

What you need to know about the...



Employee Service Centre

Payroll and Pensions

We will work hard to ensure you get paid at the right time and the right amount. Your service will tell us if you are able to receive any additional payments like overtime or mileage.



Workforce Systems and Analytics

We provide managers with lots of reports to help them manage their service. We also support the iTrent system to make sure it is up-to-date and working properly.



Recruitment

We support services to recruit staff, helping with all the paperwork needed by law, advertising jobs, ensuring interviews are scheduled and new staff get all the checks done quickly so they can start in their new job.



HR Operations

Your service will tell us of any changes to your pay or conditions such as change of hours or location. If you are going on maternity leave or other leave or if you are due any additional money for work done, we will make sure your iTrent record is updated and Payroll and Pensions are informed.



People Helpdesk

We are the first point of contact for managers and staff, providing high quality HR and payroll advice on a wide range of enquiries. We aim to resolve at least 80% of all enquiries at first point of contact, but if unable to, we will progress it to the appropriate team to resolve.

Contact us on 01698 403 151 or email ESC-HelpdeskTeam@northlan.gov.uk