

HR SERVICEDESK – Managers Guidance – How to log a Starter

The HR Service Desk replaces the paper notification form for starters and has removed the requirement for you to log a call with the ICT Service Desk.

You will be required to enter all types of starter (you will be asked the type of starter on the online form):

TYPE	Description
Permanent	Someone joining on a permanent basis
Fixed Term	Someone joining on a temporary basis (on a fixed term contract)
Apprentice	Someone joining as part of the Apprenticeship scheme and will be on a temporary basis
Casual	Someone joining on a temporary basis with no fixed hours
Consultant/Contractor/Agency/Bank	These type of workers are INTERIM workers and not usually paid via the payroll (iTrent).
Secondment (external)	Someone joining us from another organisation for a period of time known as a secondment. Please contact HR if you need further information on secondments.

Information on different types of temporary employment can be found [here](#).

Handy Tip – make sure you have everything ready before you begin logging your starter. Some fields are mandatory and you cannot complete the call unless you provide the correct information.

Some mandatory questions you will be asked:

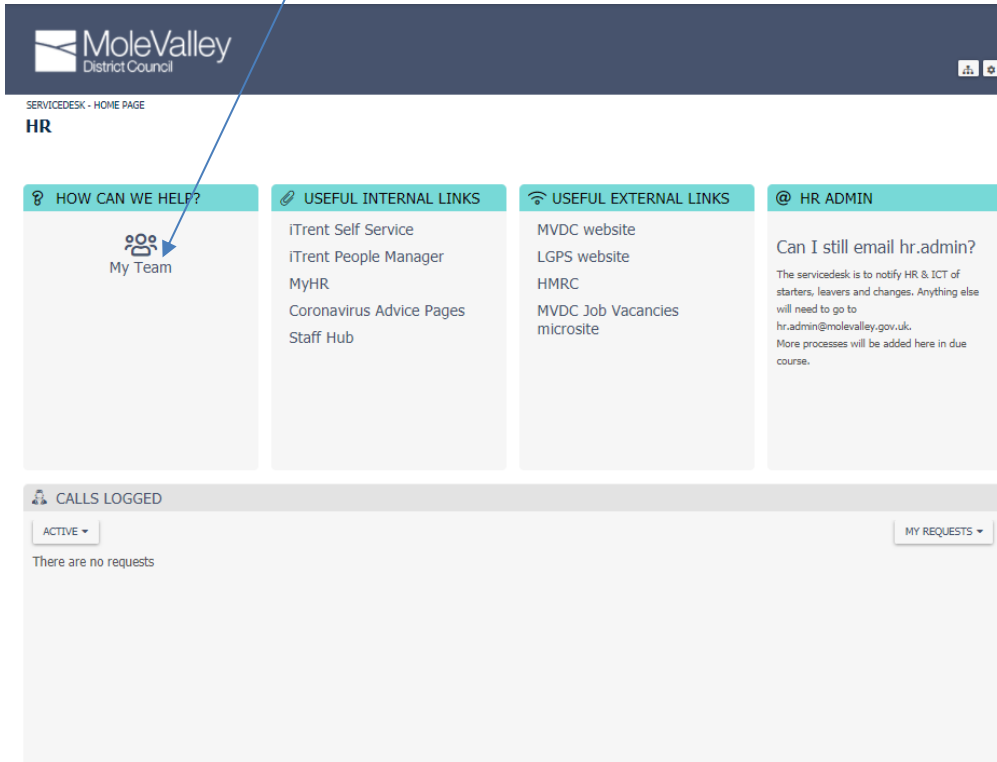
- SLT approval date for the position (this will be checked and confirmed by the HR team – if this cannot be verified, the call will be closed)
- SLT approval for any additional payment or different overtime arrangements if applicable
- Cost code of the position

How to log a starter:

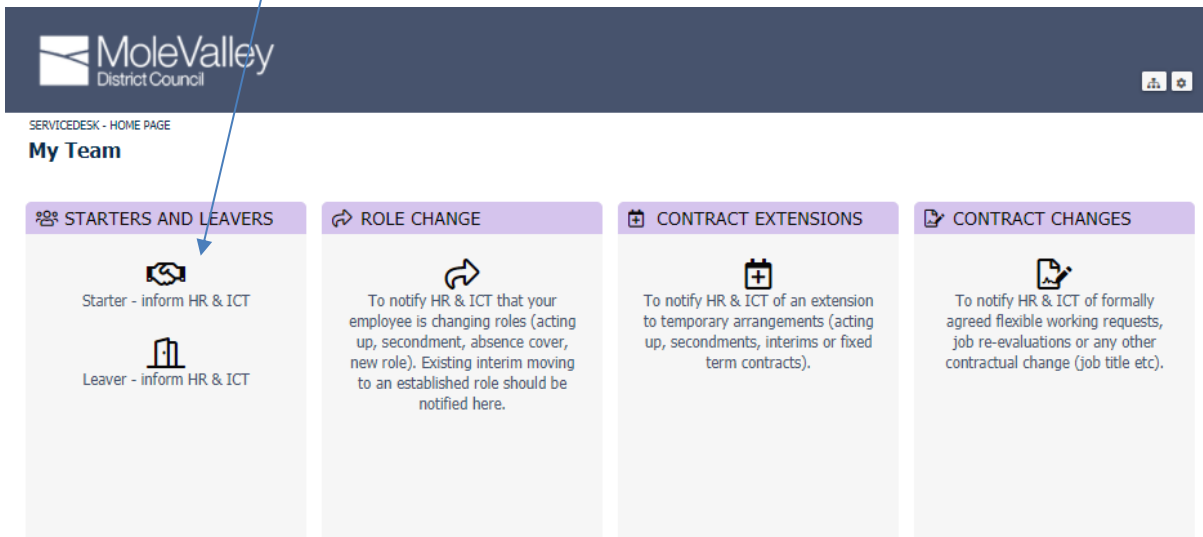
- 1) Go to the Service Desk and click on HR



2) Click on My Team



3) Click on Starter – inform HR & ICT



Starters

◀ CANCEL

Title *

Forename *

Surname *

Job Title *

Business Unit *

Line Manager *

Begin typing the name

This position has been approved by SLT *

Confirm

A request form for the position should have been completed prior to recruitment and approved at an SLT meeting. If this has not been done, please contact your EH. The starter cannot be set up until approval has been given.

NEXT

Starters

◀ CANCEL

Please select the appropriate employment term *

Permanent

Type of pre-employment medical required *

Pre-employment medical (all permanent, fixed term or apprentice roles)

Casuals do not require medical checks unless they are Casual Community Transport Drivers. Please contact HR if your starter will be working night shifts and you are unsure if they require a medical.

Proposed Start Date *

The proposed start date is the date given subject to pre-employment checks. You will be notified by automated email when the checks are completed and you will be required to provide a confirmed start date. ICT will then be notified to complete their actions which will require up to 10 working days.

KEY POINT – you will be asked for a “Proposed Start Date” if your starter requires a pre-employment medical (all permanent, fixed, apprentices, secondments and some casuals require medicals). You will not be able to enter a proposed start date of earlier than 20 working days in the future. This is to enable HR to complete the pre-employment checks and then to pass the call to ICT to complete their actions once a confirmed start date has been provided on the case (see question below: **What happens after you have logged your starter?**)

What happens after I have logged my starter?

