



Bath & Wells
Multi Academy Trust



"Our payroll processes are unrecognisable from before. We have saved so much time."

Helen Maunder
Senior Business Partner, HR & Payroll
Bath and Wells Multi Academy Trust



Customer
Bath and Wells Multi Academy Trust



Sector
Education



Number of employees
1,400



Products supplied
iTrent

About Bath and Wells Multi Academy Trust

Bath and Wells Multi Academy Trust (BWMAT) are a charitable educational organisation established in 2012. It operates across Somerset, Bath and Northeast Somerset, and North Somerset, supporting 45 primary schools that serve children aged 0-11. We employ approximately 1,400 staff including school-based roles such as Teachers, Teaching Assistants, Caretakers and Administrators and also a large central team comprising the Senior Leadership Team, finance, HR, Estates and IT among others.

Pre-MHR

Prior to moving to MHR, we used a different managed payroll and HR service. The main problem we faced with this provider was the system was very dated. It required a lot of manual (and double) input which was very time-consuming and open to errors. Another issue we had was the accuracy of the data, especially when it came to pension reporting.

Procurement

Our main aim when looking for a new provider was to have a one stop system. Where all our personnel records could be stored, timesheets could be managed and approved, absence records could be easily reported on, and a solid recruitment and onboarding process could be implemented.

Implementation

We had a very tight turnaround of just 4 months from our first training session to our implementation date. Whilst I would not recommend this short timeframe, the project was managed well, with regular meetings with our project manager, consultants and trainers. The training and support we had from the consultants was superb. They were very knowledgeable of the product, but if there was ever anything they couldn't answer straight away, they were quick to go away and find the answer.

They were also super-efficient at keeping us on track. It was a huge project for us, on top of the day job,

but they managed to break it down into achievable tasks so that nothing got too overwhelming.

MHR Benefits

We have only recently started using the Recruitment and Onboarding module, but already we can see a vast improvement from our previous paper processes. We have had positive feedback from all our schools on how simple it is and how much time it saves them. The shortlisting and interview process is a particular favourite, especially when staff are not necessarily working from the same building. Being able to contribute without the time-consuming processes of scanning, emailing and sharing has saved hours of time. Being able to onboard successful applicants without a lot of manual data input is fantastic.

All our staff have fully embraced the changes and the fact that the ESS module is so straightforward has made this a very simple process.

Our payroll processes are unrecognisable from before. We have saved so much time particularly with the payroll checking process. Previously this was a very manual and time-consuming process at the end of the month, but now you can see the changes as you make them, there is no need to check everything again at payroll processing time. This is easily my favourite feature, that you can see the next months' payslip straightaway.

Adoption

Our implementation process was easy. We met with the office managers in each school straight away to show them the system. We designed "how to" guides to share with the schools so they were able to refer to these if they got stuck on anything. I believe the adoption was so easy, because the system is so easy to use. Everything is so straightforward, it just makes sense!

Future

As MAT's get bigger, and the geography of the schools are wider spread, the need for a system when information can be shared and accessed easily is a must. MHR and iTrent has done this for us.

Key benefits

- Time saving
- Accuracy of information
- Trust wide access to information

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