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

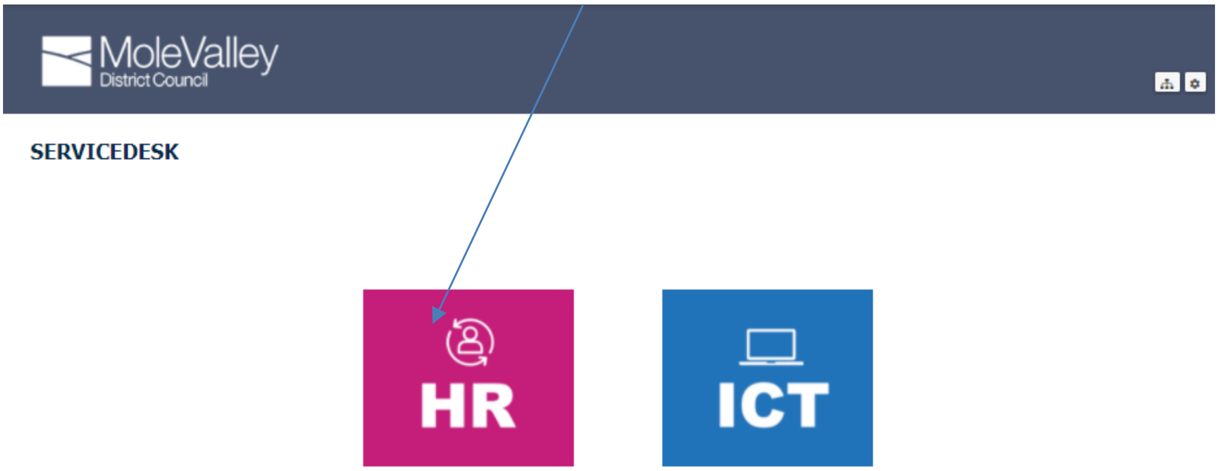
The HR Service Desk replaces the paper notification forms for informing HR of a change to role whether temporary or permanent. ICT will also be notified via this online form.

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

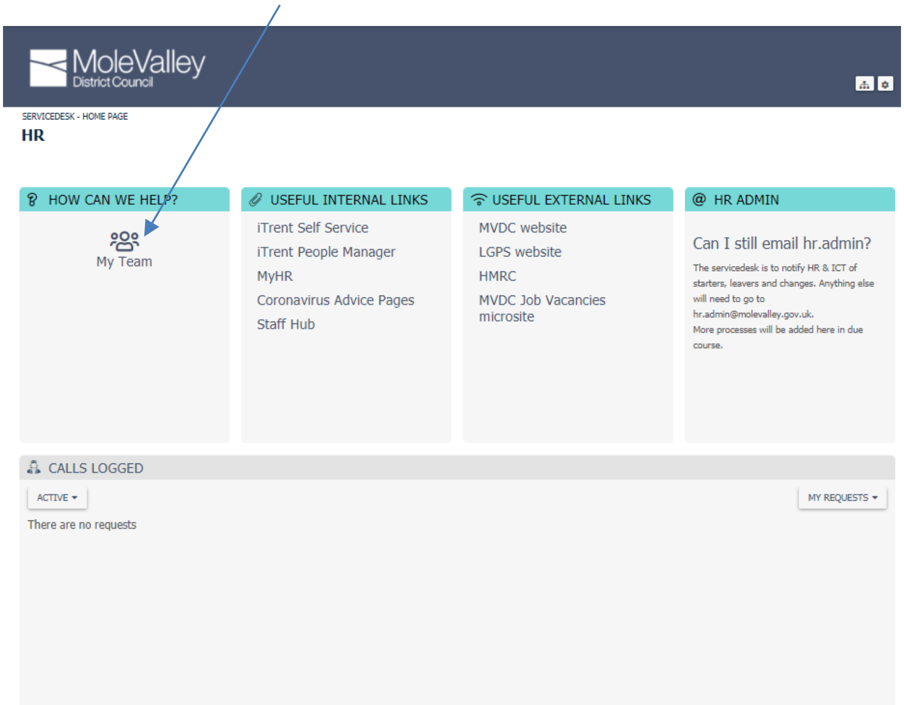
TYPE of CHANGE	Description
Acting Up	Where an existing member of staff is covering another role (usually a higher level role)
Interim to Established	Where an interim (consultant/contractor/agency) secures a role with MVDC and will be paid via MVDC payroll
Long Term Absence Cover	Where an existing member 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:

