

## Introduction:

NSS Human Resources deliver a wide range of People services to National Services Scotland and Public Health Scotland. Information on all HR services can be located on the [HR Connect](#) Portal which provides an entry point to a range of workforce systems and applications enabling employees and managers to undertake a range of self service transactions, and log calls directly into our HR Service Centre. Access to our services are also available to view within the [HR Service Catalogue](#)

A wide range of Systems are used to support the Self Service model. In this presentation we aim to cover the main corporate systems which will help build knowledge and understanding within your NHS journey.

HR Connect is available 24/7 and has been designed as a one stop shop to provide immediate access to information and guidance for managers and employees quickly and easily by clicking on a relevant section they require assistance with, i.e. all HR policies, procedures, templates and forms.



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**System Link:** <https://www.nhsnational-hr.scot.nhs.uk/>

**How to contact HR** - <https://www.nhsnational-hr.scot.nhs.uk/contact-us-your-board.htm>

**System Interfaces** – HR Connect Interfaces with the Service Now platform which is the main platform used across NSS for corporate service requests.



The Electronic Employee Support System is the national core HR system used by all boards in NHS Scotland. eESS is used to view and maintain your core information and personal details held by your organisation. It allows employees to self serve and update their personal information and the ability for managers to approve transactions processed by employees.

### **Employee Transactions**

- Update Personal Details
- Record Previous Service
- Update Qualifications
- Exit Interview
- Record Professional Registrations
- Maternity/Paternity Leave Request
- View Absence Information
- Review Return to Work Interview details

### **Manager Transactions**

- Approve Employee Transactions
- Record Terminations for Staff
- Record Return to Work details
- Record/Approve Paternity and Maternity Information
- Staff Absence Management – Read Only – (SSTS Interface)
- Manager Reporting Dashboards – Staff in post/Absence Trigger

**System Link:** <https://eess.mhs.scot.nhs.uk/>

**How to contact HR** - <https://www.nhsnational-hr.scot.nhs.uk/contact-us-your-board.htm>

**Guidance** – Standard Operating Procedures and Support videos can be located on the national system - <https://www.eess.nhs.scot/>

**System Interfaces** – eESS operates a two way interface with the National Payroll System Daily (every 2 Hours) for all transactions processed. SSTS also interfaces with eESS every 30 mins for Absence Information

The Electronic Forms Handling Portal is used for any transaction requiring additional approval by Budget Holder, Finance & Director. Forms is also used for the notification of New Starts into the organisation. The forms system interfaces with Local Digital & Security, Facilities Support and Core HR System eESS. Once transactions are approved via forms handling a contract amendment is automated to staff to advise of the change.

### Transactions Processed:

- Line management Change
- Annualised Hours
- Base Location
- Career Break
- Sub-dept and Cost Centre
- Fixed Term Contract Extension
- Honorary Contract Extension
- Hours
- Job Title
- Temporary Promotion
- Temporary Promotion Extension
- Re-Evaluation (Regrading)
- Reduced Working Year
- Secondment Extension (Internal & Incoming Only)
- Working Pattern

**System Link:** [\\nisg8015\FH\\_User\\_Portal](\\nisg8015\FH_User_Portal)

**How to contact HR** - <https://www.nhsnational-hr.scot.nhs.uk/contact-us-your-board.htm>

**Guidance** – [http://sspim-web1:8000/FH/QuickGuides/NotificationOfChange/Welcome\\_Final.mp4](http://sspim-web1:8000/FH/QuickGuides/NotificationOfChange/Welcome_Final.mp4)  
<https://www.nhsnational-hr.scot.nhs.uk/policy-process-and-terms-and-conditions/notification-of-change/94234>

**System Interfaces/Dependencies** – The forms system interfaces with Local Digital & Security, Facilities Support and Core HR System eESS. Once transactions are approved via forms handling a contract amendment is automated to staff to advise of the change.



JobTrain is the National Recruitment for NHS Scotland. JobTrain provides fully-online candidate and hiring manager processes. JobTrain features include Resource Approval, Shortlisting, self selection Interview arrangement, talent pools, pre-employment checks, online contracts, and many further building blocks for NHS Scotland's digital recruitment services

### **Resource Approval**

Resource Approval Form. The Add a Job feature enables the automation for Resource Approval to all required signatories to support and speed up the process for resource allocation.

