

Electronic Staff Record

Manager Self Service



The implementation of Manager Self Service (MSS) provides managers with access to a vast array of information on their teams, with the additional benefit of the ability to act upon the information directly into the system. This change enables organisations to transform their central administration function to provide greater ‘value add’ services to its workforce.

As well as the core MSS capability within ESR, the Portal provides an extra layer of functionality and usability. Through a range of portlets the Portal shows key workforce information in a concise format, enabling managers to see at a glance helpful dashboards full of useful and informative data. Managers can also view a range of ESR Business Intelligence dashboards, containing essential reports at the touch of a button.

This guide is designed to outline the full range of functionally available within Manager Self Service. For further information please visit the ‘Empower and Retain’ section in www.discover.esr.nhs.uk or to discuss further please contact your regional [NHS ESR Functional Account Manager](#).

There’s a variety of Manager Self Service models available...

The solution provides a choice of six levels of access for managers, to enable the organisation to respond to different roles and responsibilities within the organisational structure.

Manager Self Service	
Approvals Required	Approvals Not Required
Allows managers to view and update employees personal information, hire and terminate staff and amend any assignment information e.g. hours and grade change, subject to approval by those allocated to the SSHR Payroll Approvals role e.g. HR, payroll or finance, for pay impacting changes.	Allows managers to have the same level of access as Manager Self Service (Payroll Approvals Required) but no further approvals are needed, so actions are committed immediately to the database by the manager.
Supervisor Self Service	
Supervisor Self Service Limited Access	Supervisor Self Service
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.	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.
Administrator Self Service	
Approvals Required	Approvals Not Required
Allows holders to view and update employee information on behalf of a Manager or Supervisor. Pay impacting changes will be forwarded to those allocated to the SSHR Payroll Approvals role.	This level access is the same as Administrator Self Service - Approvals Required without the requirement for further approval from the SSHR Payroll Approvals role.



Refer to the [ESR HR Best Practice Guide](#) for more detail and information.



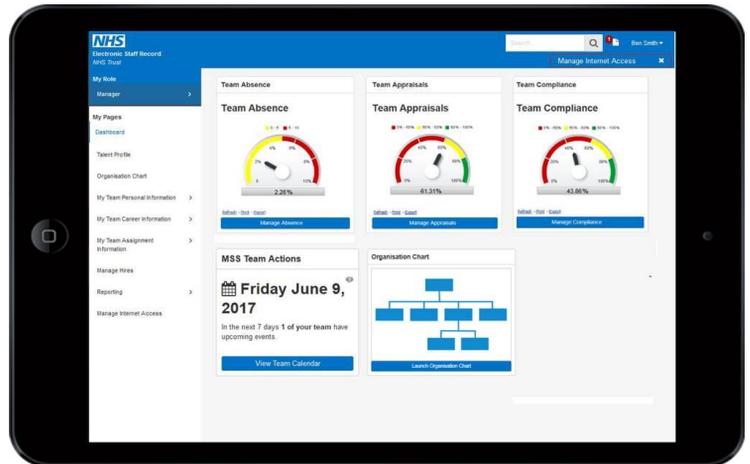
Accessing Manager Self Service

To access Manager Self Service (excluding Supervisor Self Service Limited Access) requires the manager to have a Smartcard which is associated to their ESR record. To enable managers to access ESR remotely via mobile devices, the [upgrade access](#) settings must be set up at organisation level.

Once landed on the ESR Portal, to access the Managers Dashboard, the manager needs to go to the navigation menu on the left, click **My Role** and select **Manager**. The manager will then see the full range of Team Portlets within the Manager Dashboard, enabling them to view and edit information for their team.

Need others to help?

The [Manage Proxies](#) functionality can be used to allow managers to delegate access to one or more proxy users. The manager can grant access to specific self service responsibilities to another ESR user. From the Manager Dashboard, select **Preferences** and **Manage Proxies**.



Manager Dashboard Team Portlets



View/add Absence

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



View/add Appraisals

Ability to view / edit and add team appraisals, with direct links to BI appraisal reporting.



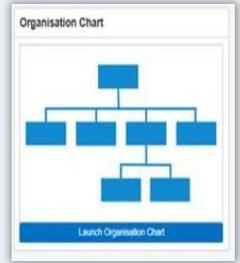
View Compliance

Ability to view team compliance, with direct links to BI compliance reporting.



View Team Actions

Ability to view all team actions in Team Calendar in relation to data items held in ESR.



View your Team

Ability to view own team hierarchy and carry out actions on employee records directly.

Business Intelligence (BI) Reporting

A manager can access a suite of dashboards and reports, via the team portlets. To access, the manager clicks on the report gauge within the chosen portlet, where they will be taken directly to the corresponding BI dashboard and report.

The reports available range from absence, appraisal & pay progression, staff in post, compliance and training. In addition there is a full suite of BI reports which can be accessed by using the manager's navigation menu on the left hand side and selecting Reporting > Business Intelligence.



For more information on Business Intelligence please visit the online [BI User Guide](#).



View/add Absence

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

Absence

[Creating sickness absence](#) can be done quickly and it feeds directly into the organisation's absence reports.

- ESR Portal > Manager Dashboard > Team Absence portlet > Manage Absence
- Click the Action icon next to employees name
- Click on the Absence Summary button and select Create Absence
- The absence can then be entered.

