Warwickshire County Council

HR Policy and Procedures Relating to Self-Service

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Summary of Changes in Version 1.9

1. Document links amended
2. Reference to EUS removed under Private Vehicle Details
3. Guidance reviewed on requesting self service access.

Contents

Introduction

Welcome to Self Service.

The following policy and procedures set out the standards expected of all County Council employees who have been given access to HRMS Self Service.

Employee Self Service enables employees with access to the system the opportunity to view, review and update their personal details held by the County Council. It will also allow employees to view their payslips/P60s on line, change their bank details and request annual leave. Manager Self Service will allow line managers to see the details of team members including their absence history. The system will require managers to approve or reject requests for annual leave and Staff Register of interests, enter sickness absences for direct reports and note changes to personal data.

The Self Service system modernises the way we work and reduces the amount of paper transactions. It also enables the County Council to have access to important up to date workforce data.

All users of the HRMS system are reminded of their responsibilities under the Data Protection Act and that sharing of HRMS User ID's and passwords is strictly prohibited. Breaches of confidentiality or other actions seriously prejudicial to the interest of the County Council are regarded as gross misconduct for which summary dismissal will be the normal consequence.

Appendix A provides guidance on who to contact for help with Self Service. Further information relating to the Self Service Policy and Frequently Asked Questions can also be found on the Council's Staff and Practitioners website under the sections **Manager Self Service** or **Employee Self Service**.

Section A: Employee Self Service

Line manager's are responsible for requesting access to the system for new starters.

As soon as you are given access to Employee Self Service it is your responsibility to ensure that your personal details held on the system are kept up-to-date. For example, keeping your name and address up to date will ensure that important correspondence reaches you without loss or delay.

In addition to maintaining personal information, you will also be able to view specific information related to your employment and absence history with the County Council.

Self Service requires you to have a valid supervisor (i.e. manager) attached to your HRMS record. A process will be run on the 1st of each month to identify those Self Service users who do not have a supervisor, where the supervisor is invalid, on long term sickness absence or has a future dated change scheduled to their assignment. If one of these scenarios applies to your assignment, you will be sent an automated email by the system notifying you of the action that is required. Please take the appropriate action to ensure continued and uninterrupted use of the system.

Step by step guidance on using Employee Self Service can be found on the Staff and Practitioners website under Employee Self Service.

1.   Notifications

You may view the notifications you have sent to your manager e.g. to request leave, notify of a change in personal information etc. in this area. Notifications will also be sent directly to your Google mail inbox.

2.   Personal Information

2.1   Personal Information

You must keep your own personal information held on the Self Service system up to date by periodically checking the data, and where necessary, correcting your personal details held on the system.

Personal information includes:
- Name
- Address
- Telephone numbers
- Emergency contact details
- Driving licence and vehicle information

- Diversity information including ethnicity, disability, sexuality and faith.

However, updating Self-Service with your personal information does not automatically notify Pensions Services. It is important to remember that if you are a member of the Local Government Pension Scheme (LGPS), you must continue to notify Pension Services separately of changes to your name and marital status and include evidence to support the change.

You must also remember to notify any other relevant teams of name changes for purposes of amending your ID badge, network ID, email address and People Finder.

2.2   Faith and Sexuality

Warwickshire County Council is committed to equality of opportunity in employment. As part of our equal opportunities monitoring, you are requested to enter details of your sexuality and religion/belief. Please note that this information will not be sent to your line manager for approval and access to the data is restricted. If you prefer not to declare this information, please select 'Prefer not to say'.

View the [Council's Equal Opportunities](#) policy for further information.

2.3   Languages Spoken

The County Council wish to collect, for business reasons, the details of any languages spoken by employees (including sign language). You are requested to complete this section if you speak a language other than English, indicating your level of proficiency. Line managers will be notified of entries of languages spoken by members of their team via manager Self Service.

2.4   View Payslips

You may view your current payslip a couple of days before pay day and can also access electronic copies of your previous payslips. Your on-line payslips cannot be viewed by your line manager.

