

Electronic Staff Record

Multiple Supervisors

This functionality is used by Organisations who have implemented Manager Self Service/Learning Management. They often find the need to allow more than one Manager/Supervisor to have the ability and access to an Employee record. Multiple Supervisors can be used so that one or more Manager can be responsible to make changes to the employee record and approve notifications.

What are the Benefits?

- ✓ If a person has more than one Supervisor, up to three Additional Supervisors can be recorded.
- ✓ Provide flexibility for managers who job share.
- ✓ Additional supervisors can view all assignments where they are listed as the additional supervisor on the assignment EIT.
- ✓ Additional Supervisors can select any of these assignments to perform an action on.
- ✓ Additional Supervisors can drill down to the next level subordinates for these assignments.
- ✓ ESR BI Reporting functionality is identical for additional supervisors.
- ✓ Notifications from employees sent to all listed supervisors with built in validation to ensure actions cannot be duplicated or approved by the requestor.
- ✓ Functionality to enable additional supervisors available for both Professional Users and holders of Manager Self Service URPs to maintain additional supervisors
- ✓ Supervisors and role holders are notified if the assignment that was ended was listed as an active Additional Supervisor for other assignments

Manager/Supervisor Experience



- Approve Leave.
- Approve changes.
- Run Reports.
- Appraisals / Performance Management Plans.
- Termination.
- Monitor Compliance.
- Managers can action requests on each other behalf.
- Provide adequate cover when on leave/ emergency – contingency.
- View hierarchy.
- Complete Hire process for new staff.
- Avoid delay.
- Save underpayments / overpayments.
- Efficiency.

Employee Experience

- Avoid underpayments/overpayments in absence of their direct line manager as the additional supervisor can action their request.
- Improved communication.
- Good experience - Enhances employee experience as they won't have to unnecessarily wait for their requests to be approved.

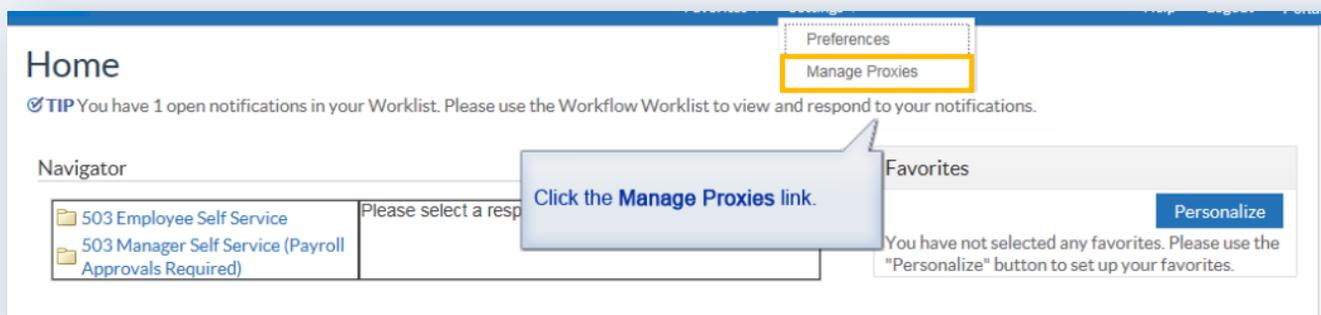
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Difference between Proxy access and Multiple Supervisor

