



Case study

Resolving complex HR challenges



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Resolving complex HR challenges: Settlement negotiations and sickness absence

The challenge

Juniper Education was approached by a school facing a set of intricate HR challenges, including a settlement negotiation after a disciplinary hearing and managing sickness-related matters. Complications arose due to strained employee-school relations and concerns about maintaining professional boundaries.

The solution

In addressing the challenges faced by the school, Juniper's team of HR consultants encountered a multifaceted situation involving a disciplinary issue, sickness absence, and suspected mental health concerns. The circumstances were complex due to the strained relationship between the school and the employee, making returning to work difficult for everyone involved. While dismissal wasn't warranted, managing the process required a delicate approach.

Juniper supported the school in various respects, including providing templates, guidance, and tailored consultancy throughout the disciplinary and absence management phases. The team ensured our approach aligned with best practices and catered to the situation's sensitivity. We were able to communicate effectively with all parties involved either verbally or in writing.

During the settlement negotiation, Juniper's consultants collaborated with the Headteacher to liaise with trade unions, negotiating an exit package aligned with the school's needs. Leveraging Juniper's legal expertise, the team navigated discussions in line with good practice, and despite the school using its legal provider to draft the agreement, our coordination and amendments helped save the school additional legal expenses.

The team also helped to facilitate an [Occupational Health referral](#) as part of the solution phase. Our approach centred on a personalised, hands-on strategy, considering the complexity and sensitivity of the circumstances faced by the school.

The outcome

Juniper's dedicated HR support played a pivotal role in alleviating the stress and complexities inherent in the situation for all parties. The team guided the school at every stage of the process, offering personalised guidance and hands-on assistance. By providing tailored solutions and diligently navigating the intricate HR challenges, we ensured the school felt supported and guided throughout, contributing to a smoother resolution of the issues at hand.

Ongoing partnerships

The school continues to utilise Juniper Education's HR services. This ongoing partnership underscores the school's proactive approach to navigating complex HR challenges.





Need help?
Talk to an education HR
expert.

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