



Service Level Agreement (SLA)
for XXXXXX
by
Notre Dame High School

Effective Date: 01-09-2017

Document Owner:	Notre Dame High School
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Version

Version	Date	Description	Author
1.0			Keith Barna

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
XXXXXXX	Service Provider		
Notre Dame High School	Customer		

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1.

2. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) betweenXXXXXXXXXXXXXXXX. (the Service Provider) and Notre Dame High School, Fulwood Road, Sheffield. S10 3BT (the Customer) for the provisioning of services required to lead and sustain the activities of the South Yorkshire Maths Hub.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all the services to be provided as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

3. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to ensure that the Customer is able to meet its contractual obligations to the National College of Excellence in the Teaching of Mathematics (NCETM).

The **goal** of this Agreement is to obtain mutual agreement for South Yorkshire Maths Hub service provision between the Service Provider and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

4. Stakeholders

The following Service Provider and Customer will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

South Yorkshire Maths Hub service Provider: XXXXXXXX. (“Provider”)

South Yorkshire Maths Hub Customer: Notre Dame High School (“Customer”)

5. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **South Yorkshire Maths Hub Senior Link** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

South Yorkshire Maths Hub Senior Link: Notre Dame High School

Review Period: Yearly (12 months)

Previous Review Date: 10-01-2019

Next Review Date: 10-01-2020

6. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

6.1. Service Scope

The following Services are covered by this Agreement;

Services associated with the role of Maths Hub Lead (MHL)

Specifically:

- Action plan design and review including financial planning.
- Mathematical leadership and integrity of the hub in all its work.
- Lead on the monitoring and evaluation of all hub activities
- Report as required to the South Yorkshire Maths Hub Senior Link
- Report as required to the South Yorkshire Maths Hub Strategic Board.
- Keep up to date with national and regional issues.
- Develop and maintain good relationships with key partners across the region
- Lead on Maths Hub appointments (eg Assistant Maths Hub Lead, etc) and liaise with Notre Dame Human Resources as appropriate in this regard.
- Represent and promote the hub at national, regional and local events
- Be a strategic partner for each of the Assistant Maths Hub Leads (AMHL), Primary & Secondary Mastery Leads (PML & SML) and the Level 3 Lead (L3L).
- Develop Maths Hub capacity, including AMHLs, PML, SML, L3L and network of Local Leaders of Maths Education (LLMEs).
- Problem solve issues that need addressing.

- Promote collaboration with other hub leads, particularly those in the Yorkshire & Humber and neighbouring regions.

These services require associated coordination and administration.

Capacity to support with coordination and administrative work will be provided by the Customer during a transition period of 1 year by the outgoing Maths Hub Lead and Administrative and Commercial capacity.

Subsequent to the transition period, it is anticipated that support with coordination and administrative work will be provided by the Customer through Administrative and Commercial capacity and through the appointment of a Maths Hub Coordinator. The incoming Maths Hub Lead will be responsible for ensuring that staff involved with Coordination and administrative work have sufficient information and guidance to enable them to discharge their responsibilities.

The principal coordination services are itemized below:

- Coordinate the running of all the workgroups
- Manage the Professional Development Lead programme
- Be a key operational and management partner for AHMLs, PML, SML & L3L
- Lead on all aspects of communication
- Lead on all aspects of operational planning
- (Stand in for the MHL as appropriate).
- Manage budget for Maths Hub activities at an operational level
- Meet with MHL to compile RAG reports/ensure all data entered on MHPOD
- Advertise and recruit membership of events and workgroups
- Design and ensure the success of any hub conferences or events
- Assist in appointing personnel to roles within the Maths Hub
- Oversight of the hub and MHL diary commitments
- Coordinate the meeting cycle
- Liaise with the NCETM on all items of the Maths Hub bulletin.

6.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- To provide the budgeted administrative support to the Maths Hub Lead and The South Yorkshire Maths Hub.
- To provide facilities to support the effective operation of the South Yorkshire Maths Hub
- To pay the fee to the Supplier in a timely fashion.

6.3. Service Provider Requirements

Service Provider responsibilities in support of this Agreement include:

To provide an appropriately qualified and skilled individual to provide the services outlined above. This person must

Be seconded for an equivalent of 2 days per week to South Yorkshire Maths Hub activities.

Have the flexibility to attend calendared national Maths Hub events.

Be fully supportive of the NCETM and Maths Hub activities

Have a good understanding of the role of Maths Hub Lead.

Have the means to travel within South Yorkshire as required for the role.

6.4. Service Assumptions

Assumptions related to in-scope services include:

- Changes to the program and the selection process will be communicated and documented to all stakeholders.

7. Service Management

8. Payments

For delivering the services outlined in the SLA the Customer will pay the Supplier the following:

- a) Maths Hub Lead - £33,000 per annum
- b) Travel expenses in line with Notre Dame High School Expenses.

The fee will be paid in 11 equal monthly instalments from September to July. All payments will be made by BACS transfer