### **Hiring Manager Benefits:**

Review Applications

Shortlist candidates

Self selection Calendar Interview arrangement

Onboarding and contract issuing

**System Link:** <https://apply.jobs.scot.nhs.uk/client/>

**How to contact HR** - <https://www.nhsnational-hr.scot.nhs.uk/contact-us-your-board.htm>

**Guidance** – [Recruitment Processes](#) [Standard Operating Procedures and Video Demo](#)

**System Interfaces** – Jobtrain does not have a system Interface at present, however 2022/23 will offer integration with the National eESS Employee Support System

The Turas Platform is the national system is used for Employee Appraisals. Personal development review is the process through which employees' skills and knowledge are appraised against competencies, and learning needs are identified. All Agenda for Change level staff have a KSF post outline and job description. Your job description describes your work activities and responsibilities while your KSF post outline describes the knowledge and skills you need to carry out those activities safely and effectively.

Dashboards are available to review progress of Team Appraisals

**Your annual performance and development review process involves:**

- *Holding your end of year review and recording comments*
- *Updating progress against objectives and your Personal Development Plan (PDP)*
- *Recording comments on Turas Appraisal and jointly confirm and agree*
- *Creating and record objectives and PDP for the coming year*
- *Your line manager/reviewer accepting new objectives and PDP on Turas Appraisals*

**System Link:** <https://turasdashboard.nes.nhs.scot/>

**How to contact HR** - <https://www.nhsnational-hr.scot.nhs.uk/contact-us-your-board.htm>

**Guidance** - [Turas Guidance and Process](#)

**System Interfaces** – The Turas Appraisal system interface with SWISS the national workforce system. There is work underway to transfer this Interface to eESS now all boards are live



The Learnpro System is the System used for e-learning including all Mandatory and Statutory Training. The Staff Governance Standard for NHS Scotland requires all NHS organisations to prioritise the personal health and well being of staff and patients in the delivery of services. To ensure the provision of a continuously improving, safe and person centred working environment, all employees should undertake statutory and mandatory training appropriate to their role on entry to their Board and at regular intervals during their career.

#### Employee Benefits

- Record and Build up Evidence of Learning
- Manage own Profile
- Undertake Assessment Modules
- Select Additional Self Learning

#### Manager Benefits

- Monitor Staff Progress
- Assign Individual Modules
- Report on Completion Status

**System Link:** <https://nhs.learnprouk.com/lms/login.aspx>

**How to contact HR** - <https://www.nhsnational-hr.scot.nhs.uk/contact-us-your-board.htm>

**Guidance** - [Learning Processes and Guidance](#)

**System Interfaces** – The Learnpro system has an interface with eESS. All Mandatory and statutory training completed will be transferred to eESS on a daily feed.



**SWISS**

The Scottish Workforce Information System is used by all boards in Scotland. This system is not a Front User facing system however is used to integrate various Workforce Systems. SWISS is also used to produce National Statistics for NHS Scotland.

### **System Integrations:**

eESS  
Payroll  
Turas Appraisal

**How to contact HR** - <https://www.nhsnational-hr.scot.nhs.uk/contact-us-your-board.htm>

**System Interfaces** – SWISS has Interfaces with Payroll, eESS HR System for all people Information and the Turas Appraisal System



The Cority Cohort system is used to record Occupational Health services delivered by NSS to NSS staff and Shared Service users across other National Boards including HIS, NES PHS and SAS. It is updated with pre-employment clearance information, including immunisation records where applicable, and also management and self-referrals and also details of clinics and appointments allowing any reports to be loaded into the system to maintain an Occupational Health record for staff. A secure self-service portal MyCohort also allows staff to access their record and to book and manage any clinical appointments available through the system.

#### Employee Transactions

- Update personal details
- Access to clinics and appointments

#### Occupational Health Transactions

- Pre-employment clearances
- Management and self-referrals
- Generating appointment letters and sending via email and SMS
- Delivery of Clinics to support Occupational Health and vaccination programmes

Cohort System Link: <https://nss.cohort.hosting/Cohort10/LogOn.aspx>

MyCohort System Link: <https://nss.mycohort.cohort.hosting/account/login>

How to contact HR - <https://www.nhsnational-hr.scot.nhs.uk/contact-us-your-board.htm>

Guidance – [http://sspim-web1:8000/FH/QuickGuides/NotificationOfChange/Welcome\\_Final.mp4](http://sspim-web1:8000/FH/QuickGuides/NotificationOfChange/Welcome_Final.mp4)  
<https://www.nhsnational-hr.scot.nhs.uk/policy-process-and-terms-and-conditions/notification-of-change/94234>

System Interfaces – The Cority Cohort system, including MyCohort doesn't interface with any other system currently.