We would encourage you not to print a copy of your payslip/P60 unless absolutely necessary. However should you need to, you must ensure that you select the Secure Print option if you work in an open plan office so that your payslip will only print when you have entered your User ID and password whilst at the printer. Some printers will only print if you scan your ID badge on the printer. The Council will not be held liable for any payslip/P60 that goes missing should you choose to print them.

We would not encourage you to email a payslip/P60 due to security issues and the possibility of emails being intercepted. Your payslip/P60 contains personal information of a highly sensitive nature which, if fraudulently accessed and used, could result in identity fraud.

2.5 View P60s

Your on-line P60s cannot be viewed by your line manager.

Please note the guidance on printing and emailing a P60 as per payslips.

2.6 Change of Bank Account Details

The bank account details section must be accurately completed if you change your personal bank account details. Failure to do so will result in payments not being made. If you have more than one job you must check your account details are correctly recorded against each job. Changes to this information will not be sent to anyone for approval.

You are reminded that changes to your bank account details will take effect from the following month if the payroll has already run for the month in which you have made the changes.

Details of how to contribute to the Pennies from Heaven scheme can also be found on this screen.

3. Annual Leave and Other Leave

3.1 Leave Requests & Entitlements

Note: This functionality is not used by 'uniformed' staff within Fire & Rescue.

Requests for leave should be made using Employee Self Service and this will be the official record of your leave replacing previous electronic or paper based systems. This will include a record of your annual leave, flexi-leave, compassionate leave, study leave, time off in lieu, medical appointments and jury service. It will also allow term-time only employees to record the weeks they are not working in the school holidays.

Requests for unpaid leave, maternity, paternity and adoption leave must be made to the HR Service Centre following existing processes.

At the start of each leave year, your line manager must enter your leave entitlement into the system together with any leave carried forward from the previous year. As your leave is approved, the system will automatically re-calculate your remaining balance.

3.2   Leave Calendar

Note: This functionality is not available to 'uniformed' staff within Fire & Rescue as they do not use the system to make leave requests.

Before requesting leave, you may wish to view the Leave Calendar facility that will show the current leave commitments of members within your team including yourself. The calendar allows you to view a month at a time (12 months forwards or 12 months backwards) and print a copy as required. This can also be used to view the leave commitments of another manager's team and this may be particularly helpful if two or more teams work closely together to provide a service.

The calendar also displays the end of the flex period for each month as well as statutory bank holidays and the other types that are available to take.

4.   Employment Information

4.1   Employment Information

You may view your employment information showing details of your current job (assignment) together with a history of job changes.

4.2   Qualifications and Professional Memberships

If information about your educational qualifications or membership of professional bodies is inaccurate or missing you should complete this detail within the Qualification and Memberships section of Employee Self Service. In particular, details of your qualifications relating to the position you hold should be entered. You may enter other qualifications you hold but not qualifications in relation to an interest/hobby. Please note that details of professional memberships cannot be entered without the associated qualification being entered first.

This information will be helpful if you choose to apply for another job but will also be useful to the County Council for workforce planning purposes.

4.3   Appraisals - Completed Dates

Employee Self Service enables you to view the date your recent appraisals and six monthly reviews have taken place, subject to the date(s) being entered by your manager. The system does not hold your appraisal documentation at this stage but is used to monitor the number of completed appraisals.

4.4   Items Issued

You may view the items of equipment issued to you by your manager, subject to your manager entering these on the system, e.g. car park permit, ID badge, laptop, blackberry, procurement card, PDA, mobile phone, etc. as a reminder of items that you would need to return if you left your job.

5.   Vehicle Information

5.1   Private Vehicle Details

All employees must read and familiarise themselves with the Driving at Work Policy. Employees who do not have access to employee self service can access this policy on the Intranet under *HR / Health, Safety and Workforce Well Being.*

If you hold a County Council car parking permit you must ensure that your car registration details are kept fully up to date by entering any changes on Employee Self-Service. The information is also required so that a comprehensive database can be held centrally for the purposes of issuing car park permits. Failure to maintain this information will result in a permit not being reissued to you in future.

If you leave the County Council you are reminded that the car park permit held by yourself must be returned to your line manager on your last day of work.