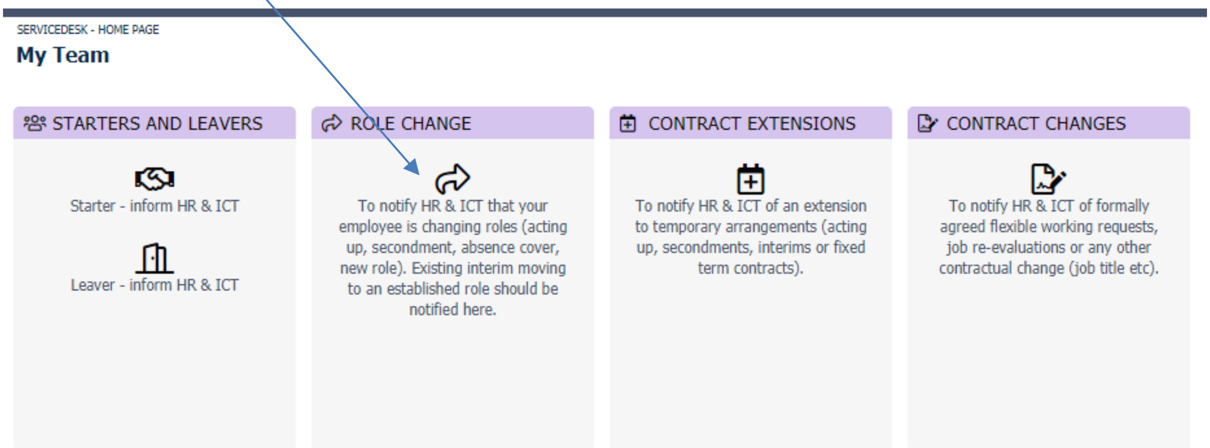
1) Go to the Service Desk and click on HR



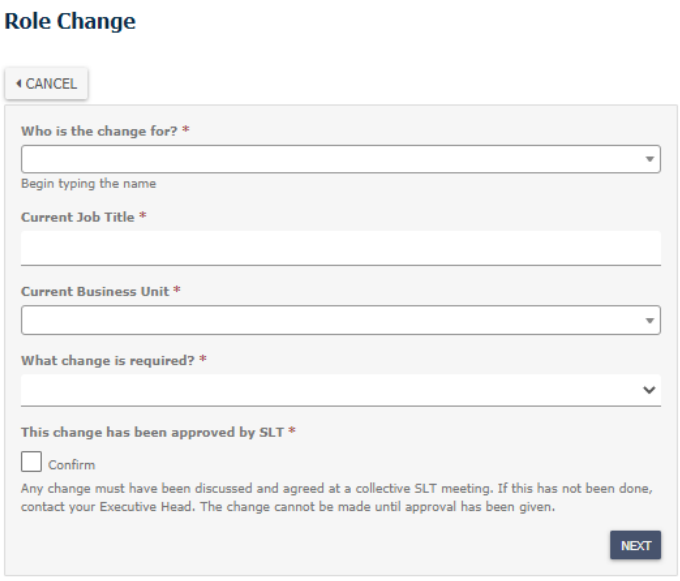
2) Click on My Team



3) Click on Role Change



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:

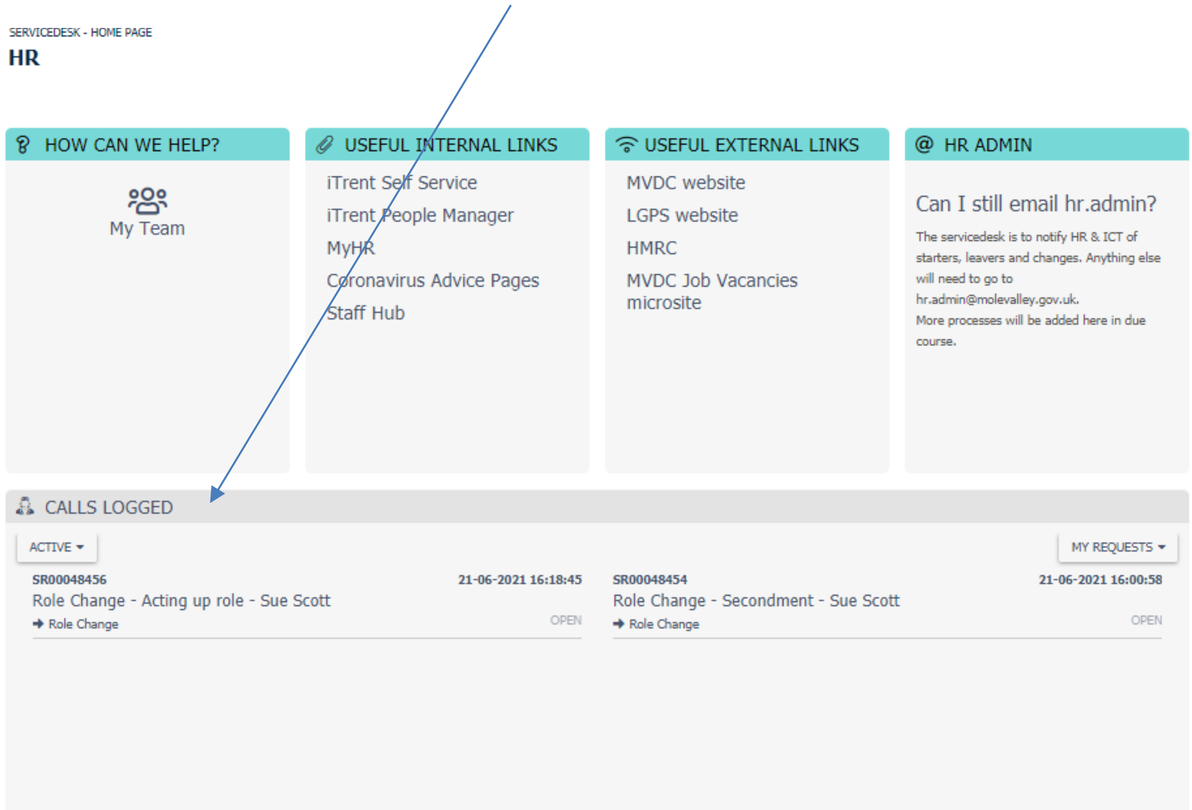


What happens after I have logged the role change?

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?

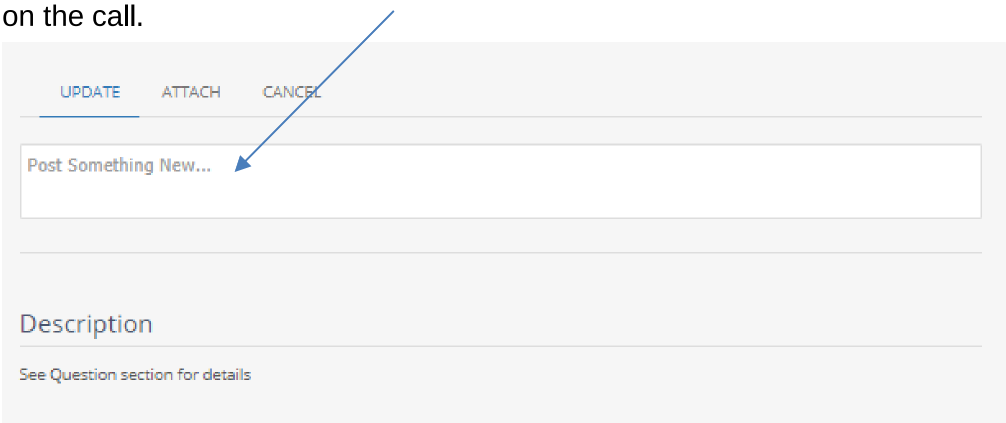
You can see your calls on the portal here:



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: