

# Electronic Staff Record

## Administrator Self Service

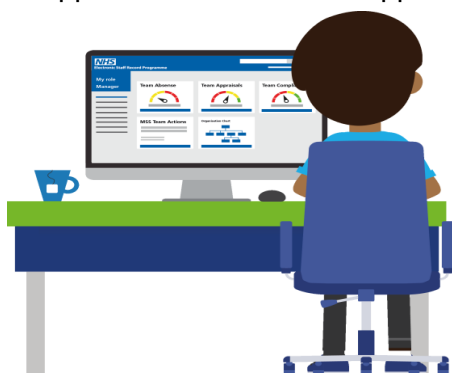


### What is Administrator Self Service?

Administrator Self Service (ADM) provides the ability to view and update employee information on behalf of a Manager/Supervisor when an organisational decision has been taken that additional approval is required (for example when a manager/supervisor of staff/teams is not an authorised signatory/budget holder). This gives the organisation more options and flexibility when implementing ESR Self Service to meet their internal business and audit requirements.

In addition, when using the Payroll Approvals Required URP option, any pay impacting changes can be forwarded to the SSHR Payroll Approvals role holders before being committed to ESR, giving organisations an additional layer of approvals. It is worth noting that the SSHR Payroll Approvals role holders do not necessarily need to reside within a Payroll function; it may be within HR or Finance.

When using Administrator Self Service (Payroll Approvals Not Required) the changes will be applied to ESR after the Approving Manager has approved the notification.



#### Note:

The notification settings available will also enable organisations to forward any changes which are pay-impacting (e.g. Assignment Changes, End Employments, New Hires), once they have been entered, to an 'Approving Manager' (for example the authorised budget holder or the manager they are acting as an Administrator for) with a choice of: For Approval; For Information; or No Notification Required.

[See Setting Up Administrator Actions section for details]

### Administrator Actions

The actions available to Administrator URP holders are separated into two Groups. **Group A** actions impact on pay while those in **Group B** do not, with the exception of Absence. An Administrator granted access to either ADM-NR or ADM-AR will have the ability to make changes for actions in both Groups A and B:

Group A (Pay-impacting)	Group B (Non pay-impacting)
<ul style="list-style-type: none"> <li>Assignment Changes</li> <li>Contracted Hours Changes</li> <li>End Employment</li> <li>Manage Hires</li> </ul>	<ul style="list-style-type: none"> <li>Personal Changes</li> <li>Property Register</li> <li>Supervisor Change</li> <li>Locations</li> <li>Absence</li> <li>Competencies</li> <li>Qualifications</li> <li>Registrations and Memberships</li> <li>Learning</li> <li>External Learning</li> </ul>



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### Setting up Administrator Actions

Different options are available to determine the routing rules for Administrator notifications:

**Administrator Actions Manager Approval** – before the change is applied to ESR the employee’s manager has to approve the change.

**Administrator Actions No Approval** – once the administrator makes the change it is applied direct to ESR and no information is sent to the employee’s manager.

**Administrator Actions FYI** – once the administrator makes the change it is applied direct to ESR and a notification is sent to the employee’s manager informing them of the change but there is no action required by them.

URP	Administrator Action Setting	Approving Manager	SSHR Approval Role
ADM-AR	Manager Approval	Needs to approve	Needs to approve
ADM-AR	No Approval	Receives no notification	Needs to approve
ADM-AR	FYI	Receives FYI notification	Needs to approve
ADM-NR	Manager Approval	Needs to approve	No approval
ADM-NR	No Approval	Receives no notification	No approval
ADM-NR	FYI	Receives FYI notification	No approval

Select the record for the Administrator URP holder and click **OTHERS**:

**Enter HR Personal Information - Combined**

Name: Last **Smith01**, First Ben, Title Mr., Prefix, Suffix, Middle

Gender: Male, Action, Person Type for Action, Person Types: Employee, Identification: Employee (20006624), NI Number: AB504112B

Personal | Employment | Office Details | Applicant | Further Name | Other | Benefits

Birth Date: 01-JAN-1970, Age: 50, Status: Single, Nationality: British, Country of Birth: Trinidad and Tobago, Disabled: [ ]