Employees who do not have access to employee self service should e-mail their car registration, make model and work location details to *carparkpermits@warwickshire.gov.uk*.

5.2   Driving Licence Details

Employees must ensure that they have a valid driving licence, MOT and that their car insurance covers them for Business Use. You must ensure that your insurance covers you for Business Use if you use your vehicle for anything in connection with your work, e.g. driving to meetings and training events. You

do not need business use if you use your car for commuting only, i.e. driving to and from your normal place of work. If you do not have a "normal" place of work, e.g. you work out of different offices, then you will probably need business use, but will need to obtain clarification from your insurers.

If you drive a WCC vehicle your line manager will request to see your driving licence and car insurance documents before approving your details in Self Service.

Details of your driving licence including the categories must be entered and kept up to date in Self Service. You will be notified two months in advance of a category which is due to expire. If it is allowed to elapse you will be required to confirm whether it is still applicable or whether it is no longer required. Your line manager will also be notified of any categories that are allowed to expire.

Details of all driving offences (i.e. not WCC car park offences) must be entered and maintained in self service. Your line manager will be notified of these. If you drive a WCC vehicle and have an offence listed in "*Guide 1 – Use of Council Fleet Vehicles on WCC Business*", the Insurance Team will also be notified.

5.3   Car Park Offences

Details of any car parking offences you may have whilst parking at work are recorded by the Car Park Administration Team.

6.   Legal Requirements

6.1   Gifts and Hospitality

Gifts and hospitality you receive at work, which are more than just a token, must be recorded and submitted for approval as soon as possible after the event on Employee Self Service, in accordance with the Gifts and Hospitality Guidance which can be found on the Staff and Practitioners website.

6.2   Staff Register of Interests

The Staff Register of Interest is a corporate register containing details of any financial or non-financial interests that you may have which may conflict with the Council's interests. It forms part of the Council's arrangements to ensure that we meet the highest standards when carrying out Council business.

As an employee or contractor, you are responsible for ensuring that your details on the Register are reviewed and updated each year as at 31st March. You must enter the register via Self-Service, complete the questions and submit your return to your line manager by 17 April each year. If your circumstances change during the year (or you have just commenced work with the County Council) you must complete a return without delay in Self-Service in addition to your annual April submission.

It is the responsibility of line managers to review each of their team member's staff register of interest submission. These returns cannot be submitted to Self Service without the line manager having confirmed that he or she has considered the return made. This information is required annually for the production of our statutory annual accounts but no individual returns or details are published.

Further details and guidance can be found on the County Council's Staff and Practitioner Website under the section called Register of Interests.

Section B: Manager Self Service

Step by step guidance on using Manager Self Service can be found on the Staff and Practitioners website under Manager Self Service.

A short e-learning course for Manager Self-Service is available in the Wilma system.

1.   Notifications

As a line manager you must view and action e-mail notifications from your team on Self Service on a frequent basis. You will have the option of approving, rejecting, or reassigning the notification to someone else to act on your behalf.

As a manager you may wish to nominate an employee to action your notifications should you be absent from work by setting up a Worklist Access.

Heads of Service and Strategic Directors are able to approve the delegation of a manager's responsibilities to a nominated person (see section 10 below).

2.   Sickness Absence

2.1   Entering Sickness Absence

As a line manager you are responsible for the recording and managing of sickness absence within your team in accordance with the County Council's policy.

For each week, you must enter any absence information relating to your team fully, accurately and promptly and make a declaration that you have done this. In particular, absence dates must be entered correctly, the reason for sickness stated and the hours/days lost recorded. If you do not have any absence for a given week, you must still make the weekly declaration. The reason for sickness is important to record as these are monitored and reported to Strategic Directors. These trends are used to shape action to improve the future health and well-being of the workforce.

Line managers are reminded to record half days sickness absences, as these count towards Occupational Sick Pay (OSP) entitlements indicating whether the half day is am or pm.

A self certification / return to work form must be completed for all absences up to 7 days and managers must hold a return to work meeting with the individual on their return, in accordance with the Corporate Absence Procedure on the Intranet. You should make a record of the return to work meeting on the Self Certification / return to work form and ensure that the form is retained in a secure and confidential manner. Please note that the forms do not have to be sent to HR.

