

Electronic Staff Record



Are you optimising Manager Self Service?

- Harness technology
- Empower managers
- Reduce admin

Have you considered fully optimising the Self Service functionality available in ESR for all your employees and managers?

Self Service offers organisations a valuable employee engagement tool where employees and managers have the capability to interact with their NHS employment record, including updating their personal information, viewing pay and benefits information (Total Reward Statements) and managing their performance, learning and development.

It is widely recognised that if staff feel valued and supported in the workplace by their line managers and the organisation, as a whole this encourages them to deliver a high level of service which improves patient care and supports the values of the organisation.

The implementation of ESR Manager Self Service provides managers with access to a vast array of information about their teams, and the ability to act upon the information directly in the system.

Employee and Manager Self Service provides organisations with the opportunity to reduce costs on administrative based tasks and supports local strategies around compliance, engagement and wider productivity and efficiency plans. Self Service also supports paperless office strategies – both reducing associated costs and supporting environmental policies.

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Using ESR fits with our strategy of making managers self-reliant in ESR, making all changes & reporting team data to support their service operation.

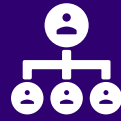
Birmingham Community HealthCare NHS FT

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→ Internet Access

Managers can access their teams data and BI reports through the easy to use ESR Portal that can be accessed in the workplace, at home or on the move via an internet connection on a mobile device.



→ Talent Management

Managers have the ability to view their employees career information via the Talent Profile, which usefully combines the wide range of employee data held across the system into one simple report, with the built-in capability to produce PDF reports.

Pay Progression for your staff can be managed via Manager Self Service. It also allows managers to view upcoming events for employees e.g. appraisal dates, annual leave, learning events and expiry dates (fixed term contracts, professional registrations etc.) from a dedicated portlet.



→ Manage Appraisals & Support Career Development

Managers can undertake online appraisals and nurse revalidation reviews and cascade objectives using the appraisal functionality via Manager Self Service. In addition, Managers can support the career development of their staff via learning paths, qualifications, competencies and development reviews.



→ Absence

Managing your staff absences can be challenging. Using Manager Self Service can make this process a lot easier via the absence portlet and the absence calendar in ESR.

The absence calendar is colour coordinated to identify absence patterns and provides the capability to view all staff absences.



MSS (Manager Self Service) ensures the managers have better visibility of the data they are responsible for, which leads to improved data quality and allows for quicker response times to requests from staff. In this way MSS contributes to an improved staff experience.

Claus Madsen
Chief People Officer
Wirral Community Health & Care NHS Foundation Trust





➔ Need Flexibility?

As well as implementing Manager Self Service you can also utilise the Administrator and Supervisor Self Service options.

Administrator Self Service allows administrators to perform data entry on behalf of managers with any pay affecting changes going to the manager for approval.

Supervisor Self Service is a subset of Manager Self Service. This gives the ability to view and update personal details, absences as well as manage careers and appraisals, including learning.

In addition, a proxy functionality can be used to allow managers to delegate access to one or more proxy users. The delegator can see actions carried out by the proxy user by running a report. Multiple Supervisors are also available, which gives you greater flexibility within larger teams or where managers work across 24/7 shift patterns as well as assisting with job shares.



➔ Simple Dashboard and Reporting Tool

We recognise access to data is essential to help your managers to support their teams. Utilising the Business Intelligence (BI) reporting tool to access a wide range of dashboards and reports in Self Service provides this data, in an easy-to-use format available at the touch of a button. The data is available on standard dashboards which display the information in a variety of formats, from pre-analysed summary graphs to simple data tables.

As well as the reports associated with the Manager Dashboard (absence, appraisals, expiry dates and compliance), BI reports are also available on staff in post, staff requirement, pay, qualifications and staff movements to name a few, all using pre existing ESR BI dashboards. The BI tool also allows for organisations to develop their own bespoke reports to suit their individual needs.



➔ Quick, Easy Access

Managers can access a visual representation of the supervisor hierarchy from their direct reports, down the hierarchy through the Organisation Chart portlet. It includes useful additional functionality to enable changes to be made directly to employee's records from within the portlet.



Would you like to discuss further?

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Contact your regional ESR Functional Account Manager. Their contact details can be found on the [ESR Hub](#) under the Tab About ESR.

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