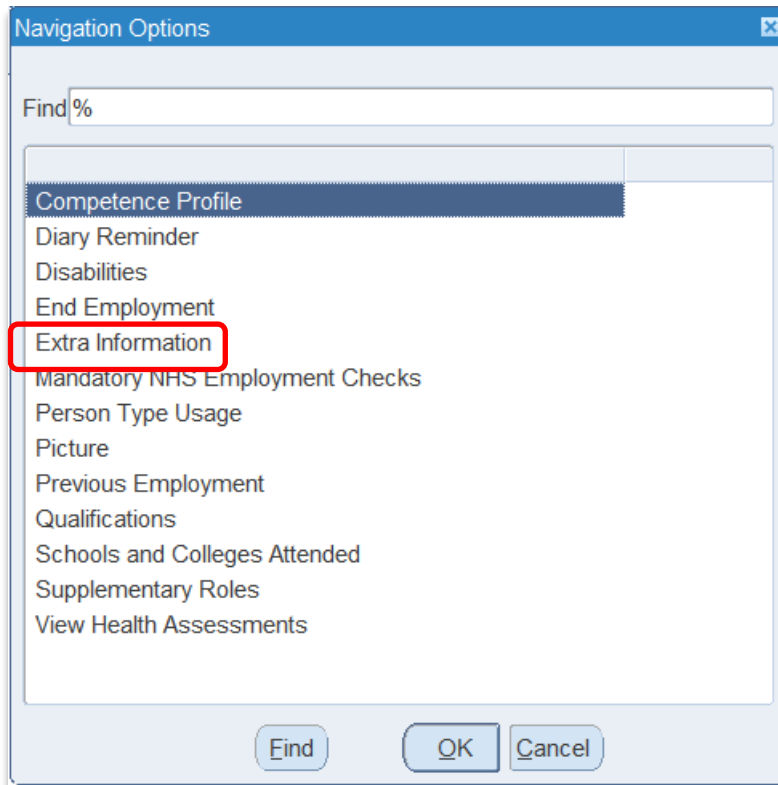
Effective Dates: From 01-JUN-2015, To [ ], Latest Start Date: 01-JUN-2015 [ ]

Buttons: Address, Contact, Assignment, Special Information, **Others...**

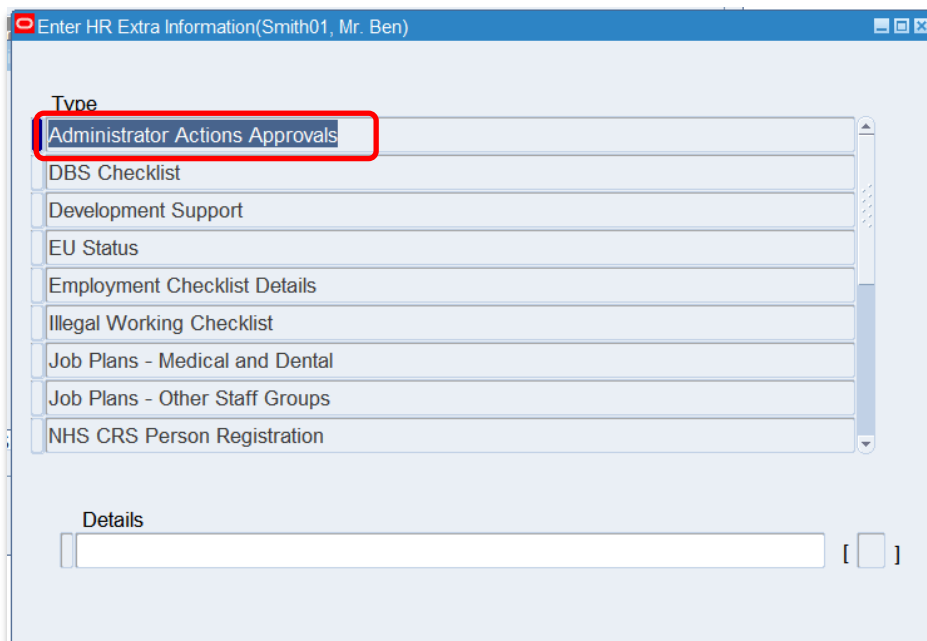
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Select **Extra Information**:



A list of the **Extra Information Types** will be displayed. Ensure that **Administrator Actions Approvals** is selected, and click in the **Details** field towards the bottom of the form:



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The form below is displayed and requires details to be entered against relevant **Approval Groups** and also the **Employee Action Approved By**.

Use the list of values button to choose how notifications are handled in either **Group A** or **Group B** and select the appropriate option.

SSHR Admin Approval Level	Description
Administrator Actions Manager Appr...	Administrator Actions Manager ...
Administrator Actions Manager FYI	Administrator Actions Manager ...
Administrator Actions No Approval	Administrator Actions No Appro...

In this example **Administrator Actions Manager Approval** has been allocated to both **Group A and B**. This could be used where the user is undertaking actions on behalf of a manager so approval by the manager is always required.



