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Supervisor Self Service

What is Supervisor Self Service?

Supervisor Self Service in ESR enables supervisors to view employment information, but does not allow the ability to make assignment changes. It gives supervisors the ability to view and update personal information including absence, personal details and emergency contacts details and to manage careers including learning, suitability matching, competencies, qualifications, registrations and appraisals.

From a business continuity perspective it is reassuring to know that more than one supervisor can be defined for an employee's assignment, which can make management a little bit easier.

Why choose Supervisor Self Service and not Manager Self Service?

While a Senior Manager who has responsibility for running a department can be assigned Manager Self Service, they might opt to delegate some of the day to day tasks to a Team Leader. The Team Leader has the Supervisor Self Service URP to enable day to day management of the team – but is not responsible for assignment changes.

Overview of Supervisor Self Service

Supervisor Self Service allows you to:
- Perform actions relating to employees (e.g. absence, learning & development).
- Authorise users to make changes on your behalf (Proxy access).
- View, report and manage key areas, such as absence, turnover, training spend, compliance rates.
- Competence requirements on learner homepage utilising red and amber status to view staff compliance at a glance.
- Colour co-ordinated absence calendar to identify absence patterns and view all staff absences.
- Manage the career path of an employee via learning paths, qualifications, competencies and appraisals.
- Access key career information for employees through the Talent Profile, with the ability to produce PDF reports.

Supervisor Self Service Vs Supervisor Self Service Limited Access

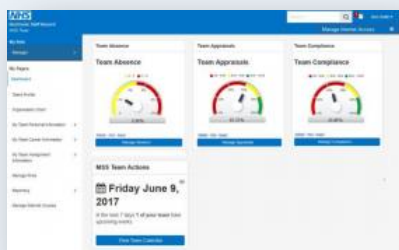| Supervisor Self Service	Supervisor Self Service Limited Access
Provides the ability to view personal and employment information, undertake appraisals and pay progression, record absences and career management. It does not allow any assignment/pay impacting changes to be made.	This Limited Access level is based upon standard Supervisor Self Service and does not require NHS CRS Smartcard Access. Holders of this access will not be able to perform changes which would usually be subject to RA approvals.

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Business Intelligence Reporting

Using ESR BI Supervisors have at their fingertips access to number of management reports that can help them to manage their team more effectively and efficiently. Supervisors can access summary and detail views of:

- Staff Requirements - DBS checks, Right to Work, Appraisals, Prof Reg and Revalidation dates
- Learning Compliance (competency matching).
- Staff in Post - Headcount / FTE by a number of diversity measures.
- Absence - Timeline, Occurrences, custom absence 'triggers'.
- Pay Bill from payroll costing.
- Staff Movements - Starters / Leavers.
- All absence data is available via the ESRBI Absence Dashboard.

Manager Dashboard for Supervisor Self Service

Ability to view / edit and add team absence, with direct links to BI absence reporting.
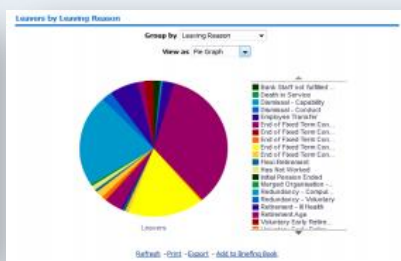
BI Graph Example

Example of the leavers by reason graph available in the BI reporting suite.

BI Graph Example

Example of a staff group graph available in the BI reporting suite.

Notifications

Workflow notifications related to updates to employees within your team, including changes to information, absence requests and learning can be accessed directly in ESR. These are also delivered directly to your inbox. This will require either an nhs.net email address or an approved email domain, for the direct update function to be enabled.


Need others to help?

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. See our functional wrap on managing proxies for more information.

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My Team Personal Information

While a Supervisor can update personal information for employees within their hierarchy, Limited Access cannot update Name, Work Email Address and NHS CRS Preferred Smartcard Display name as these are CIS impacting transactions.
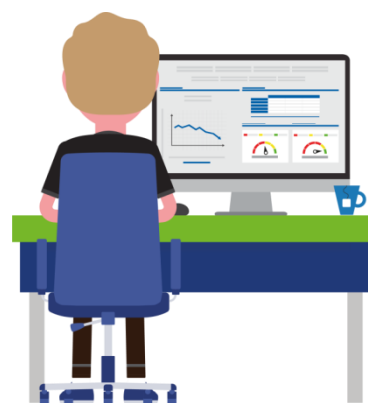
Talent Profile

Access key career information for employees through the Talent Profile and produce PDF reports at the click of a button.

Absence Calendar

- View overall absence via the Absence Calendar.
- Drill down to individual employees details.
- Create sickness absence and approve annual leave requests.

My Team Career Information

View your employee's Learner Home Page, search for required learning, enrol them onto classes, subscribe and renew their Learning Certifications, add External Learning and access compliance information.

Compliance

- View overall compliance for your employees.
- View compliance by individual subject
- Access the Learner Home Page to view learning compliance and competency to update and add competences for individual employees

Appraisals

- Conduct yearly appraisals with employees
- Or reviews of employees on a regular basis
- This also includes Pay Progression appraisals
- Fully recordable in ESR

My Team Assignment Information

- View Employee Information
- Drill down to individual employees

Registrations and Memberships

- Manage reviews including NMC Revalidation
- Monitor registrations and memberships and also receive emails when these are due to expire.

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Supervisor Self Service Portlet

As a Supervisor you will have access to the Manager Dashboard. This gives the Supervisor quick access to a range of national BI reports via the portlets. The easy to read gauges give the Supervisor a easy to understand visual on their teams perfomance.

The following portlets will be available:
- Team Absence.
- Team Appraisals.
- Team Compliance.
- Team Actions.
- Organisation Chart.
- My Team Pay Progression.

Flexible Hours Change Request

Currently ESR communicates part time working requirements for Doctors in Training through its link with Health Education England. ESR supports flexible working by including the ability for NHS employees to request a change to more flexible working via Employee Self Service, enabling employees and their managers to agree flexible working arrangements.

From working in partnership with NHS England/Improvement, two new competencies have been developed within ESR that allow employees to add 'Working Carer' and 'Working Carer Passport Holder' to their records (with manager approval).

Whilst these areas of functionality enable organisations to support specific flexible and remote working arrangements, across the NHS, access to ESR itself also supports flexible and remote working. By setting up Automatic Internet Access for their workforce, organisations can give their employees automatic access to their ESR portal remotely, thereby enhancing the usability of ESR and promoting 24/7 access. ESR can be accessed over the internet on any device, from any location; and with currently over 1.7 million NHS employees accessing their payslip online in ESR each month, this capability is being increasingly used by NHS organisations.

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Get In Touch

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 Supervisor Self Service 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 sites by clicking here.