National Services Scotland and Public Health Scotland require everyone to record all accidents / incidents and near misses, this is to support and identify any actions that need to be implemented to ensure we all are able to work within a safe environment with processes.

### **What do I need to report?**

- *Any Accident or Non Riddor* which is an event that results in injury or ill health;
- *Any Incident (Near miss)* which is an event not causing harm, but has the potential to cause injury or ill health;
- *Any Dangerous Occurrence* which there is a number of specific, reportable adverse events, as defined in the RIDDOR Regulations

System Link: [Health & Safety Portal](#)

How to contact HR - <https://www.nhsnational-hr.scot.nhs.uk/contact-us-your-board.htm>

Guidance – [Accident & Incident Reporting Guide](#)

System Interfaces – eESS Interfaces with ServiceNow for employee authentication and organisational structure and hierarchy



tableau

HR have developed a range on Workforce People Dashboards using Tableau. Tableau allows you to view data with the use of Data visualisations. Dashboards are available for Strategic and Operational insight to Business Performance. Dashboards include:

- Absence Trends and Breakdowns
- Absence Hours lost and cost by Absence Reason
- Workforce Breakdown – Including all workforce demographics such as Age/Gender
- Contingent Workforce Agency/Fixed Term
- Case Management Information/Absence Triggers
- Recruitment Time to Hire
- Staff Appraisal
- Mandatory/Statutory Training
- Special Leave
- Redeployment
- Exit Interviews

**System Link : PHS - <https://viz.nhsnss.scot.nhs.uk/t/NSS/views/PHSLandingPage/LandingPage>**

**NSS - <https://viz.nhsnss.scot.nhs.uk/#/site/NSS/views/NSSLandingPage/LandingPage?iid=2>**

**How to contact HR - <https://www.nhsnational-hr.scot.nhs.uk/contact-us-your-board.htm>**

**Guidance – All guidance and Definitions are contained within the dashboards. To register for access please use the contact us section on HR connect.**

## E-PAYROLL

The National electronic Payroll System is used by all boards in Scotland. This allows a self service to all pay information for Employees including:

- Absence Information
- Pay History/ Electronic Payslips
- Service Record
- Tax/NI/Student Loan Contributions
- Superannuation Information

**System Link:** <https://workforce.mhs.scot.nhs.uk/eyou/authentication/login.aspx>

**How to contact Payroll -** <https://nhsnss.service-now.com/sp>

**System Interfaces** – The Payroll System has Interfaces with eESS HR System for all people Information and the Scottish Standard Time System for Absence Information as well as Overtime and on call supplements. Payroll also interfaces with the SWISS – National Workforce System (used for National Statistics)



The Scottish Standard Time System (SSTS) is the National Roster Management System. This system is used to set up shift patterns for Staff, Record absence and record Additional Hours/Overtime and on Call supplements. All Absence is required to be processed via the SSTS System as this has direct links with e Payroll and eESS HR System.

- Absence Information
- Overtime and Additional Hours
- On call Payments

**System Link:** <https://workforce.mhs.scot.nhs.uk/eyou/authentication/login.aspx>

**How to contact Payroll -** <https://nhsnss.service-now.com/sp>

**Guidance –** [https://nhsnss.service-now.com/finance?id=kb\\_article&sysparm\\_article=KB0013327](https://nhsnss.service-now.com/finance?id=kb_article&sysparm_article=KB0013327)

**System Interfaces –** The SSTS System has Interfaces with the national payroll system and eESS HR System for all Absence Information as well as Overtime and on call supplements.



The Crown Flexi System is the System used for registering working clock times. This system is maintained by the Digital and Security Team. The Flexi System is also used for requesting and updating any type of Leave, this includes:

- Annual Leave
- Flexi Leave
- Sick Leave
- Special Leave
- Other Authorised/Unauthorised Leave

**System Link:** [https://time.nhsnss.scot.nhs.uk/CFS3\\_OpenOptions\\_MO/General/pLogOn.aspx](https://time.nhsnss.scot.nhs.uk/CFS3_OpenOptions_MO/General/pLogOn.aspx)

*(System is only compatible with Internet Explorer browser)*


**How to contact DaS -** <https://nhsnss.service-now.com/sp>

**Guidance -** [System Guidance](#) [Process and Policy](#)

**System Interfaces – The Flexi System does not update other systems for absence, therefore you are also required to update SSTS with any type of Absence**

# System Matrix Overview

NHS National Services Scotland



**Welcome to Turas**  
All your Applications in one place.