### Another example:

- Group A:** Administrator Actions Manager Approval
- Group B:** Administrator Actions No Approval


This could be used where the user is a line manager/supervisor but is not an authorised budget holder in the organisation. Therefore any pay impacting changes would be sent to the Approving Manager (Budget Holder) for approval. Other non pay impacting changes would be applied without approval being required.

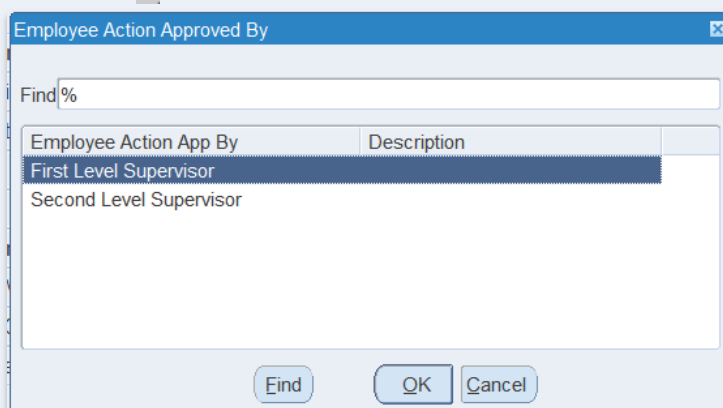
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### Assigning the correct level of supervisor for Employee Actions

There are two options available to ensure Employee initiated actions are routed to the correct/appropriate manager in the hierarchy.

Click on the list of values  button by the **Employee Action Approved By** field.



Select the required **Supervisor Level** for approvals. Click **OK**

Using the same example as before, the Manager (1) would be the First Level Supervisor and the Administrator (2) the Second Level Supervisor. This will then control who approves the changes initiated by the employee; in this example the manager is responsible for approving these changes.



The steps to set-up **Administrator Self Service** are now complete. Press the  icon to **Save** your work.

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### Setting up Approving Managers (Approvers)

When using the **Administrator Self Service** option there is an additional step required to ensure notifications are handled correctly. Within the hierarchical structure the Approving Managers (NOT the Administrators themselves) will need to have the **Manager Tick Box** on their employee assignment ticked; this can be found under the **Miscellaneous** tab of the manager's assignment.

Ticking the box ensures that when a user with the Administrator Self Service URP makes changes to employee data within that manager's hierarchy, the resulting workflow notification will be routed directly to the Approving Manager of the employee upon whom the change has been made, requesting approval if required. The process will work up the supervisor chain looking for the first person who matches the following criteria:-

- Manager Tick Box set at assignment level
- User did not instigate the action on the employee in question

In most cases the Miscellaneous tab will not be immediately visible. Click on the  icon and select **Miscellaneous**:

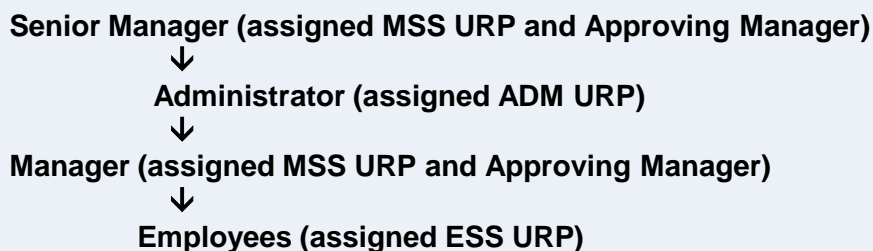


If the Tick box remains unchecked then notifications relating to actions against employees in the hierarchy will not be received:

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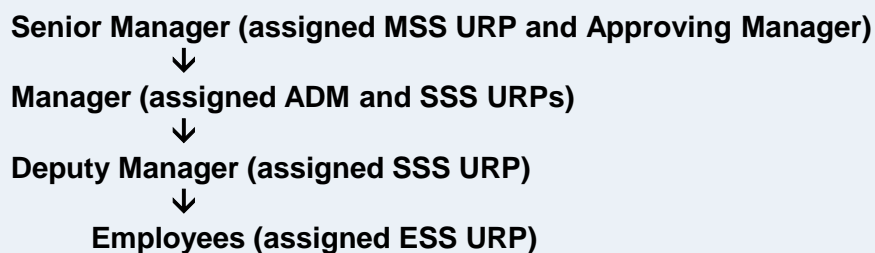
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**Example of Hierarchy – Administrator URP holder is undertaking actions on behalf of a manager/s**



In the example above, Administrator is slotted into the hierarchy and is able to make changes on behalf of the Senior Manager and the Manager for the Employees in the Team/Department. The approvals would go to the Manager in the first instance and will only move to the Senior Manager if they time out. For any actions completed on the Manger themselves by the Administrator, the approvals would go to the Senior Manager in the first instance. Any actions completed by the Senior Manager or Manager would save immediately if Payroll Approvals Not Required or after the SSHR Role Holder approves the notification where Payroll Approvals are required.