For employees where a phased return to work has been agreed, please contact the HR Service Centre for advice on how to provide them with the information they need to enter the details in to HRMS.

There are additional fields available to record if the sickness is a result of an accident "In Work" and "Outside Work". In the case of accidents recorded "In Work" this informs Payroll Services that the absence does not count against (OSP) entitlement. Accidents "Outside Work" is intended to alert directorates to a potential recovery of loss of earnings and repayments of OSP from a third party. It is for directorates to pursue recovery if appropriate, in consultation with the employee concerned.

Inaccurate data may affect your employee's pay as well as the accuracy of the absence reporting data. The absence data will help you manage your team's absences, it will also form part of the absence data reported to your Strategic Director and for Corporate Sickness reporting (undertaken on a quarterly basis) to the Overview & Scrutiny Committee and is a key 'people' indicator in the Corporate Report Card.

2.2   Weekly Sickness Absence Returns

Corporate policy requires that you regularly enter Manager Self Service to declare that you have entered all sickness absences for your direct reports against each week, even if there is no sickness to record. This of course replaces the need for you to complete and return a paper weekly staff absence return. If a declaration has not been made for any week within a given month, you will be sent an email reminder asking you to complete this as soon as possible. Where action is not taken within a reasonable period of time, the matter will be escalated to your manager.

Please note: if you have delegated the input of sickness your delegated user will also need to make weekly declaration however, you are responsible for ensuring they do this.

3.   Employee Leave

If you do not respond to a leave request within 9 days, it will escalate up the hierarchy to your line manager. This process is circulated to the two managers again if no action is taken. If the request is not actioned by the

manager(s) by the end of the two circulations (i.e. a total of 36 days), the employee will be notified accordingly.

If the leave date is prior to the end of the 36 day approval cycle, the leave will be automatically approved by the system. If the leave was taken, employees are not required to take any action. If, however, the leave was not taken, employees will need to delete the entry and obtain their managers approval via HRMS.

If the leave date is in the future the employee will need to speak to their manager and put in another leave request via HRMS.

3.1   Employee Leave Entitlement

Before being able to respond to leave requests from your employees, you must enter your employees annual leave entitlement on Self Service at the commencement of each leave year together with any balance brought forward from the previous year (within the limits of the carry forward rules on the intranet).

If your employees make a request for annual leave before you have entered their entitlement, they will not be able to request any leave. Employees can view whether or not you have entered this information and you may, therefore, be approached by an employee(s) if this information is not entered. Annual leave entitlements can be worked out using the calculators found on the Staff and Practitioners website under the section called Annual Leave.

Requests for any other type of leave affecting pay including unpaid leave, maternity, jury service, paternity and adoption must be made to the HR Service Centre following existing processes.

When you are notified of a leave request, the system will also tell you if any other members of your team have already booked leave for an overlapping period.

3.2   Team Leave Calendar

Before approving leave, you may wish to view the Leave Calendar facility that will show the current leave commitments of members of your team including yourself (as line manager). The calendar allows you to select to view a month at a time (12 months forwards or 12 months backwards) and print a copy as required. This can also be used to view the leave commitments of another manager's team.

4.   Vehicle, Licence and Car Park Information

As a manager, you are required to familiarise yourself with the Driving at Work Policy to ensure that you understand your responsibilities in relation to this.

If a member of your team does not have access to Employee Self Service and they require a car park permit, they must email *carparkpermits@warwickshire.gov.uk* with details of the car registration number, car model, make and work location. The Car Park Administration Team will then enter this information on behalf of the employee and issue them with a car park permit.

4.1   Private Vehicle Details

You may view the details of vehicle registration and car park permits issued for your team. At the end of the individual's employment, the line manager should recover the car park permit, record the date of return in Items Issued and return the permit to the Car Park Administration Team in the Resources Group.

4.2   Driving Licence Details

If a member of your team states that they drive a WCC vehicle you will be required to check and ensure that they have a valid driving licence and car insurance.

