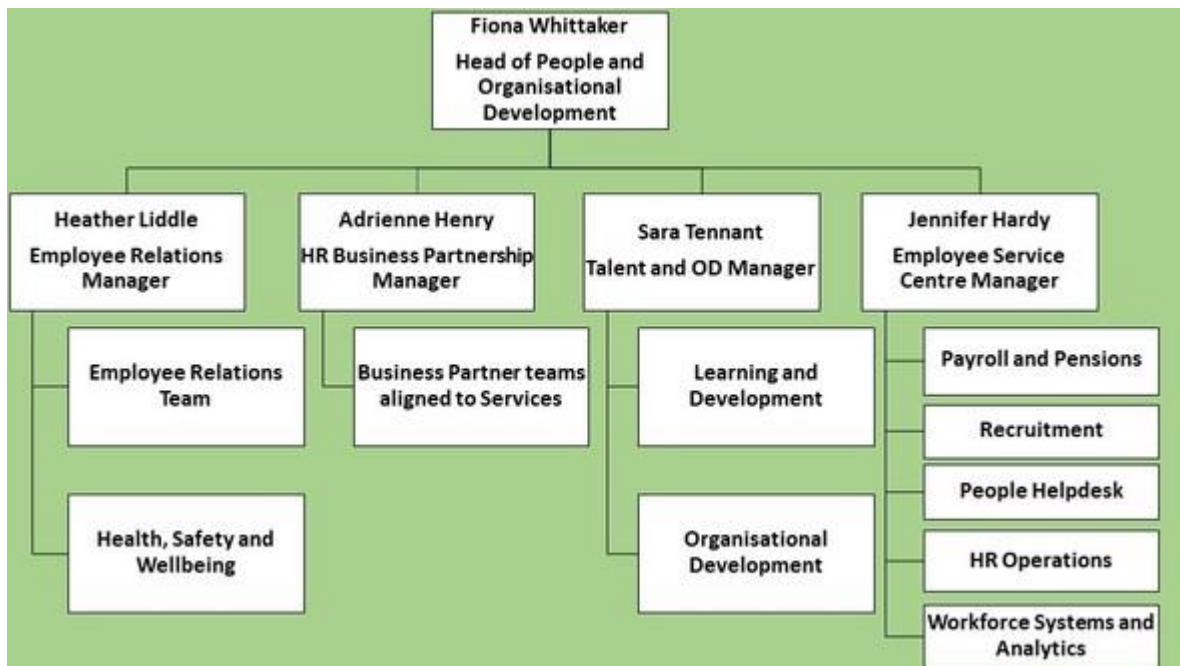




## People and Organisational Development Manager Bulletin

### New Year...New Bulletin

For the astute among you, you will have noticed the change to this bulletin to include all elements of the People and Organisational Development service, not just the Employee Service Centre as in previous bulletins. We hope this will give our managers a better understanding of all the teams within the service and encourage a more joined up and consistent approach to communications. See below for an idea of our set-up.



### Buy and Bank Update

We have now reviewed all buy and bank applications against absence stats for the end of the year and will soon be writing out to applicants to confirm the approval or rejection of their buy and bank application. Managers will be copied into this correspondence and MySelf will be updated.



### Expenses Claims - over 90 days old



Just a reminder that ideally expenses claims should be claimed monthly. MySelf will not allow you to request payment of claims that are over 90 days old. Please could you ensure staff and managers involved in this process are made aware of this timeframe.

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## Excess travel timeframes

Excess travel expenses can be paid to employees who require to move work location as a result of a service restructure or redeployment as an alternative to redundancy. Excess travel is paid for a maximum period of **18 months** from the date of the relocation.



Currently this is not recorded in iTrent and Managers must ensure they keep a note of the end date of the excess travel. We are looking to set it up on iTrent to allow a prompt for managers and will advise on this in due course.

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## Employee Code of Conduct Update



The Employee Code of Conduct was initially introduced in 2012 and updated in May 2018 to provide additional information on a range of areas including:

- Key principles of the Code
- Managing relationships
- Personal presentation
- Use of social media
- Gifts and hospitality

Following recommendations arising from Internal Audit, additional changes have been made to include details and guidance on managing conflicts of interest.

The updated Employee Code of Conduct can be found [here](#)

The Code provides guidance for employees on what to do if they have or may have a conflict of interest. There is now a requirement for all conflicts to be recorded, following discussion with the line manager. A service register of complaints must also be held and monitored on a regular basis by the Executive Director.

Please ensure that all employees are aware of this change to the Code.

In recent months various events and communication activities have taken place to help people across our service areas get a better understanding of our future ambitions and what can be achieved through digitising the way we work and deliver services.



Hundreds of staff took part in service design workshops to talk about the way we do things at present and share ideas centred on how the use of technology could simplify and make processes more efficient. Thank you to those who got involved, the insight gained was invaluable and has helped shape the full business case for the programme.

This will be reviewed at the Sub-Transformation Committee next month and we will share the outcomes and next stages planned.

We are also in the final analysis phase following the Digital Skills Survey that was open in December. A full overview will soon be circulated, however, it's clear from the responses that we need to address skill gaps around using Microsoft packages and making general access to devices easier.

The use of Yammer as an online platform for posting news and updates is proving to be a popular option, with sign-ups growing daily. Although there is more to be done to make this more widely available, the content already being shared by colleagues is a positive start.

