

Service Level Agreement

Service Level Agreement

For: [Service Provider Name Here]
[Service Provider Address Here]
[Service Provider Phone Number Here]
[Service Provider Email Address Here]

From: [Your Trust Name/Your Church Name Here]
[Your Church Address Here]

[Your Church Name Here] Contact: [Name Of Your Church
Administrator/Main Church Point
Of Contact Here]
[Main Point Of Contact's Email
Address]

Agreement Overview

This Agreement represents a Service Level Agreement (SLA or Agreement) between [Your Church Trust Name/Your Church Name Here] and [Name Of Service Provider Here] for the provision of [Service Being Provided].

This Agreement outlines the parameters of the role in providing [Service Being Provided] services to [Your Church Trust Name/Your Church Name Here].

Objectives

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.

1. Service Agreement

1.1. Engagement

This Agreement commences on **[Date The Agreement Commences]**.

The Agreement is for **[Number Of Days Service Provider Works For Your Church]** per week, a day being **[Number Of Hours Service Provider Is Expected To Work In A Day]** hours of work, and additional hours may be worked if agreed beforehand.

During the term **[Service Provider Name Here]** is an independent contractor and, in such capacity, bears exclusive responsibility for the payment of national insurance contributions and income tax arising out of remuneration for the work performed under this Agreement.

During the term **[Service Provider Name Here]** is responsible to have in place any relevant insurance policies.

A notice period of **[Notice Period Required]** should be given if either party wishes to terminate the agreement.

[Your Church Trust Name/Your Church Name Here] may at any time terminate this Agreement with immediate effect and without compensation, if you are convicted of a criminal offence, other than one which in the opinion of the Charity does not affect your position; are guilty of any serious default or misconduct in connection with your duties, commit any serious breach of the conditions of this Agreement, are guilty of serious neglect or negligence in performing duties or behave in a manner (whether on or off duty) which is likely to bring the charity into disrepute or which seriously impairs your ability to perform your duties.

1.2. Fees

[Your Church Trust Name/Your Church Name Here] will pay **[Service Provider Name]** £**[Amount You Will Pay The Service Provider]** for a minimum of **[Number Of Days A Week/Month]**. Additional hours worked will be paid at a rate of £**[Amount Paid An Hour For Additional Hours Worked]** an hour.

Payment will be made on receipt of an invoice and within **[Time Within The Invoice Date That The Payment Will Be Made]** of the invoice date.

Expenses, additional charges or costs should be agreed in advance with **[Name Of Main Point Of Contact From Your Church]**.

1.3. Service Scope

The following Services are covered by this Agreement:

Job Description:

[Bullet Point List Of Job Description For Service Provider]

General Scope of Responsibilities:

[Numbered List Of General Responsibilities]

2. Warranties

By signing this Agreement **[Service Provider Name Here]** agrees:

- a. that they are free to enter into this Agreement and will not enter into any arrangement which may conflict with this Agreement.
- b. ****If Relevant To The Service Provider Role**** to assign to **[Your Church Trust Name/Your Church Name]** with full title guarantee the entire copyright and all other rights, title and interest of work undertaken in this role.
- c. not to do, cause or permit anything which is either not authorised or which will damage or endanger the intellectual property of the charity or assist or allow others to do so.
- d. to fulfil all services in a professional, competent and conscientious manner to the best skill and ability with time being of the essence and in collaboration with those whom **[Your Church Trust Name/Your Church Name Here]** may designate as required.
- e. not to at any time, either during the length of this Agreement or after its termination, disclose to any person or make use of any confidential information relating to the work of **[Your Church Trust Name/ Your Church Name Here]** or

in respect of which the charity may be bound by an obligation of confidence to any third party, which you have or have had, access to, or may have come into your possession, in the course of your work.

- f. that the work produced will be original and not infringe the rights of any third party
- g. that **[Your Church Trust Name/ Your Church Name Here]** is not obliged to use any of the work produced

By signing this Agreement **[Your Church Trust Name/Your Church Name Here]** agrees:

- a. to provide a line manager point of contact

For and on behalf of
[Your Church Trust Name/ Your Church Name Here]:

Name (printed): _____

Signed: _____ Date: _____

Agreed and accepted, **[Service Provider Name Here]:**

Name (printed): _____

Signed: _____ Date: _____