You can view details of driving licences and offences entered by your team and will be notified when driving offences are entered.

If you do not respond to an entry within 9 days, it will escalate up the hierarchy to your line manager. This process is circulated to the two managers again if no action is taken. If the request is not actioned by the manager(s) by the end of four circulations the employee will be notified accordingly and they will be required to resubmit the entry.

If a member of your team drives a WCC vehicle and has an offence listed under "*Guide 1 – Use of Council Fleet Vehicles on WCC Business*", the Insurance Team will also be notified of the offence. This does not, however, release you from your responsibilities as a manager and you are still required to undertake any necessary action resulting from an offence.

If a driving licence category is allowed to elapse by the employee (regardless of their car usage type), you will be notified of this.

4.3   Car Park Offences

You can view details of any WCC car park offences for your team.

5.   Legal Requirements

5.1   Gifts and Hospitality

If an employee has notified you on Self Service that he/she intends to accept or has rejected a gift or hospitality then you must delegate this (in accordance with the Gifts and Hospitality Guidance) to your Head of Service to respond. On receipt of this request (if you are not a Head of Service) you must delegate this by selecting the "delegate" button and forward the request to your Head of Service. Resulting from this action, the Self Service System will maintain a County wide register of approved gifts and hospitality. This register will be reportable and accessible by Legal Services as requested by the Chief Executive, Strategic Directors or Audit Services.

Employees who do not have access to Self Service will complete a paper based record form for Gifts and Hospitality and forward this to the nominated Group contact responsible for the Gifts and Hospitality Register, who will enter this record onto the system on behalf of the employee. A copy of the form may be found on the Council's Staff and Practitioners website under Gifts and Hospitality.

Some employees have sought to declare on Self Service that they have not been offered a gift or hospitality. Please note that there is no requirement for staff to make a declaration unless they have been offered a gift or hospitality.

5.2   Staff Register of Interests

Once an employee completes a register of interest return, it is the line manager's responsibility to consider and approve the return.

If the direct manager does not respond to a return within 7 days, it will cancel (i.e. time out) and the manager will be sent another notification for approval. This will happen for a total of up to 4 times and if the manager still does not respond, the employee will be emailed accordingly and asked to 'resubmit' their entry.

The line manager must be aware of their team members' interests, (if any), assess whether the interest declared is relevant and ensure that any conflicts of interests registered do not lead to that team member being allowed to work in the area where his or her conflict may be manifested.

Where a manager has delegated his/her approvals to another person via a work access list, that person must check that the level of detail entered is sufficient and provide details of any declarations made to the line manager, on whose behalf they are acting so that an assessment can be made as to whether or not they are 'relevant'.

Returns will be monitored corporately and you will be asked by your Head of Service to chase any outstanding returns for your team. Please note that if a Self Service user makes a paper return, they will appear on the HRMS report as not having made a return; the information cannot be entered in to HRMS on behalf of an employee as it is a 'self declaration'.

Further details and guidance can be found on the County Council's Staff and Practitioners website under the section called 'Register of Interests'.

6. Personal Information

6.1 Personal Information

When employees make changes to their personal information in Self Service, the system will automatically notify you as the line manager of the change for your information and acknowledgement. Although you are not approving these changes, by clicking the "approve" button you are confirming receipt and acknowledging the change.

It should be noted that you may also choose to enter the changes yourself on behalf of the individual.

6.2 Employee Information

As a line manager you may view details relating to your team members employment information (e.g. assignment number, grade, hours, job evaluation ID), and sickness absence record (e.g. start and end dates, reasons for sickness etc.) in this area. Any questions in this regard should be directed to the HR Service Centre.

6.3 Languages Spoken

The County Council wish to collect, for business reasons, the details of any languages spoken by employees (including sign language). As a line manager you will be required to acknowledge information entered by your employees regarding languages spoken.

7. Employment Information

7.1 Appraisal Dates Completed

As an appraiser, you must enter in to Manager Self Service the date you have completed the annual appraisal and six month review of each of your appraisees. This is not a planning tool but a record of the date the appraisal was completed and so it is important that you record this after the event. As the line manager, you should retain the appraisal documentation securely in accordance with the Data Protection Regulations and not send it to the HR Service Centre.

HR will monitor and report on the completion of appraisals.

7.2 Pre-Employment Checks

This menu option allows you to view information on pre-employment checks that have been undertaken for employees during the course of their employment with the County Council.

The information relates to those employees appointed since HRMS was implemented during 2006 and is kept up to date by the HR Service Centre. You will be able to see the different types of pre-employment checks that have been made together with the relevant dates e.g. DBS, Reference Checks, Medical Clearance etc.

7.3 Social Care Registration

This menu option is specifically for managers within the People Group and allows them to view details of employees who are Approved Mental Health Practitioners (AMHP), Health & Care Professionals Council (HCPC) registrations and Occupational Therapist registrations. The information is currently maintained by the HR Service Centre.

7.4 Qualifications and Memberships

As a line manager you may view and update details of your team's qualifications and membership of professional bodies.

7.5 Items Issued

This menu option allows you to record details of items and equipment issued to members of your team e.g. car park permit, ID badge, Cor Key, laptop, blackberry, procurement card, mobile phone etc. as a reminder of items that

you would need to recover if the employee left their job. When you recover these items, please remember to record the date of their return in Self Service. Employees may view this information on employee Self Service.

8.   Access to HR-ER Employee Files

As a manager you may view the electronic HR-ER employee files for your direct reports using the HRMS Self Service Launch Pad responsibility. Further guidance can be found on the Staff and Practitioners website under Access to HR-ER Employee Files.

9.   Scorecard

Managers who have access to HR-ER employee files using the HRMS Self Service Launch Pad responsibility can also access the Scorecard which provides management information on a number of key HR metrics including headcount and FTE, starters, leavers, average cost of salaries, sickness absence, turnover and workforce demographics for the teams they manage. The information will be presented in both statistical and graphical format. You can only report on management information for those employees within your supervisor hierarchy. Access is not permissible to a delegated user. Further guidance can be found on the Staff and Practitioners website under the section called Scorecard.

10.   Fire and Rescue Employees Only

10.1   Medal due and Awarded Date

This option allows managers in Fire & Rescue to view details of when Fire Fighters long service medals are due and also the date they have been awarded.

11.   Work List Access

At your discretion you may allow named employees to have access to your notification list and approve them on your behalf. Please note that this does not allow a named employee access to enter sickness records or annual leave entitlements on your behalf. Allowing, or setting up Work List Access, should be restricted to necessity only and must not be confused with "delegated entry" whereby a Head of Service or above can nominate their PA / Administrator to undertake their HRMS activities on their behalf.

With Worklist Access, the nominated employee with access to the manager's notifications would log into self service under their own user name and then switch to the manager's notifications. Both the manager and employee would be able to view the notification and approve or reject. The notification would remain in the manager's notification list. If the nominated employee applies for leave he/she will not be able to approve his/her own request.

This shared approval facility must be for a limited period of time and end dated on the system. It is suggested that if you are on leave for more than one week you allow a named work colleague access to your notification list and approvals on your behalf.

12.   Delegated Entry Status

Approval to appoint a permanent proxy user (known as delegated entry) is limited to Heads of Service and above and may, in exceptional circumstances be granted to managers below Heads of Service.

A nominated delegated entry user will fulfil the manager's self service responsibilities for input of sickness absence and annual leave entitlements. They cannot see their own record and will not, therefore, be able to enter their own leave entitlement or sickness absence.

Delegated entry can be used in combination with Worklist Access to enable the nominated user to access the manager's notifications.

The form to request approval for a delegated entry user may be found on the Staff and Practitioners website under the section HRMS Administration FAQs.

13.   Changing the Supervisory Hierarchy

If the supervisory hierarchy changes then the line manager must complete a "Changes to Self Service Hierarchy Form".

Occasionally, where an employee is supervised jointly by two managers, one manager may be unaware of the changes requested by the other. If you are a joint manager, please remember to consult with the other manager if there is a change to the reporting arrangements before you submit the change to hierarchy.