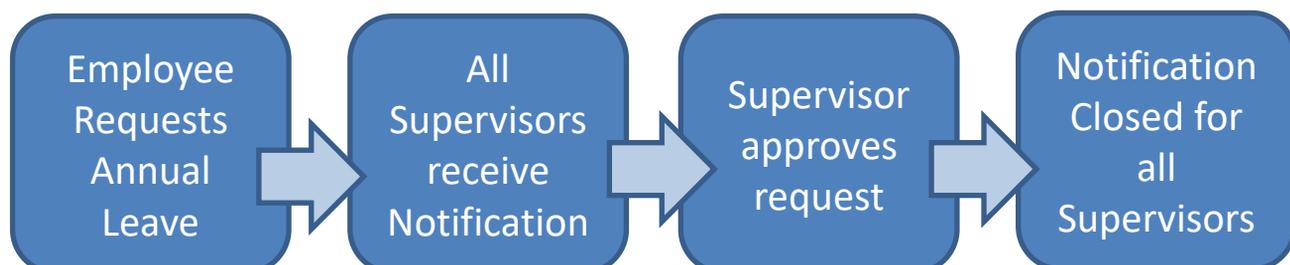


- Managers can assign access to a Proxy User (i.e. their PA) to perform employee changes in ESR on their behalf.
- The Manage Proxies functionality can also be used to allow managers to delegate access to one or more proxy users.
- The delegator can grant access to specific Self Service responsibilities to the proxy user.
- The delegator can see actions carried out by the proxy user by running a proxy report. When changes are made by a proxy user, the NHS Employee Change Event Dashboard will report the name of the user that has delegated the access as the person making the change and not the proxy user.
- Managers who wish to utilise Proxy User functionality, should be aware they are still accountable for all changes made on their behalf. It remains a line management responsibility to ensure information held in ESR for their employees is updated accurately and on time.
- A Proxy User must be accessing ESR via HSCN connection to perform changes on behalf of a manager. Managers will need a smartcard to provide proxy access.
- Multiple Supervisors functionality gives you greater flexibility within your larger teams or where managers work across 24/7 shift patterns, as well as assisting with job shares.
- The assigning manager must ensure that they have granted workflow access to all of their worklists when setting up a proxy.



How it works

- Up to three additional supervisors can be added to a record.
- Any of the supervisors can make changes to a record.
- Requests for approval for changes made by an employee sent to all supervisors.
- First action taken against a Notification (via e-mail or worklist) will close notification for all supervisors.



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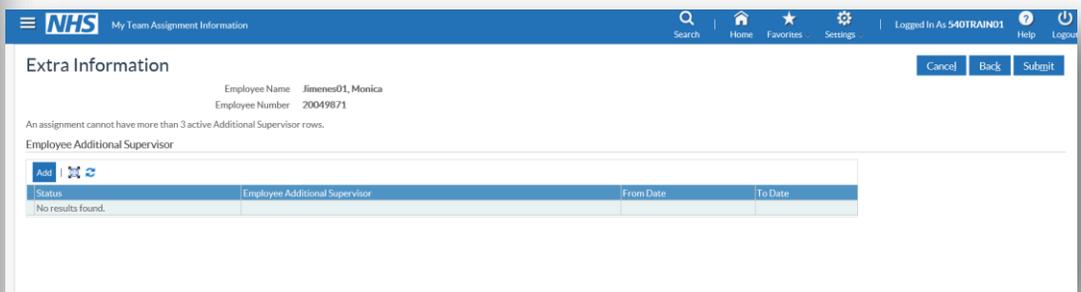
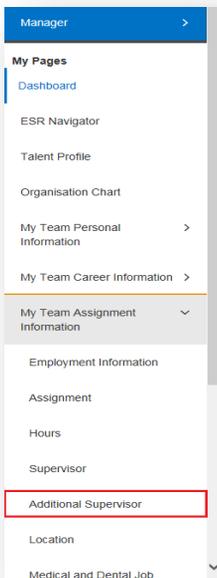
This principle applies to other transactions that are sent for approval.

For example, when a supervisor returns a request for correction, the initial notification will be closed for all users. The corrected request will then be sent to all supervisors, when approved by one of the supervisors (not necessarily the initial supervisor who requested the correction), the notification will be closed for all users.

