

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

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

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

TYPE of CHANGE	Description
Acting Up	Where an existing member of staff is covering another role (usually a higher level role)
Interim to Established	Where an interim (consultant/contractor/agency) secures a role with MVDC and will be paid via MVDC payroll
Long Term Absence Cover	Where an existing member of staff provides cover for a long term absence
Maternity Cover	Where an existing member of staff provides cover for maternity leave
New Role/Internal Transfer	Where there has been a promotion or a new role secured (either in the same department or another department)
Secondment	These can be EXTERNAL – where a member of staff will be leaving MVDC temporarily to work elsewhere. INTERNAL – where a member of staff moves to another department usually for the duration of a specific project.

How to log a Role Change:

- 1) Go to the Service Desk and click on HR



2) Click on My Team

SERVICEDESK - HOME PAGE
HR

HOW CAN WE HELP?
My Team

USEFUL INTERNAL LINKS
iTrent Self Service
iTrent People Manager
MyHR
Coronavirus Advice Pages
Staff Hub

USEFUL EXTERNAL LINKS
MVDC website
LGPS website
HMRC
MVDC Job Vacancies microsite

@ HR ADMIN
Can I still email hr.admin?
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.

CALLS LOGGED
ACTIVE
There are no requests
MY REQUESTS

3) Click on Role Change

SERVICEDESK - HOME PAGE
My Team

STARTERS AND LEAVERS
Starter - inform HR & ICT
Leaver - inform HR & ICT

ROLE CHANGE
To notify HR & ICT that your employee is changing roles (acting up, secondment, absence cover, new role). Existing interim moving to an established role should be notified here.

CONTRACT EXTENSIONS
To notify HR & ICT of an extension to temporary arrangements (acting up, secondments, interims or fixed term contracts).

CONTRACT CHANGES
To notify HR & ICT of formally agreed flexible working requests, job re-evaluations or any other contractual change (job title etc).

4) You will then be asked a series of questions most of which will be familiar if you have used the previous paper notification forms:

Role Change

◀ CANCEL

Who is the change for? *

Begin typing the name

Current Job Title *

Current Business Unit *

What change is required? *

This change has been approved by SLT *

Confirm

Any change must have been discussed and agreed at a collective SLT meeting. If this has not been done, contact your Executive Head. The change cannot be made until approval has been given.

NEXT

What happens after I have logged the role 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 (such as confirming the start date if you have an Interim to Established change).

How can I check progress of my call?

You can see your calls on the portal here:

SERVICEDESK - HOME PAGE

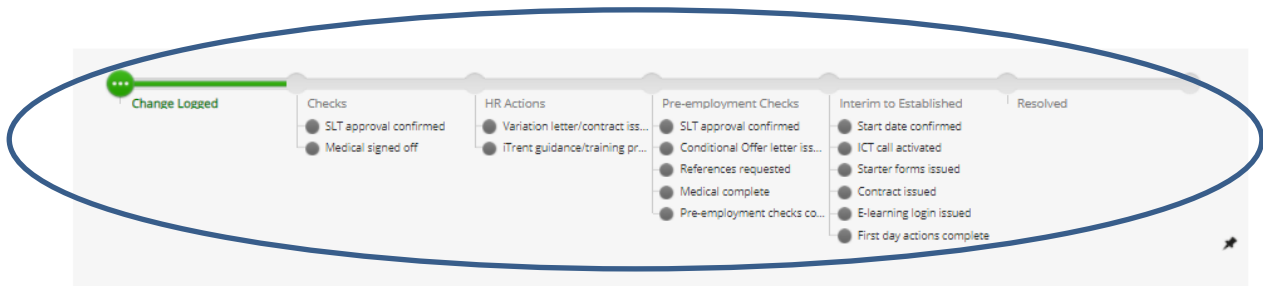
HR

The screenshot shows the HR ServiceDesk portal with four main navigation cards: 'HOW CAN WE HELP?' (My Team), 'USEFUL INTERNAL LINKS' (iTrent Self Service, iTrent People Manager, MyHR, Coronavirus Advice Pages, Staff Hub), 'USEFUL EXTERNAL LINKS' (MVDC website, LGPS website, HMRC, MVDC Job Vacancies microsite), and '@ HR ADMIN' (Can I still email hr.admin?). Below these is a 'CALLS LOGGED' section with a filter for 'ACTIVE' and 'MY REQUESTS'. Two role change requests are listed:

Request ID	Request Description	Timestamp	Status
SR00048456	Role Change - Acting up role - Sue Scott	21-06-2021 16:18:45	OPEN
SR00048454	Role Change - Secondment - Sue Scott	21-06-2021 16:00:58	OPEN

SR00048456

Role Change - Acting up role - Sue Scott



UPDATE ATTACH CANCEL

Post Something New...

Request Information

Summary Role Change - Acting up role - Sue Scott

Logged On 21-06-2021 16:18:45

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.

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

