

Employment Services Specification – Framework

Overall Service

The provision of a Consultancy as well as payroll services and recruitment administration services. Payroll services include the processing of payment to staff and employees in line with a call off authority's payroll process and requirements. Recruitment administration services offers support to the call off authority's recruitment process including the advertisement of the authorised vacancies and affording administrative support to facilitate the recruitment process .Lot 3 includes the following services:— Payroll Service (including use of Electronic Staff Record (ESR) to correctly pay substantive and bank staff on a monthly basis).— Processing of:- Time and Attendance;- Expenses;- Starters;- Leavers;- Changes;- Absence.— Recruitment Administration (including the appropriate posting of advertisements for vacancies, working with managers to run the recruitment process, responding to queries from applicants, issuing relevant letters to applicants, obtain references, carry out ID checks and track active vacancies).

Ref	Title	Description
E1	Maintaining the Service/ Authority engagement	<ul style="list-style-type: none"> • Provision of a Helpdesk facility - Queries logged and tracked through to resolution • Ability to submit query by call, or web-based electronic solution • Dedicated teams & contacts e.g. regular contacts for one service area • Work with Authority and External Stakeholders e.g. Occupational Health, DBS, Relative Pension Providers, ESR Service Provider
E2	Performance /delivery of service	<ul style="list-style-type: none"> • Supply management reports including the provision of KPI data to aid monitoring and management of the contract and supply other reports as requested by the Client. • Partnership working/contract management – e.g. hold monthly meetings/1:1s/Conference calls/Operational groups
E3	Professional Advice/support	<ul style="list-style-type: none"> • Lead on implementation and update the Authority on key employment services developments, initiatives and legislation from a payroll, pensions recruitment, and Registration Authority perspective
E4	Service Improvement	<ul style="list-style-type: none"> • Continuous development and transformation of services and systems – introducing innovative, cost effective solutions which are user-friendly, streamlined, efficient • Support with technology enablement e.g. electronic recruitment pathway e-rostering, mobile working • Development of Employment Services related services for provision to the Authority as part of future development and transformation of services. The specification is not limited to the items listed.

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HR Administration/Payroll

Ref	Title	Description
E5	Payroll System Administration	<ul style="list-style-type: none"> • Manage the service using the NHS Electronic Staff Record (including future equivalent) or equivalent payroll platforms • Undertake all possible inputs, processes and outputs available under the ESR User Responsibility Profiles (URP) as required by the Authority • Process monthly and/or weekly payrolls in line with ESR Best practice and in line with the organisation's requirements • Ensure accurate payment in line with National and Local Terms & Conditions (e.g. Agenda For Change)
E6	Manage all aspects of a new starter	<ul style="list-style-type: none"> • Ensure an accurate record of employment together with accurate and timely payment of remuneration • Personal Data • Employment / Contractual Data • Pay Related data including allowances and deductions e.g. lease cars, salary sacrifice schemes and court orders • Statutory information
E7	Manage all aspects of a leaver	<ul style="list-style-type: none"> • Recovery of staff loans, overpayments, lease cars, and salary sacrifice schemes and notify employee and Finance if final pay is insufficient to recover overpayments • Adjustment to annual leave owing / due • Notify courts / relevant agencies e.g. attachment of earnings orders • Calculate redundancy payment • Support TUPE transfer processes
E8	Variations (Permanent and Temporary)	<p>Administration and processing in relation to the following:</p> <ul style="list-style-type: none"> • Band/Grade Step • Increment Date • Base / Payslip Delivery Point • Statutory Deductions • Bank Details • Salary sacrifice schemes • Pay awards national and local • Changes to contractual elements and deductions • Check Split Cost Centre Codes • Pay protection (protected enhancements) • Input all temporary variations to pay (i.e. additional duty hours) • Third Party deductions e.g. Union membership, Court Orders