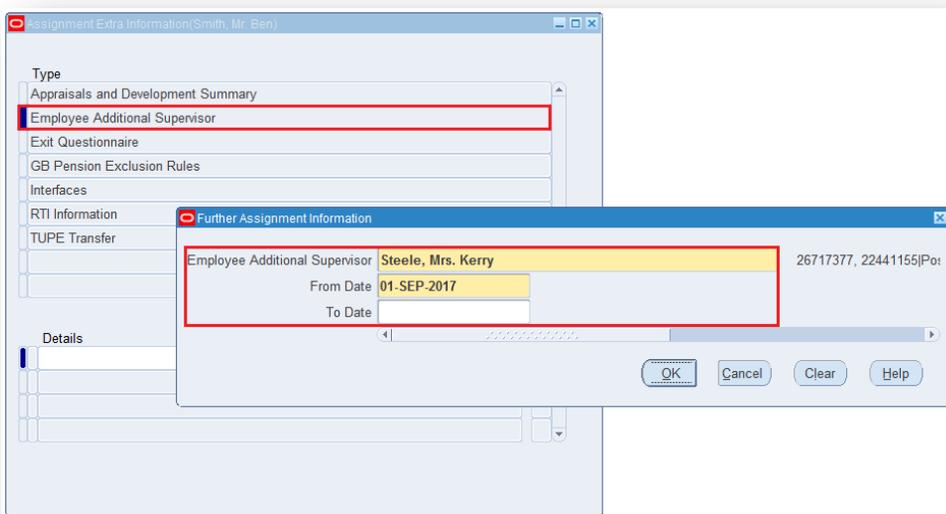
If a supervisor attempts to approve a request via e-mail where this has already been approved then they will receive an e-mail stating that this has already been actioned.

Actions

Additional Supervisors can be added to employee records either via Manager Self Service



Or via Professional Forms



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Manager's view of their hierarchy

When a manager is assigned as an additional supervisor, they won't be able to recognise the difference between their own staff and where their assigned as additional supervisor under their team hierarchy.

When a staff member has an additional supervisor on their record, it is advised that they are informed of this because the information doesn't show on their Employee Self Service and they might not be aware which other supervisors have access to their record in this way.

Name [Advanced Search](#)

My Employee Information View

Employment

Focus	Name	Assignment Number	Position	Job	Grade	Organisation	Location	Assignment Category	Hire Date
Leese10, Vivian									
	Jimenes10, Monica	20020828	83567 Senior Nurse Band 6 - Ward 10	Nursing and Midwifery Registered Staff Nurse	XR06	517 Ward 10	517 ESRH	Permanent	01-Jan-2016
	Johnson10, Andrew	20020858	83550 Staff Nurse Band 5 - Ward 9	Nursing and Midwifery Registered Staff Nurse	XR05	517 Ward 9	517 ESRH	Permanent	01-Jan-2012

Reporting

NHS Staff in Post Dashboard – Detail tab

Staff List to identify additional Supervisors – This report can be run to identify additional supervisors. Please note the report will only show 1 additional supervisor although 3 additional supervisors can be recorded for an employee.

ESR Business Intelligence Reporting

NHS Staff in Post Dashboard

Index Summary Staff List **Detail** Position Detail Supervisor Hierarchy Monthly Staff in Post Organisation Hierarchy Employee Details Property Register Benefits Entitlements Real Time Staff List

⚠ Opening this dashboard page may take a while. Select prompt values and click Continue if you want to open this page.

NHS Electronic Staff Record - Business Intelligence

Organisation(s) (All Column Values) Staff Group(s) (All Column Values) Assignment Category Fixed Term Temp;N Person Type(s) Employee;Employee
 Employee Person Type(s) Employee;Employee Assignment Status NULL;Acting Up;Acti Occupation Code (All Column Values) Job Role(s) (All Column Values)
 Pay Grade(s) (All Column Values) Subjective Code(s) (All Column Values) Job Sharer --Select Primary Assignments Only --Select
 Effective Date 02/12/2020 00:00:00 **Show Additional Supervisor(s) YES** Primary Cost Centre NULL;Y

Dashboard Help

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Change Event Log Dashboard – Employee tab

Audit check – The Change Event Log dashboard enables users to check changes made in ESR. The dashboard returns the values changed along with who made the change and on which date.

Organisation (All Column Values) Paypoint (All Column Values) Person Type Employee;Employee Employee Person Type Employee;Employee
 Cost Centre (All Column Values) Employee Number (All Column Values) Change Event Category (All Column Values) Change Event (All Column Values)
 ESR Employee User (All Column Values) ESR User (All Column Values) Monitored Records All
 Change Date Between 01/12/2016 12:00:00 - 12/01/2017 12:00:00

Next Apply Reset

Please note: Security is applied to this dashboard so that only users with the relevant URPs may access relevant events, however the prompts above will return all events.

