Electronic Staff Record

Talent Management

Overview

ESR is a whole workforce solution and takes a holistic view to 'Talent Management'.
The system has many functions that combine to make a talent management tool.

For example:
- ❖ Career Management – competencies and qualifications
- ❖ Development Reviews and Appraisals
- ❖ Talent Profile
- ❖ Suitability Matching

The Talent Management functionality within ESR provides complete capability to manage and monitor the careers of your employees. ESR maintains the competencies, qualifications and experience of each staff member and manages their development reviews and training. Employee competencies are maintained within defined national and local frameworks. A comprehensive suite of reports allows the status of development reviews to be monitored, as well as showing the status of competencies and qualifications at local, regional or national level.

Benefits

- ✓ Managers and employees can have access to their competency profile, qualifications and training record, enabling up to date information to be available for local reporting and analysis of training needs.
- ✓ Use ESR to support The NHS People Pan.
- ✓ Complete integration between the ESR's Learning Management facilities and the employee record, enabling updates to individual training and competency records to be maintained easily.
- ✓ Local and national competence frameworks including Knowledge and Skills Framework (KSF), National Occupational Standards (NOS), National Workforce Competencies (NWC), Core Skills Training Framework (CSTF) and an agreed set of Statutory and Mandatory competence labels are built in, and an employee's position within these is automatically maintained. Each framework is related to an employee's training record, competency profile and position requirements.
- ✓ Every employee's qualifications can be maintained, including A-Level, degree and post-graduate qualifications as well as Qualification Credit Framework (QCF) information.
- ✓ ESR provides a comprehensive reporting suite. This allows managers to ensure that the staff development and review process is being maintained, and provides statutory statistical information.
- ✓ ESR relates individual ambitions to an organisation's requirements for specific competencies and qualifications.

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Career Management - Competencies

ESR contains competencies aligned to national frameworks such as the Core Skills Training Framework and the Knowledge and Skills Framework. Any nationally allocated competency will move with an employee as they move jobs around the NHS as part of the Inter Authority Transfer portable data set. This can help support Enabling Staff Movement initiatives by aligning employee statutory and mandatory training to nationally agreed frameworks.

Renewal periods against competencies can help identify training needs and prompt employees to ensure they remain compliant against any statutory or mandatory training. Allocate competencies to the different elements of ESR Workstructures and you can quickly and easily, through reports and in Manager Self Service, understand the compliance of your workforce.

Whilst many organisations use competencies for training, they can also be used to identify skills and experience requirements for certain jobs. Suitability matching reports can then be run by managers to see where staff have competencies matched to job requirements, or to find a work opportunity for a person.

Did you know?

Local competencies can be reported to find someone for a work opportunity e.g. leadership levels, supervision skills etc.

The form above shows the competency requirements associated with a position in ESR.

Adding competency requirements enables reporting on the gaps between an employee's competencies and the requirements of their current or desired position and gives managers an overview via the Team Compliance portlet on the manager dashboard.

Not only does this enable monitoring of employees against their job outlines, but it also enables skills gap analysis and risk analysis to be undertaken.

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Career Management - Qualifications

Administrator view

Self Service view

The qualification form as shown above captures information on an employee's qualifications. The type of qualification is selected from a national list and the specific details are then entered.

Progress for staff undertaking a qualification can be monitored by reporting on modules completed or in progress.

Employees can request to add their own qualifications. Along with the request they can add a supporting note which will be sent by a notification for approval to their manager.

Further information can be found here: How do I add a qualification

Talent Profile

The Talent Profile provides employees and managers with key information relating to skills and experience and the ability to easily produce a Talent Profile in pdf format.

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The sections within the talent profile can be expanded to show more information and include Compliance & Competency, Performance Objectives, Learning, Previous Employment and Registrations & Memberships.

Further information can be found here: How to access Talent Profile

Development Reviews and Appraisals

Did you know?

Local bespoke forms can be designed for use in ESR appraisals. The detail within can also be reported on in locally written BI reports.

The Self Service functionality allows the manager and employee to record information during an employee's appraisal. ESR removes the need for paper-based appraisal systems and streamlines the transfer and access of information between employee and manager.

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Suitability Matching

- Suitability Matching is available to Manager and Supervisor Self Service users

- Enables the manager to either:
    - ✓ Find a Person for a Work Opportunity
    - ✓ Find a Work Opportunity for a Person

- By Role (Job, Position, Department, Vacancy or a combination)

- By Competency

- Compare competences of employees who currently occupy a Job or Position as either 'Desirable', 'Essential' or neither

- Further filter by Grade, Length of Service or Assignment Category, if required

- Results categorised by 'All Essential', 'All Desirable', both or some.