If managers have remote access setup and can approve ESR notifications directly from emails, they have the capability to approve annual leave requests directly from the email.

Compliance

Managers can monitor training compliance using the Team Compliance portlet located on the Manager Dashboard.

The gauge on the portlet gives an initial indication of total staff compliance against competency requirements. A full report is available by clicking on the gauge. To view individual compliance, click on the Manage Compliance button and select the employee.

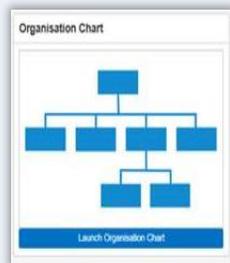
Details	Competency Name	Competence Level	Min Req	Essential	Expiry Date	Compliance Status	Find Learning	Edit
>	914[LOCAL]Corporate Induction - No Renewal			Y	No Expiry			
>	914[LOCAL]Data Security Awareness Level 1 - 1 Year			Y	30-Jul-2020			
>	914[LOCAL]Display Screen Equipment - 3 Years			Y	07-Apr-2021			

Competencies need to be set up as a requirement by the organisation for this functionality to be fully effective.



View Compliance

Ability to view team compliance, with direct links to BI compliance reporting.



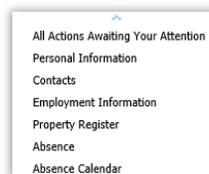
View your Team

Ability to view their team hierarchy and carry out actions on employee records directly.

Organisation Chart

Managers can view their team by clicking on the Launch Organisation Chart button within the portlet. Information on employment, salary and contact details can be viewed for individual team members using the scroll arrows.

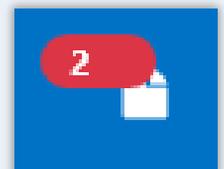
In addition a range of actions can be administered by clicking on the **Action** button.



Workflow Notifications & Emails

[Notifications](#) relate to updates to employee data within the manager's team. These include changes to information such as absence requests, learning and expiries. As well as being available directly in ESR, these are also delivered directly to the managers email inbox.

It's recommended that an appropriate email address is recorded. Ideally, but not exclusively, this should either be nhs.net or an approved secure domain. Click [here](#) for guidance. If in place the notifications will be actionable directly via the email.



View & Action Notifications

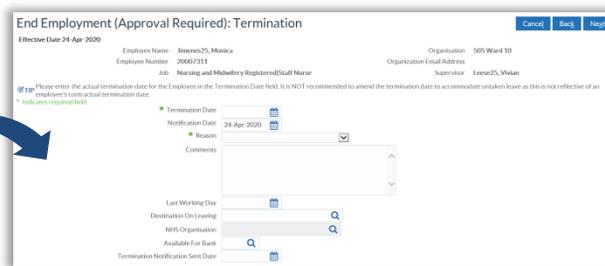
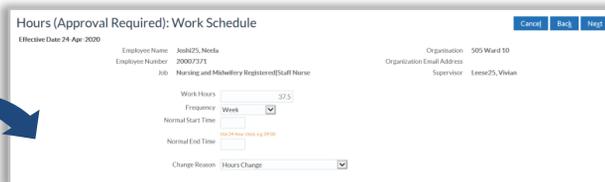
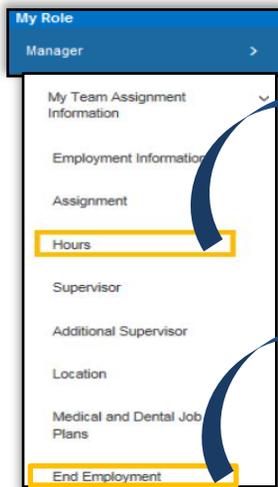
Ability to view changes to teams ESR records and either action within notification or email.



Updating Assignment Information

What a manager can update about their member of staff, depends on the level of access they have. Both Manager and Administrator Self Service can make assignment changes, thereby removing the need for paper or e-forms.

From the Manager Dashboard go to the navigation menu on the left, and expand the “My Team Assignment Information” menu item. The manager can then select the appropriate assignment changes to perform. Please see below two example changes that can be made through Manager Self Service.



Using ESR via self service enables devolved inputting at the point of origin, thereby removing paper processes and centralised data entry. This enables the organisation to improve data quality and timeliness of data entry, supporting the potential to remove overpayments. For more information on what changes a manager can perform, please visit the [ESR User Manual](#) or the user guides in the [ESR Hub](#).

Appraisals & Pay Progression

A manager has the capability within ESR to undertake an employee's performance review. They can send the appraisal to the employee, or to another member of staff who can participate in and review the appraisal.

In line with annex 23 of the 2018 pay award framework the expectation is that all staff will meet the required standards and therefore be able to progress on their pay step date. Progressing through the pay steps to the next pay increment must be recorded in ESR. This can be undertaken by a central function, but the expectation is that the responsible line manager should undertake this task.



View/add Appraisals

Ability to view / edit and add team appraisals, with direct links to BI appraisals reporting.

Three Steps Appraisal

1. Initiated by Manager
2. Employee completes forms
3. Manager completes forms

National appraisal templates available or organisation can create bespoke templates.

Create Standard Appraisal

This capability is available via the appraisal function. A dedicated template and questionnaire (Pay Progression Meeting) is available to facilitate this requirement.

For more information on appraisals and pay progression visit the [online learning](#).

