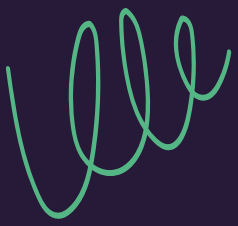




Case study

**Lexden
Primary School**



Case study



Lexden Primary School

Navigating payroll transitions with Juniper Education

About the school

Lexden Primary School, located in Colchester, Essex, is a welcoming community dedicated to helping its pupils grow. With a passionate team, the school focuses on academic achievement, social development, and emotional well-being. In addition to its classrooms, Lexden Primary School features well-kept facilities and expansive grounds, including a playing field, a Forest School area, and two playgrounds, and the outdoor pavilion doubles as an outdoor classroom for unique learning experiences. With seven main classrooms, a Nursery, and a specialised Unit for Hearing Impaired Children, the school caters to diverse educational needs.

Understanding the payroll challenges faced

After Juniper acquired Essex County Council's payroll services in April 2021, Lexden Primary School had to decide between adopting Juniper's services or finding an alternative supplier to manage their payroll services.

Choosing a successful payroll solution

Lexden Primary School opted for Juniper's comprehensive payroll solution, which includes payroll administration services and pension support. The school benefits from a dedicated team of payroll consultants overseeing approximately 50 payslips each month.

Utilising Juniper's secure ticketing system, Zendesk, the school efficiently communicates monthly processing and any queries that arise. With direct access to their payroll consultants, the school receives ongoing support, ensuring seamless services and allowing them to concentrate on other priorities outside the school payroll.

Feedback from the school

Charmaine Scott, Office & HR Manager at Lexden Primary School, shared her insights on her experience with Juniper's payroll services to date:

"The service received from Juniper Payroll has gone from strength to strength. Our payroll consultant offers an exceptional service. I receive prompt responses to all of my emails and answers to my questions in a way that I understand. In case of an inputting error or omission, my consultant rectifies it within minutes of me highlighting it. I am really happy with the system and the customer service I receive."





**Need help?
Talk to a payroll
expert.**

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