Get involved and stay up-to-date by registering at [www.yammer.com](http://www.yammer.com)

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## NL Life - signpost for support



NL life is your home for all the benefits and support available to you as an NLC employee. We're keen to get some feedback on NL life. Win a [luxury chocolate hamper](#) by answering one question on NL life!

### Latest news

Get your career development off to a flying start this year by participating in the [Young Local Authority Programme](#) - Deadline for submission is 1<sup>st</sup> February.

[Get fit for free](#) - try out some ideas and tips on getting fit and active in 2019.

Are you getting enough sleep? Find out and get some top tips on [getting a good sleep](#).

Hundreds of [health and life style checks](#) will be available throughout 2019, book a date and venue that suits you.

### Coming soon

Podiatry treatments will be available to you soon. You'll be able to book a treatment local to you and give your feet a treat! For more information on NL life and what's available please visit [NLlife.co.uk](http://NLlife.co.uk) or get in touch at [NLlife@northlan.gov.uk](mailto:NLlife@northlan.gov.uk)

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## ESC Manager Forms

We received feedback from the ongoing Manager and Head Teacher sessions at the Employee Service Centre regarding forms and in particular the challenges employees within schools experience when accessing these forms. We have also simplified and split the forms to differentiate between Teaching and Non-Teaching positions. Click on the forms logo to be taken to the forms.



**RECRUITMENT – CONTRACT OFFER FORM** - The attached contract offer form/s need to be completed after the Hiring Manager has selected the most suitable candidate/s for their particular recruitment campaign. When the form/s have been completed please e-mail to ESC- Recruitment Team along with the other associated recruitment paperwork:

- Interview Assessment Forms
- Certified Identification (External Candidates Only)
- Qualifications

On receipt of your e-mail, the Recruitment Team will send an acknowledgment email confirming receipt of your documents and advising you of who is dealing with your particular appointment/s. This named individual will be your point of contact if you require any further information or advice.

The form is designed so that when you hover over the field guidance will appear.

**HR OPERATIONS – NOTIFICATION OF CHANGE (NOC)** – There are a number of reasons why an NOC may be required to be completed, for example, employee Changes/Employee Terminations to their contract and this is included in the guidance.

If you have any issues, concerns or feedback regarding the forms or associated guidance please contact Anne McNally ( Recruitment Manager) or Yvonne Doyle (HR Operations Manager) on 01698 403151.

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## iTrent Overtime and Mileage Rollout



We have been tasked by the Chief Executive and the CMT to complete rollout of iTrent with regards to annual leave requests, overtime and mileage authorisation by the beginning of April 2019.

We are working with a number of frontline services, where this is most tricky due to volume and complexity of the current processes, and are providing training and support to them during February and March.

If not already, we will be in contact with your service shortly to agree the rollout plan in your area. HR Business Partners are also heavily involved where changes to business processes are required.

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## Changes to the ESC team

We have recently conducted a review of the teams within the Employee Service Centre. Following discussion with the teams, we have agreed new job titles and in some cases, team names to better reflect the roles that the teams are undertaking. You will start to see the job title changes appear on email signatures over the next few weeks. For your information, the team names that have changed are below.



*There are no changes to the contact email or telephone numbers.*

Systems Admin and Business Intelligence - the team responsible for iTrent and reporting has been renamed the **Workforce Systems and Analytics** team to reflect our growing need to use analytics to assist managers to manage and support the work of the wider People and Organisational Development department.

The ESC Helpdesk is now the **People Helpdesk** to reflect their remit which deals with enquiries beyond the scope of the ESC.

The Recruitment team and the Payroll and Pensions team remain unchanged but have job title changes to better reflect their advisory and analyst roles.

The Transactional teams have been renamed to **HR Operations** to better reflect the range of activity and advice that they provide beyond the simply transactional. Please also note that HR Operations has been realigned to reflect the structural changes in the Council and these are noted below for your information, along with details of the Team Leads. Further details on this will be coming out to you shortly.

Team 1 - Shona Shirkie, HR Operations Team Lead, Tel: 01698 332 818

[ESC-TransTeam1@northlan.gov.uk](mailto:ESC-TransTeam1@northlan.gov.uk)

Team 2 - Caroline Weldon, HR Operations Team Lead, Tel: 01236 632 879

[ESC-TransTeam2@northlan.gov.uk](mailto:ESC-TransTeam2@northlan.gov.uk)

Team 3 - Louise Stewart, HR Operations Team Lead, Tel: 01698 332 218

[ESC-TransTeam3@northlan.gov.uk](mailto:ESC-TransTeam3@northlan.gov.uk)





## ESC Manager Events 2019



Just a reminder that we have two further dates for manager sessions in the beginning of 2019. These have been very well received to date and there are still some spaces remaining for anyone who would like to know more about what we do in the ESC, the links to other parts of the People and Organisational Development service and what you as managers might find helpful to know.

Thursday 28th February 2019, Colville Suite, Dalziel Building, Motherwell.

Thursday 28th March 2019, Colville Suite, Dalziel Building, Motherwell.

If you would like to sign up for one of these, please email [kerrigans@northlan.gov.uk](mailto:kerrigans@northlan.gov.uk) indicating preference for a morning or afternoon session.

## Follow us on Yammer

The Employee Service Centre now has a Yammer page - click on the yammer icon to follow us and keep up-to-date on what is going on.





The ESC helpdesk remain your first point of call for enquires. Call us on 01698 403 151 or email us on

[ESC-HelpDeskTeam@northlan.gov.uk](mailto:ESC-HelpDeskTeam@northlan.gov.uk)

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