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E9	Expenses	<ul style="list-style-type: none"> • Offer an effective technology solution which enables accurate, timely submission of expenses. • Process Expense Claims in line with National and Local organisation policies: <ul style="list-style-type: none"> ○ Relocation Expenses ○ Production and distribution of P11ds ○ Lease Car ○ Maintenance of vehicle repository ○ Mileage ○ Subsistence
E10	Absence	<ul style="list-style-type: none"> • Offer an effective Time & Attendance recording and authorisation solution • To record and process absence information and to notify the Client of any impending change of pay. Absence includes but not limited to: <ul style="list-style-type: none"> ○ Sickness ○ Annual Leave (including booking) ○ Unpaid Leave ○ Maternity, paternity and adoption • Ensure employees are advised of any impact on pay and meet all statutory requirements
E11	Payroll timetable / Payments outside of the payroll	<ul style="list-style-type: none"> • Pay day in accordance with the requirements of the authority • Provision for weekly pay runs • Provision for supplementary pay run • Advances and underpayments to be made outside of the payroll
E12	Overpayments	<ul style="list-style-type: none"> • Identify any overpayments promptly • Follow the Authorities appropriate policy for recovery of overpayments. Provide a detailed breakdown to the Clients' Finance and HR Departments on an agreed basis • Work in partnership to support minimising overpayments
E13	Payslips	<ul style="list-style-type: none"> • Deliver pay slips to the designated distribution points on the agreed day • Add attachments to payslips and provide payslip messages at no further cost at the request of the authority.
E14	Reconciliations & Year End	<ul style="list-style-type: none"> • Pay period payroll processing reconciliations and year end procedures will be run, managed and delivered to the Client's Finance department according to agreed timetables and will include: <ul style="list-style-type: none"> ○ Generation of statutorily required PAYE documentation including P60, P14, P45, P11D forms, ○ The ability to make this and year end data available in the required electronic format acceptable for transmission to the Inland Revenue within the necessary timescales. • Provide all administration in relation to Real Time Information (RTI) – providing monthly reports to the Client • These and all other Year End processes should be run according to ESR Best Practice unless it has been

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		agreed with the Client that any particular aspect is not appropriate to its circumstances.
E15	Third Party Correspondence	<ul style="list-style-type: none"> • Manage all formal written correspondence, including that with Solicitors, Banks, Building Societies, HM Revenue and Customs, and other statutory bodies as appropriate and in a timely manner.
E16	Service developments	<ul style="list-style-type: none"> • Support the Client through legislative and terms & conditions changes
E17	Audits and data cleanse	<ul style="list-style-type: none"> • Carry out staff record data cleanse and verification exercises (usually annually) to ensure accurate information stored • Participation in audits e.g. HMRC
E18	Other	<ul style="list-style-type: none"> • Issue and collate exit questionnaires for leavers – liaising with Client representative • Issue Maternity, Paternity and Adoption information packs upon request • Issue sickness absence meeting letters in line with Client sickness policy triggers, liaising with managers as appropriate • Record and maintain employee relations logs e.g disciplinary warnings, performance management stages • Administration of long service awards in line with Client process – requesting vouchers and issuing letters • Support requests for Equality information

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Recruitment

Ref	Title	Description
E19	Undertake Vacancy Administration	<ul style="list-style-type: none"> Advertisement of vacancies to include all staff groups and vacancy types including international recruitment – plus support to ad-hoc large scale recruitment drives for all staff groups Advertise authorised vacancy internally and /or externally via NHS Jobs and/or equivalent and external publications (where appropriate) in line with policy and best practice guidance e.g. NHS Employers, UKBA and Client Recruitment & Selection policy Ensure relevant and up to date Job description, Person specification and position information are available prior to advert remove ensure as responsibility lies with trust but Supplier team needs to sense check Maintain applicant records at all stages of recruitment process
E20	Candidate Shortlisting	<ul style="list-style-type: none"> Provide relevant and shortlisted applications electronically to managers based on recruitment criteria via NHS Jobs or equivalent system Ensure shortlisting records for both successful and unsuccessful candidates are retained in line with retention and storage policies and made available upon request
E21	Selection Process	<ul style="list-style-type: none"> Confirm selection process with recruiting manager including interview dates, venues and panel membership Create interview schedule Send out invitations for interview, notify candidates of psychometric or other tests, notify candidates of interview/selection process Confirm attendance with candidates and recruiting managers Ensure selection records are returned back to the trust in line with retention and storage policies and make available upon request Record outcomes on NHS Jobs or equivalent system
E22	Pre-employment Checks	<p>Carry out pre-employment checks in line with NHS Employment Checks standards, including but not limited to:</p> <ul style="list-style-type: none"> Verification of identity checks Right to work checks Professional registration and qualification checks Employment History and references checks Criminal Record and barring checks (depending on the post) Occupational Health Checks (utilising internal or customer preferred external OH provider) Monitor and chase checks as appropriate Support administration for sponsorship applications DBS Umbrella body to countersign and process DBS forms on behalf of the Client Alert Register

