal relationships that we have and that staff value," says Howarth. "You could imagine that introducing an online portal would prevent that immediate interaction with members of the HR department. That hasn't happened, and I think that's a very positive thing.

"CIPHR has changed HR for my team quite considerably; we've become much more streamlined, much less paper based. Because so many more of our processes are online, we have more time to concentrate on some of the other aspects of HR that we didn't have time to focus on before. We're also beginning to look at our roles within the team and see if we can alter their focus, so they become more interesting and rewarding."

Adds Howarth: "CIPHR is great because it's not a system that will dictate how HR operates within an organisation but [instead] will develop alongside it. That's one of the key benefits for us."

Employee self-service access to CIPHR was "well received; it was definitely a quick win for us," says Howarth. "It's also helped us from a GDPR perspective, because it means people can access and update their own data. Effectively, they have a permanent view into their own HR file, which is great. They can update personal information, training records, and check their salary, for example – all things that are fundamentally important for every member of staff."

She adds: "It's almost like having an HR office that everybody can access at any point of the day. So instead of coming to the HR office in person, they can access it remotely. CIPHR means HR becomes part of their career with the school. I think that immediate access to their data via self-service introduces a whole new level of transparency to HR that didn't exist before."

'CIPHR'S REPORTING HELPS ME MAKE BETTER STRATEGIC DECISIONS'

Latymer Upper School's HR team uses CIPHR's reporting function "regularly" to create a "growing" range of reports, says Howarth, a self-confessed data 'nerd'.

"I completed a diversity audit of our staff community through the system, and we are also currently looking at modelling pay increases through CIPHR reports," she says. "We are able to easily access all the data that's in the system, extract it, and then analyse it." Reports produced from CIPHR are particularly valued by the senior leadership team: "it enables them to have an overview of key staff data and metrics and line managers can access information about their staff , which is really useful."

Howarth adds: "CIPHR definitely helps me make better strategic decisions because I can access and analyse data in a format that is easy to use. I can quickly and easily provide evidence to support the decision-making processes of governors or the senior leadership team, thanks to CIPHR.

"If you are unsure how to extract a particular data set, the CIPHR service desk is great at guiding you through producing the reports. We're very much still learning what we can do with data in CIPHR; I don't think we've done more than touch the surface so far."

CIPHR'S SUPPORT

The CIPHR service desk is a "huge attribute in terms of what CIPHR offers," says Howarth. "I've always found the people on the help desk to be really knowledgeable and patient. We've really benefited from their support whenever we've had a problem, which will naturally happen when you're getting used to a system."

Howarth and the other three members of the HR team have also benefited from training sessions held at CIPHR's head office. "I was a very frequent visitor to Marlow during the summer, before we went live," she says. "The trainers are knowledgeable, and the courses are very relevant. It's good-quality training, and the ability to access that support on an ongoing basis is extremely useful for a department that's getting to know CIPHR."

CIPHR's independent schools' user group is, says Howarth, "a fantastic opportunity to network with other independent schools that use CIPHR, not only from an HR perspective but also from a system user perspective. It's useful to hear from CIPHR about future system developments, but it was also an open and honest conversation about how things could improve. There are some specific challenges facing HR teams in the education sector; other system providers might say, 'you're a small part of our market, we're not interested'."

The HR team at Latymer Upper School has also felt supported by CIPHR as it prepared for the implementation of the GDPR, adds Howarth. "Our account manager, Laura, has been very helpful in terms of looking at our contract.

"I'd definitely recommend CIPHR. I've worked with a number of HR systems, but what I like about CIPHR is the willingness to get alongside a client, understand a client's needs, and be open to opportunities for developing the system. This is something I haven't necessarily experienced with other providers, but I would say is very much the case with CIPHR."

'WE'RE HUGELY EXCITED ABOUT WHAT ELSE CIPHR CAN OFFER US'

What would Howarth say to an HR colleague who was still using paper-based administrative processes? "First, I'd take them a cup of coffee, because I think it's really difficult to be working with arduous manual systems. I think technology has moved on, and HR needs to embrace that. Technology can take away some of the more cumbersome aspects of HR administration, allowing you to spend time thinking more strategically and working on developing the real value of your HR function. Embracing technology brings big benefits for the whole organisation."

And what difference has CIPHR made to Latymer Upper School? "We've streamlined a lot of paper-based processes, so they now happen much more efficiently and are less time consuming. This means we can spend more time looking at the strategic agenda for HR, which has huge benefits for the school as a whole. Creating a solid platform of streamlined and electronic processing of data, reporting on and analysing that data, enables you to look at the organisation in a different way and add value at a higher level."

Nearly a year into their journey with CIPHR, Howarth and her HR team are looking forward to what the future has in store. "We are hugely excited by what CIPHR can still offer us," she says. "I think we can use our consultant time to challenge us and look at how we can further improve what we deliver and how we can better use CIPHR as a key part of that. We want to look at how CIPHR can make our processes, and our HR department, even more efficient and valued than it already is."