






Customer success story

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Organisation		
Organisation	Employee Details	Manager Options
Documents	Timesh	
Employee Directory		
Search	Search Results	1 to 15 of 515 records
Name	Job Title	Department
 Richard Adam	Distribution Control Manager	Distribution
 Amanda Adamms	Driver Large Goods Vehicle C E	Distribution
 Tony Adcock	Account Manager	Sales
 Linda Airey	Systems Analyst	Management Information Serv
 Elizabeth Alberici	Human Resources Director	Human Resources
Q Search		

About Royal Russell School

Royal Russell School is an independent day and boarding school in south London for children aged 3-18 and was founded in 1853. The school now welcomes many students into both its junior and senior school, with more than 1,000 current pupils including international boarders.

- Around 370 staff who work at the senior school, junior school and in operations and support
- Ciphr customer since February 2017
- Interviewed May 2020

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Time for a culture change

For many years, the HR system at Royal Russell School was made up of filing cabinets and lots of paper and spreadsheets containing different information, says HR manager Carol Oxlade.

“There was no HR system before Ciphr, but we knew it was time for a culture change. When choosing a HR system, we wanted to go for something that we felt we could make best use of and that would improve staff’s access to their personal information, whatever their role – whether they work with us a cleaner or catering assistant, or are employed in an office role or as a teacher. We chose Ciphr based on the support and approachability of the Ciphr team, the level of customisation it offered us, and its ease of use.”

A helping hand for managers

Ciphr’s implementation – which took place in 2017-8 – was “organised very well and things were always done by the deadline,” says Oxlade, with the school’s small HR team supported by Ciphr’s “knowledgeable and helpful” training and service desk teams who “always make sure things get done.”

She adds: “All of the Ciphr staff I’ve dealt with over the years have been really great, responsive, and knowledgeable about the system. [Account manager] Lindsey [Tudor] has been great and a big help to us. I know she’s got our best interests at heart and if she doesn’t know something, she’ll pass it on to someone else who can help.”

One aspect of Ciphr that’s been particularly helpful for managers at Royal Russell School is its notifications functionality, which alerts them when tasks such as probation reviews are due.

Oxlade says: “Notifications will also be sent to the HR team inbox, which might say that we have new employees starting, the category of staff they fall into (which dictates the actions required), contract end dates, and the date for when probation reviews should be carried out. These notifications – which generate reminders if a task is not completed – help us make sure that managers put this time aside in their diary and get the task done.”

Ciphr’s reporting feature has also proved invaluable; Oxlade says it has been “fantastic in running sickness reports and in monitoring our Bradford factor to help us calculate the impact of employees’ absences and to take supportive remedial action.”

Improving payroll processes

After a year of using Ciphr, Royal Russell School decided to replace their existing payroll provider with PBS – then a Ciphr strategic partner and now part of Ciphr Group.

“Having PBS as our payroll provider has short-circuited a lot of paper trails and the transfer of pay information from HR to payroll,”

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says Oxlade. ““We’re able to customise payslips, which has been extremely helpful for staff whose pay includes many allowances, and the link between Ciphr and PBS is quick and efficient, which allows data to be transferred quickly – saving us time as a result.”

‘HR is for everyone. It’s not just vested in those who sit and work in the office’

As staff adjust to working remotely as a result of the coronavirus outbreak, Oxlade says there’s an opportunity for all Royal Russell School employees to understand the value of Ciphr and make best use of the system.

“We’ve found that our cleaners were quick to use Ciphr to book time off – in some cases, sooner than our teaching staff.”

“My hope is that we all get used to doing things remotely by using Ciphr – whether this means creating electronic contracts or staff just being aware of and accessing the vast amount of information and documents that we provide within Ciphr rather than visiting or emailing the HR staff to request this information.”