Further information can be found here:

[How do I use suitability matching to search for a person to match a list of Competencies?](#)
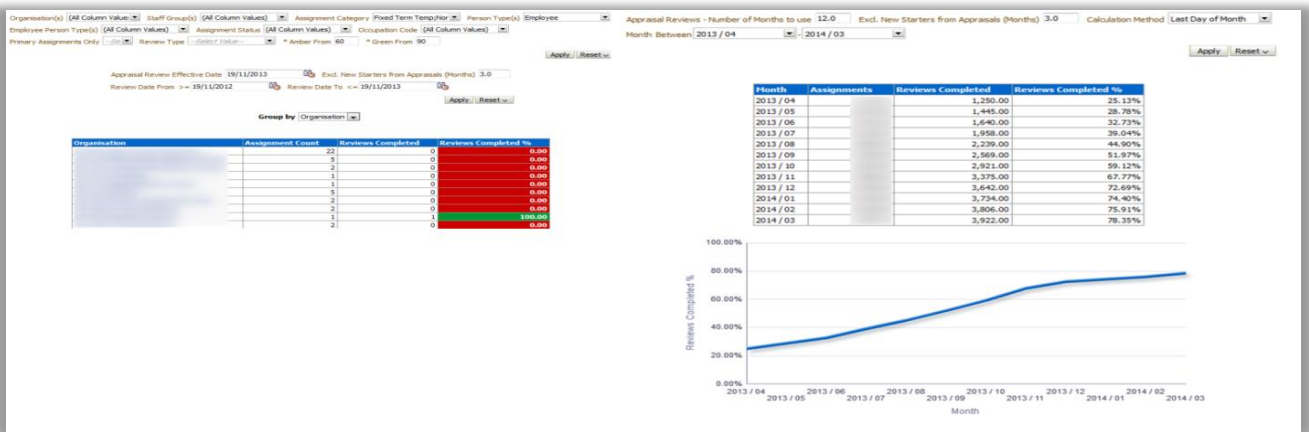
[How do I use suitability matching to compare position requirements to employee?](#)

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Reports

ESR Business Intelligence Dashboards ensure that organisations are able to effectively monitor and manage careers of all staff.

Benefits of Business Intelligence Reporting

The Staff Requirements Dashboard is designed to provide the user with details around the compliance of staff with the requirements of their position. The different analyses available include:

- ✓ Appraisal Reviews: Provides a list of staff and the appraisal reviews completed.
- ✓ Appraisals by Organisation: Provides the user with a list of organisations, an assignment count under each organisation and the number of assignments that have a current review recorded against them.
- ✓ Appraisal Timeline: Shows a timeline of appraisal 'compliance' (i.e. the number of assignments that have had at least one appraisal in the previous 12 months.
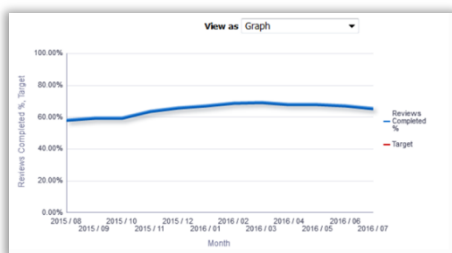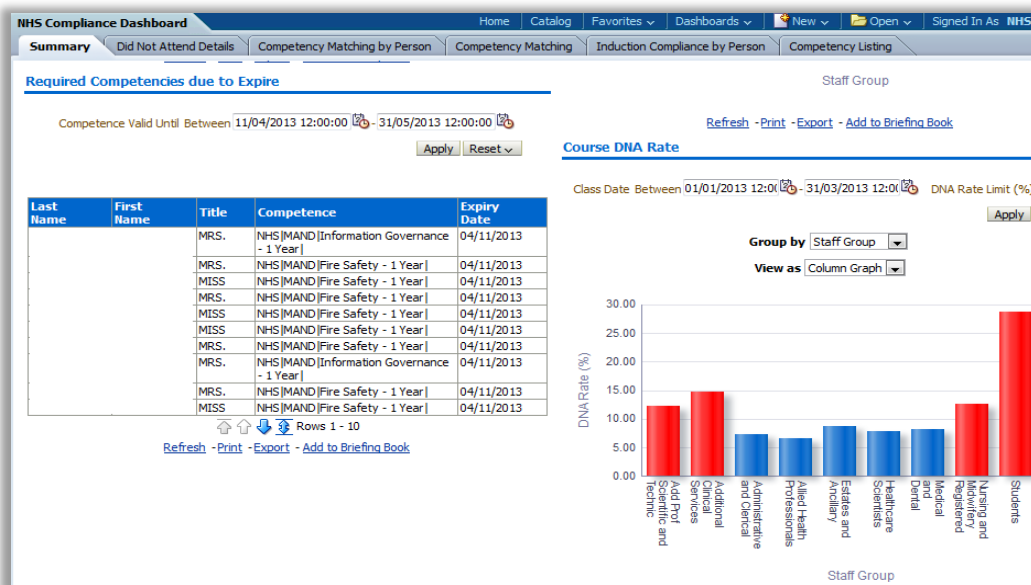

The graph in the Appraisal Review dashboard is designed to provide the user with intelligence on Appraisals by Organisation.

The Appraisal Review analysis shows the percentage of employees that have a completed appraisal within the parameters available.

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The NHS Compliance Dashboard is designed to show the number of competencies obtained as a percentage of those required by Staff Group. The different analyses available include:

Learning Compliance by Person: Shows the number of competency requirements that are applicable to each person against the number of competencies each person has achieved, with a percentage.

Competency Matching: Shows the detail of matching competency requirements against the competencies a person has achieved.

Competency Listing: Provides a list all competencies that an employee has achieved. It includes expired and current competencies.

The Qualifications Dashboard provides the user with intelligence around qualifications data held within ESR. In addition to this ESR has a suite of standard reports that can be run to effectively monitor and manage staff careers. The full details can be found in the Guide to ESR BI Dashboards

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. You can find your NHS ESR Functional Account Manager on the ESR Hub via the links below:-

- London
- South of England
- Midlands and East of England
- North of England
- Wales

Interested in implementing anything covered in this functional wrap? 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.