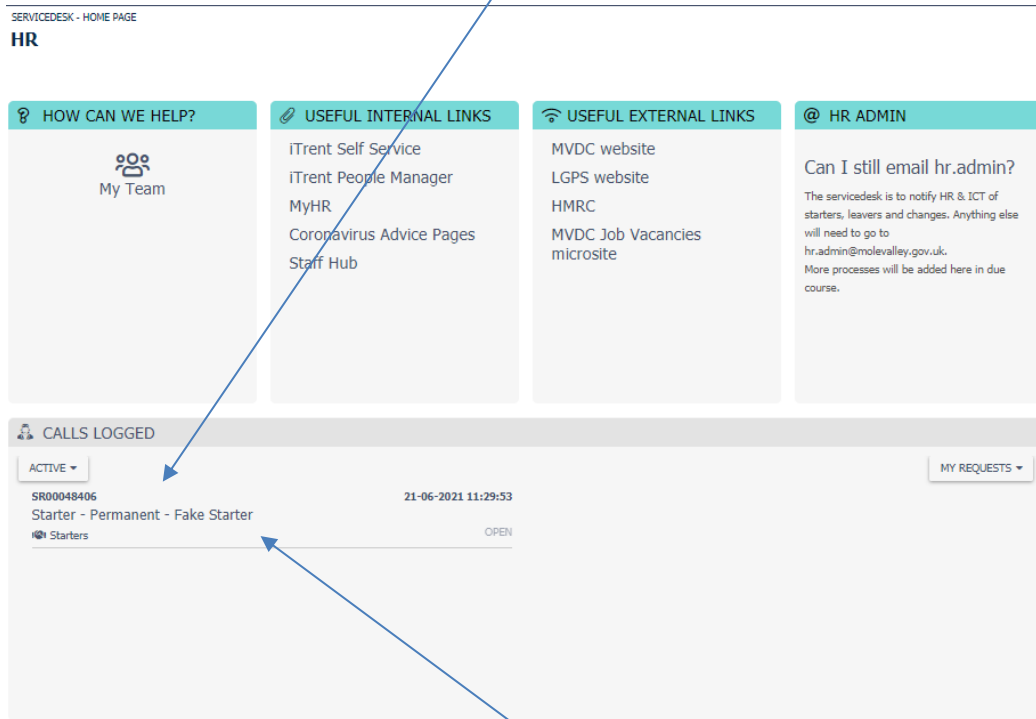
You will receive a number of emails as HR and ICT work through their tasks to action your request. You may be required to provide further information on the call (such as confirming the spelling of your starter’s name and confirming the start date). You will be provided with instructions via automated email from HR ServiceDesk.

Do I need to notify any other teams that I have a starter?

No, this is all done for you. The system will send automated emails to H&S, Facilities and to Staff Hub*.

How can I check progress of my call?

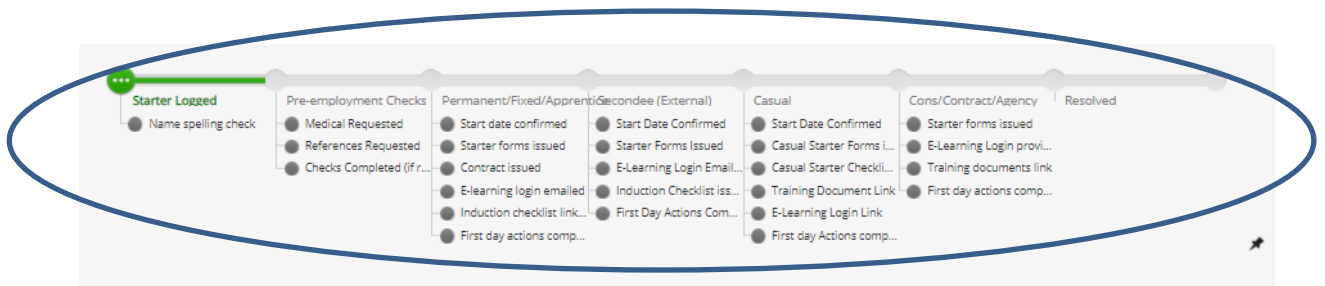
You can see your calls on the portal here:



You can check the progress by clicking here:

SR00048406

Starter - Permanent - Fake Starter



UPDATE ATTACH CANCEL

Post Something New...

Description

See Question section for details

Request Information

Summary Starter - Permanent - Fake Starter

Logged On 21-06-2021 11:29:53

▶ Open

Questions **30**

Timeline

FILTER ▾

most recently updated ▾



Sue Scott

Confirmation of receipt of starter details sent to manager

21-06-2021 11:29:57

📧 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. This is where you will add the confirmed start date and confirm the spelling of the starter's name for example.

UPDATE ATTACH CANCEL

Post Something New...

Description

See Question section for details

How do I attach the job description?

You will be requested to attach the job description (where applicable) to the case. Click on ATTACH as shown in the above screenshot.

I'm in a rush for my starter to join us – why does it take 20 working days?

HR complete any pre-employment actions in advance of notifying ICT of a starter. Once ICT have the call, they need 10 working days to set up the ICT aspects. Please do contact HR if you have an **exceptional circumstance** that requires a starter to join sooner than 20 working days.

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



*Staff hub are only notified if your starter is permanent, an apprentice or fixed term to enable them to provide a mentor.