



# **School Business Manager Forum**

## **21st November 2023**

Services for Schools Update



# Business Implementation Team Introduction

## Who are we?

Connor Donnelly – Business Implementation Lead

Claire McDonough – Business Development Officer

## Why would you need to contact us?

Connor – If you are interested in exploring new service opportunities for your school or to discuss how we can work in partnership to develop services that better meet the needs of your school.

Claire – if you have anything you would like to include in the Schools Bulletin. If you would like to participate in the Schools Bulletin refresh and provide your feedback to inform the redesign.



# Services for Schools Team

## Who are we?

Joanna Flood – Sales Operation Manager

Gaynor Hudson – Traded Services Support Officer

## Why you would need to contact us

Placing orders and queries related to traded services orders, changes to BM/finance contact info, ad hoc reports of orders, anything related to placing orders online through the services for schools website

## Updates

Currently updating the Services for Schools Brochure 2024/25, available to schools in January  
Prices

Reports of orders for the current FY to be sent to schools at the end of Feb/beginning of March  
Rolling Contracts

# Services for Schools Feedback Survey

## What is it?

The customer survey is a quick targeted survey form we have reinstated to garner valuable feedback on service delivery and product offers, from you, our key customers.

## Why are we using it?

We need to understand how we can improve the services we provide, and there is no better way to do that than by asking you what works and what could be changed.

## How can you engage with it?

The first iteration of the survey was emailed to a list of service users we keep on record. Over time, we will revise our methods based on the insight we collect from you, in order to make engagement and providing feedback as easy as possible.

## Why should you care?

Future improvements to the services we provide will be directly informed by your feedback. Look out for more information and updates highlighting specific “you said we did ” examples.



# Our contact details

## Services for Schools Team (Traded Services)

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