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		<ul style="list-style-type: none"> • Fit and Proper Persons
E23	Offer and Contract Process	<p>Where Appropriate to local trust policy :-</p> <ul style="list-style-type: none"> • Notify successful and unsuccessful candidates Send conditional offer letter • Liaise with Recruiting Manager regarding salary offer in line with policy • Confirm start date with Recruiting Manager • Send final offer letter • Issue contract/written statement of Employment Particulars and other related employment documents • Continue to act as first point of contact for successful candidate during the recruitment process
E24	On-boarding	<ul style="list-style-type: none"> • Where Appropriate to local trust policy • Change from Applicant to Employee on ESR or equivalent payroll platforms • Issue Welcome pack including Payroll and HR Information • Book candidate on induction course and statutory/mandatory training • Issue confirmation letter/email to candidate • Enter all personal / biographical details either on appointment in the case of a Direct Hire or as part of Recruitment Process • Enter competency information • Initiate and manage Inter Authority Transfer (IAT) processes or equivalent platform for transferring records across customers including confirmation of continuous service (include in payroll spec) • Input of non-employees (e.g. Agency Staff, Contractors) into ESR or equivalent system
E25	Systems	<ul style="list-style-type: none"> • Provision of electronic recruitment administration solution interfaces where appropriate into NHS Jobs or equivalent platform, including but not limited to the following functionality; <ul style="list-style-type: none"> ○ Storing of Documents ○ Tracking progress of vacancies and appointment of candidates – including Recruiting Managers and Authority’s HR department • Provide a system for recruiting managers to track progress of vacancies and appointment of candidates • Advise managers when the number of applications exceeds the agreed amount • Electronic DBS checks • Deliver recruitment systems training to recruiting managers e.g. NHS Jobs 2
E26	Reporting	<ul style="list-style-type: none"> • Provision of a suite of management reports
E27	Other	<ul style="list-style-type: none"> • Medical and Dental recruitment administration • Coordinate assessment centres as above • Job evaluation administration as above • Include sections on training for all services

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Pension

Ref	Title	Description
E28	Deliver pension's service	<ul style="list-style-type: none">• Maintenance of all pension records to comply with the NHS Pension Scheme, Local government regulations and Pension Online processes or alternative schemes as appropriate.• Provide and deliver an information service capable of responding to queries raised by employees related to their membership of the Pension Scheme.• Providing pension advice and estimates for age retirements, ill health, retirement, added years and redundancies, indicating the timescales for providing calculations.• Provide pension surgeries as agreed with the authority.• Deliver awareness sessions as required to support staff with pensions queries, changes on an agreed basis• Advise the Client and implement pensions changes in line with national and local updates• Advise the Client and lead on implementation of pension auto-enrolment from an employment services perspective ensuring compliance with regulations• Provide the relevant pension scheme with the relevant membership information as and when required.• Ensure accuracy of information held in the payroll solution e.g. ESR
E29	Temporary Injury Allowance	<ul style="list-style-type: none">• Ensure appropriate payment is made in accordance with the T.I.A. scheme.

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ESR or Equivalent Platform

Ref	Title	Description
E30	System Development	<ul style="list-style-type: none">• Introduce ESR developments and share best practice• Attend ESR SIGs and provide updates/feedback to the Client as required• Provide ESR systems training to Authority's HR and Finance teams
E31	Work-structures	<ul style="list-style-type: none">• Update Work-structures Position, Hierarchy, Paypoint, and Location Information• Update / Build Training locations in ESR from information provided by organisations• Update / Build Managers Assistants Structure in ESR from information provided by client organisations
E32	Access	<ul style="list-style-type: none">• Administration and set up of URPs
E33	Self Service	<ul style="list-style-type: none">• Support the implementation of Manager & Employee Self Service• Support the implementation of new/amended features that form part of any future payroll solution

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Professional Advice/Services

Ref	Title	Description
E34	Audit	Assist the Authority with HMRC payroll and staff Expenses Audits
E35	Audit	Assist Authority's Internal / External Audit in undertaking audits of Payroll, Pensions and Expenses procedures
E36	Policies & Procedures	Provide advice on Policies and Procedures to ensure compliance with HMRC legislation
E37	Policies & Procedures	Advise of areas of possible breaches of HMRC compliance
E38	Policies & Procedures	Apply clients Policies and Procedures in respect of salary on commencement
E39	Policies & Procedures	Adhere to clients Policies and Procedures & SFI's where they relate to payment of staff
E40	Policies & Procedures	Ensure all statutory deadlines for issue of Documents / forms are adhered to (HMRC for P60 etc. and Court in respect of deductions)
E41	Professional Advice	Provide expert advice on Pay ,Pensions and Expenses terms and conditions
E42	Professional Advice	Provide Expert Advice on NHS and/or Local Government Pension Scheme to Authority
E43	Professional Advice	Act as ESR expert and provide assistance in producing / delivering agreed training
E44	Professional Advice	Participate in ESR meetings and provide assistance and guidance on system functionality / use where possible
E45	Professional Advice	Assist clients in Counter Fraud services in undertaking investigations of Payroll and Expenses issues
E46	Training/Education	Set and Deliver Education / training sessions on pay, pensions and expenses and other SLA related items as agreed with clients
E47	Training/Education	Attend / Participate in Clients Induction Courses