HR SERVICE DESK – Managers Guidance – How to log a CONTRACT CHANGE

The HR Service Desk replaces the paper notification forms for informing HR of a change to contract whether temporary or permanent. ICT will also be notified via this online form.

These are the contract changes that should be raised via this process:

TYPE of CHANGE	Description
Changes to hours/patterns (inc. flexible working requests)	Where there has been agreement to change hours/pattern or if a flexible working request has been formally approved by the manager and SLT.
Re-Evaluation	Where a job description has been re-evaluated and this re-evaluation has been approved by SLT. It has resulted in any change to contractual terms such as pay, hours, line management responsibilities etc.
Other Contract Change	Anything else, such as a change to Job Title but no change to the job description. Some of these may not require SLT approval (i.e. if they do not change hours or pay). **DO NOT USE THIS TO CHANGE HOURS – USE CHANGES TO HOURS CATEGORY.**

How to log a Contract Change:

1) Go to the Service Desk and click on HR

2) Click on My Team

3) Click on Contract Changes

4) Enter the details:

Contract Change

◂ CANCEL

Who is the change for? *

⌄

Begin typing the name

Job Title *

Business Unit *

⌄

What change is required? *

⌄

NEXT

What happens after I have logged the contract change?

You will receive a number of emails as HR and ICT work through their tasks to action your request. You may be required to provide further information on the call.

How can I check progress of my call?

You can see your calls on the portal here

SERVICEDESK - HOME PAGE
HR

🛈 HOW CAN WE HELP?	📎 USEFUL INTERNAL LINKS	📶 USEFUL EXTERNAL LINKS	@ HR ADMIN
👥 My Team	iTrent Self Service	MVDC website	Can I still email hr.admin?
	iTrent People Manager	LGPS website	The servicedesk is to notify HR & ICT of starters, leavers and changes. Anything else will need to go to hr.admin@molevalley.gov.uk. More processes will be added here in due course.
	MyHR	HMRC	
	Coronavirus Advice Pages	MVDC Job Vacancies microsite	
	Staff Hub		

👥 CALLS LOGGED

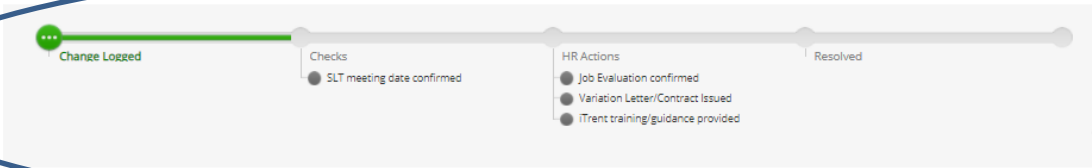ACTIVE ▾   MY REQUESTS ▾

SR00048468   22-06-2021 11:06:08   SR00048454   21-06-2021 16:00:58
Flexible Working Request (change to hours/pattern/location) for Sue S...   Role Change - Secondment - Sue Scott
🗐 Contract Change   OPEN   ➡ Role Change   OPEN

SR00048468

Flexible Working Request (change to hours/pattern/location) for Sue Scott

Change Logged	Checks	HR Actions	Resolved
	SLT meeting date confirmed	Job Evaluation confirmed	
		Variation Letter/Contract Issued	
		iTrent training/guidance provided	

UPDATE   ATTACH   CANCEL

Post Something New…

Description

See Question section for details

Request Information

Summary	Flexible Working Request (change to hours/pattern/location) for Sue Scott
Logged On	22-06-2021 11:06:08

▷ Open

Questions **15**

Timeline

FILTER ▾   most recently updated ▾

S Sue Scott   22-06-2021 11:06:12
Email sent to manager - case logged with HR Servicedesk

👍 ✉ Email

Comment…

The green line and lists below show the actions, where applicable, so you can see what stage the call is at. The Questions section shows the answers you provided on the call and the Timeline shows completed tasks.

How do I update the case?

Whilst on the page above, you can use Post Something New to tell HR about anything on the call.

UPDATE   ATTACH   CANCEL

Post Something New…

Description

See Question section for details

HANDY TIP – you can return to the homepage by clicking here:

SERVICEDESK - HOME PAGE / MY TEAM