

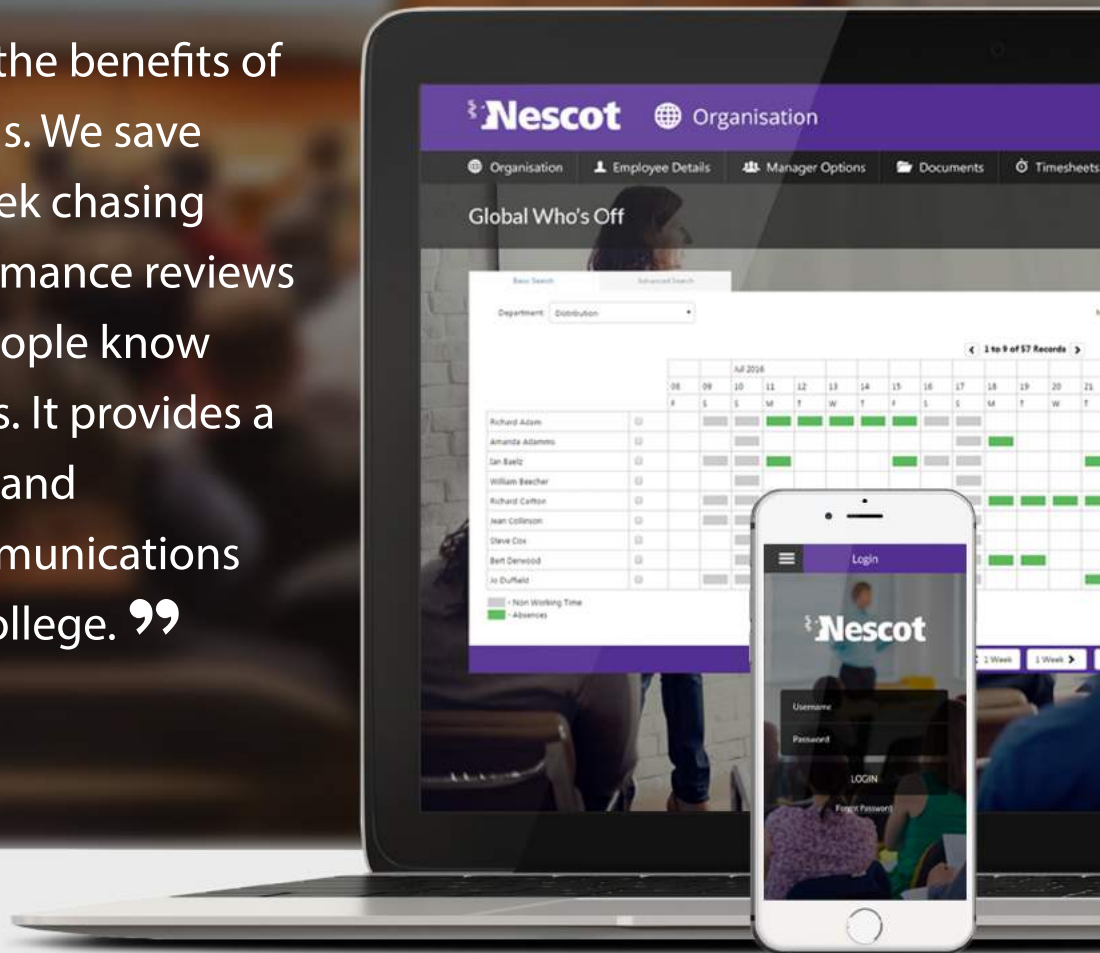
CIPHR

ALL ABOUT PEOPLE

CUSTOMER SUCCESS STORY

“ We are seeing the benefits of CIPHR Notifications. We save about 2 days a week chasing probations, performance reviews and just letting people know about new starters. It provides a more streamlined and standardised communications platform for the college. ”

 **Nescot**
Epsom's college of further and higher education



ABOUT NESCOT

Nescot is a further education college on the border between South London and Surrey, offering courses ranging from literacy, numeracy and pre-entry level courses, to full Masters Degrees. In 2010, Ofsted rated Nescot as Outstanding for Leadership, Management, Capacity to Improve, Care & Support for Students, Tutorials, Enrichment, Safeguarding and Financial Management.

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- Large FE & HE college
- Diverse range of courses
- 1000 employees
- Customer since 2002



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IN PEOPLE

WHAT DID NESCOL WANT FROM AN HR SYSTEM?

The time came to reduce the staffing of the HR function by almost 50 per cent so the team had to look for ways to achieve the same level of work through available technology and attention was turned to the CIPHR platform.

Donna Patterson, Director of HR at NESCOL comments “The reduction in staff was largely achieved through natural wastage. As people moved on they simply weren’t replaced. But, we still needed to manage the workload and our focus turned to CIPHR as a good place for support.” NESCOL wanted to utilise the following functionality of CIPHR:

- Reduce the need for HR staff to chase managers and other staff for updates through CIPHR’s automated notification functionality
- Integrate payroll for a single source of data for HR and payroll
- Online recruitment along with the ability to develop and retain talent
- Effective onboarding, allowing new employees to get to know college policies and procedures through one site
- Record absence, annual leave, time off in lieu, sickness and changes to personal details

AUTOMATING KEY PROCESSES REDUCES STAFF COSTS BY £60,000

Automated notifications were implemented to streamline communications across the organisation and reduce the requirement for HR staff to chase managers and other staff for updates and actions.