**Example of Hierarchy – Administrator URP holder is a manager/supervisor but not an authorised budget holder**



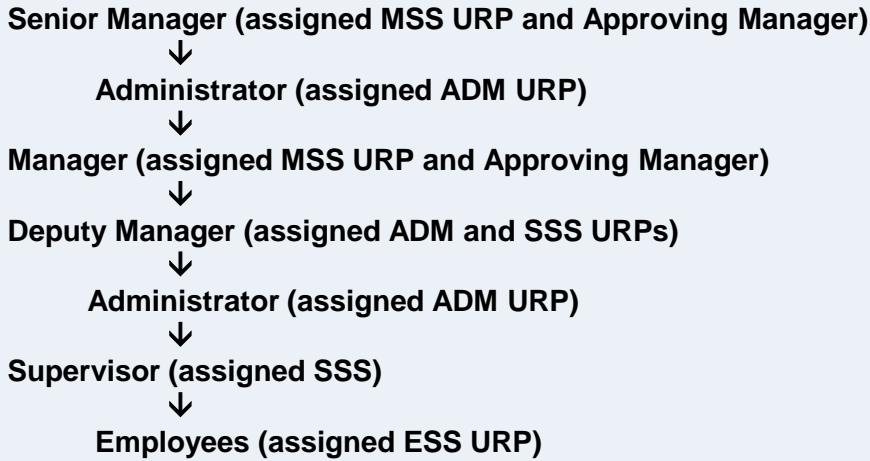
In the example above the Manager is assigned Administrator and Supervisor URPs. If any pay affecting changes are made using ADM the approval will go to the Senior Manager. They can undertake actions such as Absence Recording, complete Appraisals etc using Supervisor Self Service without further input being required. The Deputy Manger is only assigned Supervisor Self Service so cannot view/undertake pay affecting changes. If Payroll Approvals Required URPs are used, the pay affecting changes will also be forwarded to the SSHR Role Holder before saving to the database.



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### Example of Hierarchy – Combination of URPs



In this example two Administrators have been slotted into the hierarchy to enable them to make changes on behalf of the Senior Manager for the whole hierarchy and also for the Manager/Deputy Manager for the Supervisor and Employees in the Team/Department. The approvals would go to the first Approving Manager in the hierarchy (depending on who the change is being undertaken on and will move to the next Approving Manager if they should time out. The Deputy Manager can undertake pay affecting changes with approvals from the next Approving Manager, but can also complete appraisals, enter absences, monitor training compliance etc for their team using their Supervisor SS URP. The Supervisor cannot view or make any pay affecting changes but can complete appraisals, enter absences, monitor compliance etc. This type of hierarchy provides a great deal of flexibility and also good cross cover should the managers work different shifts etc.

### Assigning Supervisors

It is important to ensure the correct supervisors are assigned to the employees; administrators; managers etc. to ensure the hierarchy is correct. Ensure the supervisor Name, Worker Number and Assignment Number fields are complete on the Supervisor Tab of each employee's assignment. You can use the Mass Update of Assignments function for this task.

The screenshot shows a software window titled "WTE: 0.80 Primary assignment. 1 assignments in total. Total WTE: 0.80 (Smith01, Mr. Ben)". The interface is divided into several sections:

- Organization:** 504 Ward 9
- Job:** Nursing and Midwifery Registered|Staff Nur...
- Grade:** NHS|XR05|Review Body Band 5
- Location:** 504 ESRH
- Group:** Default Home|||
- Position:** 79755|Staff Nurse Band 5 - Ward 9|N6A|Sur
- Payroll:** 504 MonthlyT01
- Status:** Active Assignment
- Vacancy:** (empty field)
- Assignment Number:** 20006624
- Assignment Category:** Permanent
- Collective Agreement:** (empty field)
- Employee Category:** Part Time

Below these fields are several tabs: "Salary Information", "Supervisor", "Probation & Notice Period", "Standard Conditions", and "Statutory Information". The "Supervisor" tab is currently selected and contains the following fields:

- Name:** (empty field)
- Worker Number:** (empty field)
- Assignment Number:** (empty field)

At the bottom, there is an "Effective Dates" section with "From" set to "01-DEC-2020" and "To" as an empty field. At the very bottom, there are buttons for "Grade Step", "Entries", "Salary Information", "Costing", and "Others..."



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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 Administrator Self Service 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 sites by clicking [here](#).