Line managers must also ensure that all notifications and sickness records are fully completed up to the date the change request is submitted.

If a manager with a delegated user moves to another team, the delegated user will automatically move with them. You must log a support call on ICT

Service Desk Online (icon can be found on your desktop) and advise them of the delegated entry changes required for the manager's previous team and/or their new team.

14.   Requesting Access to Employee or Manager Self Service

In order for the new starter to gain access to employee or manager Self Service, they will need to be set-up with a HRMS User ID and password. You can only request this access once the employee record has been created on HRMS, they have been set up with a network ID and gmail account.

Please log a request on ICT Service Desk Online using the icon on your desktop and select '**Service Request or Fault'**. Click on the '**Raise Request'** button next to the option called **HR Systems** and follow the instructions on screen. The "Self Service Access Form" must be used to make such a request and it is the Line Manager's responsibility to make this request on behalf of the employee. If an employee's job role changes and they take on line management responsibility for staff, the form must be used to request manager self service.

APPENDIX A – Further Information and Support

HR Advisory Service

- General guidance and queries on sickness absence and other HR policies and procedures
- Guidance on phased return to work options
- Queries relating to employee records for example service history.

HR Service Centre

- **Email hrandpayroll@warwickshire.gov.uk for:**

  o Creation and maintenance of employee HRMS records
  o Changes to supervisor hierarchy
  o Changes and correction of sickness absence input
  o Inputting of phased return to work, maternity, adoption, paternity, parental and unpaid leave.

ICT Support Desk

- Log a support call using the ICT Service Desk Online system via the icon on your desk top or, for urgent queries only, ring 4141:

  o General technical assistance on using Self Service
  o Setting up new users on Self Service (access for Leavers is automatically end dated)
  o Requesting or end dating individual responsibilities against a User ID
  o Making changes to existing delegation access rights.

Staff and Practitioners Website

- Visit HRMS Self Service for further help and guidance or click on the following links:

  o Self-Service Quick Reference Guide
  o On-line and detailed step by step training material for using:
    - Employee Self-Service
    - Manager Self-Service
  o Self-Service Frequently Asked Questions for:
    - Employee Self-Service FAQs
    - Manager Self-Service FAQs

- o [Changes to Supervisory Hierarchy Form](#)
- o [Self Service Access Form](#)
- o [Delegated Entry Request Form.](#)

- Visit the [Human Resources (HR)](#) section for up to date guidance on all the WCC's HR Policies and procedures.

APPENDIX B – Manager Notifications & Approvals

The following table summarises which self-service transactions are subject to notifications and / or approvals within the system by the line manager. Some transactions that require approval will escalate to the manager's line manager if not actioned in a timely manner; details can be found below.

Some items require manager approval e.g. annual leave, other items are sent to the line manager for their information only e.g. changes of name.

	Escalation Timescales	Subject to Approval by Manager	Sent for Information Only (to who)
Change of name / marital status		×	Manager
Annual leave and other leave	9 days per cycle with 2 cycles (28 days in total)	√	
Staff register of interests	No escalation. Entry times out after 28 days if manager does not action and employee must 'resubmit' their entry	√	
Gifts and hospitality	9 days per cycle with 2 cycles (28 days in total)	√	
Change of address and phone numbers		×	
Change of bank details		×	
Change of emergency contact details		×	
Qualifications		×	
Equalities information including ethnicity, sexuality, belief/religion		×	
Car registration details		×	Car Park Team for issue of Car Park Permit

Driving licence details (for drivers of WCC Vehicles only)	9 days per cycle with 2 cycles (28 days in total)	√	
Driving licence categories allowed to expire		✗	√
Driving offences * The Insurance Team are notified if a driver of a WCC vehicle has an offence listed in Guide 1 – User of Council Fleet Vehicles on WCC Business"			Manager (and Insurance Team*)
Languages spoken		✗	Manager

Managers should note that for specific Self Service transactions (or for staff who do not have access to a Google Mail account) they are able to enter information on to HRMS Self Service on behalf of their direct reports without a requirement for further approval. Please note this excludes Staff Register of Interest and Driving at Work details.