Change Date	Change Initiated By	Changed By	Changed By Name	Proxy User	URP Used	Employee Name	Employee No	Assignment No	Payroll	Paypoint
01-Dec-2016 07:33:25 AM	Blogs, Mrs. Jo	504JBlogs01	Blogs, Miss. Jo		504 Supervisor Self Service	Blogs, Mr. Joe	12345678	12345678	504 Monthly	
01-Dec-2016 07:33:27 AM	Blogs, Mrs. Jo	504JBlogs01	Blogs, Miss. Jo		504 Supervisor Self Service	Blogs, Mr. Joe	12345678	12345678	504 Monthly	
01-Dec-2016 07:33:29 AM	Blogs, Mrs. Jo	504JBlogs01	Blogs, Miss. Jo		504 Supervisor Self Service	Blogs, Mr. Joe	12345678	12345678	504 Monthly	
01-Dec-2016 07:33:30 AM	Blogs, Mrs. Jo	504JBlogs01	Blogs, Miss. Jo		504 Supervisor Self Service	Blogs, Mr. Joe	12345678	12345678	504 Monthly	
01-Dec-2016 07:33:32 AM	Blogs, Mrs. Jo	504JBlogs01	Blogs, Miss. Jo		504 Supervisor Self Service	Blogs, Mr. Joe	12345678	12345678	504 Monthly	
01-Dec-2016 07:45:29 AM	Blogs, Mrs. Jo	504JBlogs01	Blogs, Miss. Jo		504 Supervisor Self Service	Blogs, Mr. Joe	12345678	12345678	504 Monthly	
01-Dec-2016 07:45:37 AM	Blogs, Mrs. Jo	504JBlogs01	Blogs, Miss. Jo		504 Supervisor Self Service	Blogs, Mr. Joe	12345678	12345678	504 Monthly	
01-Dec-2016 07:47:31 AM	Blogs, Mrs. Jo	504JBlogs01	Blogs, Miss. Jo		504 Supervisor Self Service	Blogs, Mr. Joe	12345678	12345678	504 Monthly	
01-Dec-2016 07:52:48 AM	Blogs, Mrs. Jo	504JBlogs01	Blogs, Miss. Jo		504 Supervisor Self Service	Blogs, Mr. Joe	12345678	12345678	504 Monthly	
01-Dec-2016 07:53:01 AM	Blogs, Mrs. Jo	504JBlogs01	Blogs, Miss. Jo		504 Supervisor Self Service	Blogs, Mr. Joe	12345678	12345678	504 Monthly	
01-Dec-2016 07:53:17 AM	Blogs, Mrs. Jo	504JBlogs01	Blogs, Miss. Jo		504 Supervisor Self Service	Blogs, Mr. Joe	12345678	12345678	504 Monthly	
01-Dec-2016 08:00:04 AM	Blogs, Mrs. Jo	504JBlogs01	Blogs, Miss. Jo		504 Supervisor Self Service	Blogs, Mr. Joe	12345678	12345678	504 Monthly	

Considerations

- Performance Management Plans and Appraisal processes will continue to use the assignment supervisor hierarchy for processing of notifications.
- Notifications that timeout will only escalate up the assignment supervisor hierarchy.
- BI Reports - When staff list is run you can include additional Supervisors in the prompt and the additional supervisors will be detailed on multiple.
- When managers view their hierarchy they can't distinguish whether they are main supervisor or additional supervisor for a staff member.
- Employees need to be aware who their additional supervisor is and this can be found on the employees dashboard within the My Employment portlet.
- First action taken against a Notification (via e-mail or worklist) will close notification for all supervisors.



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Next steps?

Firstly, you need to contact your NHS ESR Functional Account Manager who can help advise on which of the options is most suitable for you to progress. Your NHS ESR Functional Account Manager details can be found on the ESR Hub. Details for your regional contacts can be found via the links below:-

- [London](#)
- [South of England](#)
- [Midlands and East of England](#)
- [North of England](#)
- [Wales](#).



Interested in implementing Multiple Supervisors in ESR? Your NHS ESR Functional Account Manager can talk to you about how to do this.

Before you get started, why not access our helpful guides on our support site by clicking [here](#).