

Enhanced Finance Support Service Specification

1. SERVICE SPECIFICATION

The purpose of the services is to:

To deliver financial support to schools and academies

Key services provided by the Enhanced Finance Service are:

- Enhanced Finance Assistants who receive regular specialist training and who are kept up to date on all changes to legislation and practice relating to school and Academy finances
- Enhanced Finance Assistants who provide on-site support for the following services in schools and Academies:
 - Bursar Service
 - Schools Financial Viability Statement
 - Statement of Internal Controls
 - Budget setting
 - Strategic Planning
 - Bookkeeping
 - Internal Audit.
- Enhanced Finance Assistants and Business Development Team members who provide remote support and on-site for the following services in Academies:
 - Management Accounting
 - Financial Reporting
 - Finance Systems Management
 - Managed Finance Service
 - Mentoring and Training
 - Accounts preparation
 - Managed Conversion service.

1.1. Any work carried out will be done so respecting the confidentiality of data belonging to the service user and with regards to the general data protection regulation (GDPR).

2. SERVICE AVAILABILITY

- 2.1 Schools' Choice will supply the office contact service on Business Days between 08:30 and 17:00.
- 2.2 A visit to your school or Academy by a member of the Enhanced Finance team starts at 09:30 and finishes at 16:30 with half an hour for lunch. This equates to a 6.5-hour day.
- 2.3 The full amount will still be payable for visits cancelled on the day.
- 2.4 If a visit is cancelled with more than 10 working days' notice a cancellation charge of £50 plus VAT will be payable to cover administration costs.
- 2.5 If a visit is cancelled with between 2 and 10 working days' notice a cancellation charge of £150 plus VAT will be payable. However, if the visit can be re-schedule a charge of £50 plus VAT will be payable to cover administration costs.
- 2.6 Features and benefits are available exclusively to the employees of the organisation, and are not transferable.

3. SERVICE LEVELS

3.1 The following response times will apply in respect of Customer enquiries relating to the Service:

Communication	Response time
letter	within five Business Days of receipt;
email	within three Business Days of receipt;
telephone	if made within the times referred to in paragraph 2.1, calls will be answered as soon as possible;
telephone voicemail message	within two Business Days of receipt of the message.

4. MONITORING SUCCESS

4.1 To monitor the success of the Service, representatives of Schools' Choice and the Customer shall:

4.1.1 hold regular meetings during the term of the Service; and

4.1.2 conduct an annual review of the Service.

5. SERVICE LIMITATIONS

The Enhanced Finance Assistant is employed by Schools' Choice. The school or academy trust shall not directly or indirectly employ or engage any services from the Schools' Choice Enhanced Finance Assistant. If the school or academy breaches this provision it will incur a compensation fee which the parties agree is 15% of the salary of the Enhanced Finance Assistant.

The intellectual property remains as owned by Schools' Choice and is only the schools' property during the contract period.