

## ServiceNow Portal FAQ's

Following the implementation of our new ServiceNow portal, please see the FAQ's below based on common questions raised with our helpdesk team.

### E-forms - 'Need Something' section

For HR e-forms, please click on 'Human Resources' under 'Need Something'. This will take you to all HR forms dependent on your package bought. If you buy other services from IT or Finance, please click on their relevant headings for their forms.

### Payroll forms:

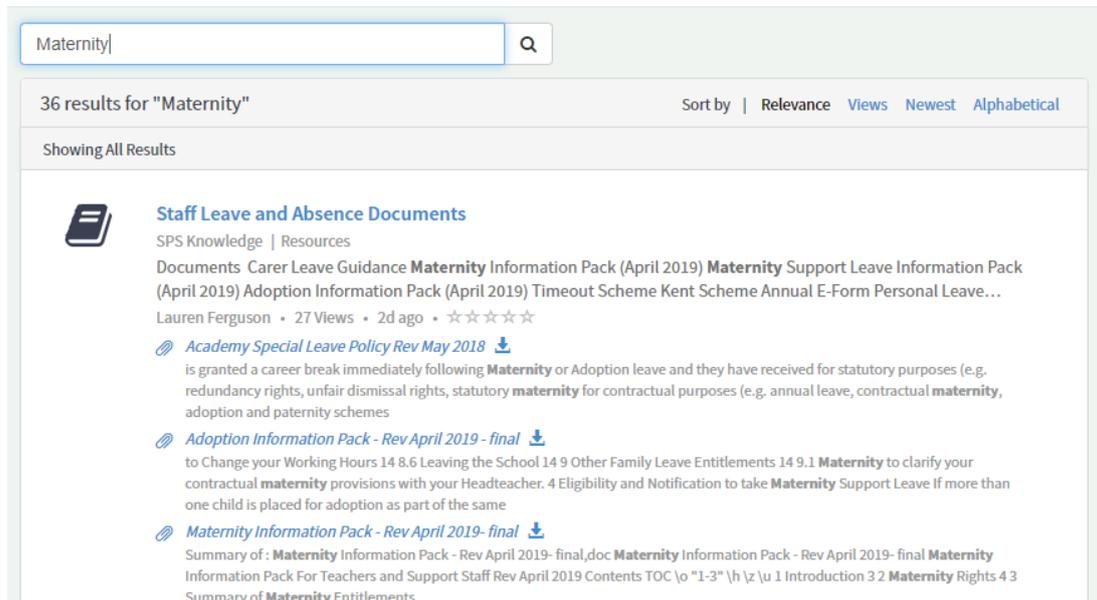
Please be aware that if you do not buy our IntePay package, you will not be able to see payroll-related forms such as unpaid leave and sickness absence.

### Knowledgebase:

You will find all policies, documents, forms and articles that were on the previous portal on the current portal under the 'Knowledgebase' section.



Please use the search function with keywords to find the relevant information e.g. please see below for a maternity search:



Maternity

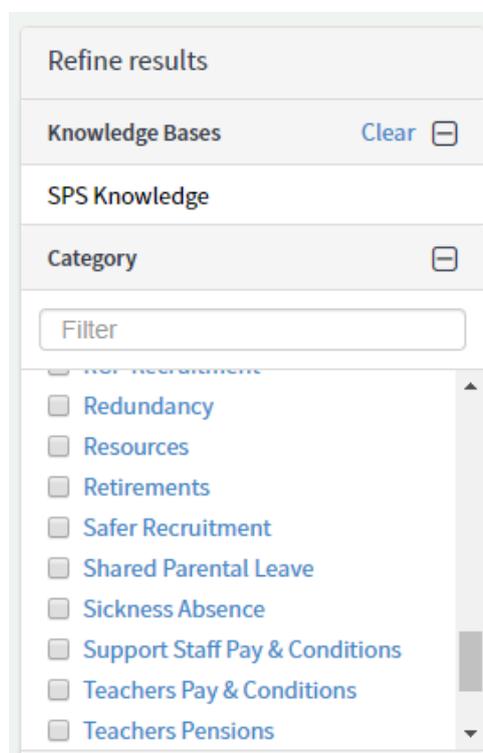
36 results for "Maternity" Sort by | Relevance Views Newest Alphabetical

Showing All Results

**Staff Leave and Absence Documents**  
SPS Knowledge | Resources  
Documents Carer Leave Guidance **Maternity** Information Pack (April 2019) **Maternity** Support Leave Information Pack (April 2019) Adoption Information Pack (April 2019) Timeout Scheme Kent Scheme Annual E-Form Personal Leave...  
Lauren Ferguson • 27 Views • 2d ago • ☆☆☆☆☆

- [Academy Special Leave Policy Rev May 2018](#)  is granted a career break immediately following **Maternity** or Adoption leave and they have received for statutory purposes (e.g. redundancy rights, unfair dismissal rights, statutory **maternity** for contractual purposes (e.g. annual leave, contractual **maternity**, adoption and paternity schemes
- [Adoption Information Pack - Rev April 2019 - final](#)  to Change your Working Hours 14 8.6 Leaving the School 14 9 Other Family Leave Entitlements 14 9.1 **Maternity** to clarify your contractual **maternity** provisions with your Headteacher. 4 Eligibility and Notification to take **Maternity** Support Leave If more than one child is placed for adoption as part of the same
- [Maternity Information Pack - Rev April 2019- final](#)  Summary of : **Maternity** Information Pack - Rev April 2019- final,doc **Maternity** Information Pack - Rev April 2019- final **Maternity** Information Pack For Teachers and Support Staff Rev April 2019 Contents TOC \o "1-3" \h \u 1 Introduction 3 2 **Maternity** Rights 4 3 Summary of **Maternity** Entitlements