“The main reason to implement CIPHR Notifications was to make our lives easier while maintaining good communications across the college. Careful planning was essential for a successful roll-out and thorough testing meant that it was fit for purpose from the very beginning. Already, we are seeing the benefits of CIPHR Notifications. We save about 2 days a week chasing probations, performance reviews and just letting people know about new starters. It provides a more streamlined and standardised communications platform for the college.”

EMPOWERING NESCOL’S WORKFORCE WITH THE ABILITY FOR EMPLOYEES TO SELF-SERVE

NESCOL wanted to increase employee productivity and reduce strain on the HR team by using CIPHR’s self-service functionality, enabling staff to view and edit their own records to cut down CIPHR Net cuts HR administrative time demands.

“I really enjoyed this part of the CIPHR project. I like the way it looks and the control it gives us because it is so configurable. We had the consultants in to help set it up and we had it branded for the college – MyNescotHR. Once that was all sorted, we began launching the service to our staff.”

After the successful pilot involving around 60 staff to test out various functionality was completed, the system was rolled out to the rest of the organisation. With passwords set up and preliminary training completed, the users were ready to get started. The system is now used for recording absence, annual leave, TOIL and sickness, and changes of personal details.

“It has been a real success and the Principal likes it too. We’ve now got a really good product that is more accurate and always up to date. It has been an excellent product and saved lots of time! Also, the transition from onboarding to this system is seamless. Managers can record TOIL and annual leave and they can check the status of them. Before it was a very messy system with different departments having their own processes and their own spreadsheets. We get much more consistency through the college with CIPHR.”

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ATTRACTING TOP TALENT AND INCREASING NEW EMPLOYEES

With great emphasis placed on finding, recruiting, developing and retaining the right academic talent and a fairly significant level of recruitment for a relatively small team – between 100 and 150, NESCOL needed a streamlined online recruitment process.

“When I arrived at Nescot, recruitment was a difficult process for the HR department. Our management team was very keen to be involved throughout the process which often led to delays and, as our small team was stretched in many directions, we sometimes struggled to meet expectations. CIPHR’s recruitment functionality gave us a solution but it was a big departure from our established processes. We weren’t even doing online recruitment when I started. We still ran our ads in hard copy. This was quite a culture change for the college.

But, I liked the look and feel of the product. It is user-friendly and has lots of great features and functions. And I like the fact that CIPHR, the company, is not a huge multi-national. You get a much more personal approach to any issues and that means things are sorted out quickly and effectively.”

The recruitment functionality of CIPHR was implemented to ensure that the experience was the best that it could be for both parties in order to attract the most desirable talent pool. Getting it right was a priority and time was devoted to doing just that.

“It was important to give this project the time required because recruitment is so important to us as an organisation. We wanted to be sure to find any issues before the go-live so that they could be addressed effectively. Doing this made sure that the project was a great success. Now, we can cope so much better with the high volume of recruitment we have. It takes a matter of minutes to put a job onto our website whereas the old process would have taken a few weeks to get an ad out. It is brilliant just how quick it is and this has been recognised and appreciated by our Managers. In fact, our Principal appreciates the benefits we gain from our new approach to recruitment.”

With CIPHR’s recruitment functionality the applicant’s experience is very simple and user-friendly. Personal statements can be produced separately and then uploaded to the application and applicants can break off and come back to their application at any point. Using CIPHR has reduced the number of errors due to improved scheduling within the system, applications can be accurately tracked through the system and responses can be generated much quicker than before.

NESCOT wanted to ensure a healthy and informative dialogue with new staff members, so they introduced CIPHR’s onboarding functionality to act as an induction portal for new staff, enabling them to get to the college and its policies and procedures before they start. All new starter information is also stored within the portal, including offer letters, contracts, and all procedures. This enabled new starts to understand their new role and NESCOL’s ethos quickly.

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INTEGRATING PAYROLL

NESCOT wanted to create a more seamless integration between the HR and payroll systems in order to achieve a single source of data for both functions. To accomplish this, CIPHR implemented integration to the NESCOL payroll solution, Payrite. A significant benefit of this approach is that data doesn’t have to be checked from one system to the other which has reduced the number of input errors during the export process.

“The export day is always a stressful one but having a paylink takes away many of the issues where data accuracy and consistency was concerned. The benefits are clear now we are using a single source of data for both systems.”

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FUTURE DEVELOPMENTS WITH CIPHR

A second college location in Saudi Arabia sees NESCOL leading a consortium that has secured a £75 million contract to run the country's first women-only vocational college. NESCOL is the founding partner of the group, which also comprises Highbury College in Portsmouth, Burton and South Derbyshire College. The three colleges all have female principals, and each partner has a reputation for excellence and the delivery of outstanding vocational and technical education in the UK, combined with significant experience of working internationally.

"We are really keen to introduce CIPHR into the college in Saudi Arabia so that it can deliver similar streamlining there as it has here in the UK. Our Principal has asked us to set up the system to be used there too because of its success here. So CIPHR will be a global solution for us."

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