You can also search using the left-hand navigation tool to filter out certain categories, please scroll for further categories but an example of these are:



Refine results

Knowledge Bases [Clear](#) 

SPS Knowledge

Category 

Filter

- Redundancy
- Resources
- Retirements
- Safer Recruitment
- Shared Parental Leave
- Sickness Absence
- Support Staff Pay & Conditions
- Teachers Pay & Conditions
- Teachers Pensions

This will then bring up a range of articles that you can browse from e.g. these are the results when clicking safer recruitment:

Home > Knowledge > Knowledge Search

Q

**Refine results**

**Knowledge Bases** Clear

**SPS Knowledge**

**Category** Clear

Filter

- Redundancy
- Resources
- Retirements
- Safer Recruitment
- Shared Parental Leave
- Sickness Absence
- Support Staff Pay & Conditions
- Teachers Pay & Conditions
- Teachers Pensions

**4 Results** Sort by | Views Newest Alphabetical

Showing SPS Knowledge Safer Recruitment Clear All

**Equality and Diversity**

SPS Knowledge | Recruitment > Safer Recruitment

How do I demonstrate Equality and Diversity in my recruitment practices? Applicants for posts must be judged on their merits and selection processes should be robust, fair and transparent in ensuring that all candidates are treated...

Sarah Warner • 4 Views • 3d ago • ★★★★★

**Preventing Illegal Working**

SPS Knowledge | Recruitment > Safer Recruitment

Right to Work Checks The documents that are considered acceptable for demonstrating right to work in the UK are set out in two lists: List A contains the range of documents which may be accepted for checking purposes for a person wh...

Lauren Ferguson • 10 Views • 2d ago • ★★★★★

**Recruiting from Overseas**

SPS Knowledge | Recruitment > Safer Recruitment

When you have a knowledge article up, it will look similar to this:

KB0010985 ...

## I need advice on Leadership Pay and Progression

Author: Lauren Ferguson • 3d ago • 11 Views • ★★★★★

### Pay on Appointment

#### Headteacher

New Headteachers will be paid within a salary range within an indicative group size for the school. The group size should be determined in accordance with guidance set out in the [School Teachers' Pay and Conditions Document](#) and is based on the number of pupils in the school.

However, the governing body may use its discretion to award a 25% uplift on the maximum of the indicative group size to reflect the demands and challenges of the role.

**Attachments**

Attachments

School teachers pay and conditions document 2018

**Most Recent Tasks**

No tasks found

**Affected Products**

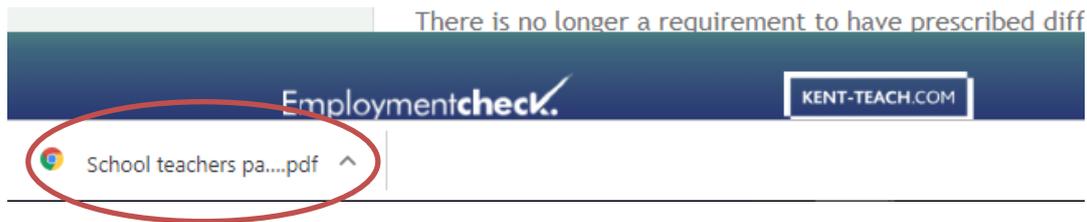
No affected products found

**Most Viewed**

Please note that links may open up as an attachment or to another knowledge article. If they are an attachment, dependent on how your system operates this may download in your browser for you to open which will appear somewhere on your screen (usually located at the bottom). You will have to click to open this attachment, please see an example below.

Guidance – Document Title Version Number -

Part of  

## Appointment E-form

From early feedback on our new appointment forms, please see below a couple of tips to make sure your automated contracts are accurate.

### Term time only staff - paid weeks and days per year:

We now ask the schools to enter the paid weeks and days per year into the e-form as well as the working weeks per year. This is required to support the generation of automated contracts and the different variations to paid working weeks. As a reminder, working weeks and days per year are the times when the employee is working and paid weeks and days per year is that time plus their holiday entitlement. We have restricted the number of days a school can enter to 4, as 5 additional working days would be classed as a full working week. If you follow Kent Scheme Terms and Conditions, please use the term time only matrix to enter the correct information as this has changed from 1 April 2019.

### Leadership pay range:

When setting up a leadership teacher, the statutory overarching pay range for members of the leadership group will pull through. Please ensure you edit the amount in these range fields so the correct minimum and maximum salary range for the individual pulls through onto the contract.

### Other pay scale:

If you select 'other pay scale' on the appointment e-form we ask for the employee's notice period and the notice period type of either months or weeks. You only need to enter the relevant figure and no additional text otherwise this will pull through onto the contract. Please see below:

\* Notice period type

Months

\* Employee's notice period

1