This page aims to provide a quick reference point for the most frequently asked questions that HR receive relating to the People Manager Service. If you cannot find what you are looking for on this page you can e-mail HR at human.resources@sevenoaks.gov.uk or phone to speak to someone on 01732 227413

General

What is People Manager?

The People Manager Service allows you as a manager to view employees details such as absence details i.e. sickness, holiday and generate reports for your department, you will not be able to see sensitive details such as employees bank details, payslips etc.

How can I access People Manager from home?

In order to access People Manager when you are not connected to the Sevenoaks network, you can access the service on the following link:
https://ce0053li.webitrent.com/ce0053li_web/wrd/run/etadm001gf.open

I cannot see one of my reportees in People Manager.

Please contact a member of the HR team.

Absence

What date do I need to record against a sickness for my staff member ?

The absence start date is the first day the employee was absent from work.

The absence end date is the day before the employee returned to work (even if this is a non-working day).

I entered the dates incorrectly on the sickness absence form, how to I change them?

You cannot amend the absence dates once you've saved the form. If you've entered them incorrectly, contact a member of the HR team with the details.

I have entered a sickness and need change the sickness reason

You can go back and change the reason at a later date.

I have not received an email to authorise a reportee's Annual Leave.

The confirmation and authorisation emails can take up to 30 minutes to arrive.

If neither you nor your reportee has received an email in this time, please ask them to log into Employee Self Service to check that the leave request was recorded correctly. If you still do not receive the request please contact HR.

When I try to authorise annual leave for one of my Reportees I get the following error:

"The external link used is no longer valid."

This normally means that the annual leave in question has been updated or deleted. It can also mean that it has already been approved or rejected. If the leave has been updated you should have received another email with a new authorisation link. You can see an up to date list of all your annual leave authorisation requests by logging into People Manager and clicking on your "To do list". Here you can also bulk approve or reject annual leave. Please refer to the People Manager Guide for details.

Claims

Can my employees put through mileage on this system?

The only claims that employees can request is overtime and this is to be reviewed in the coming months.

What is the difference between Flexi Time, TOIL, Extra Time and Overtime?

Flexi time – is an opportunity to vary working times to suit an employee's personal circumstances but not with the specific aim of accruing additional hours. Up to 8 hours of flexi time can only be accrued in any given month.

TOIL –is accrued for example when an employee is asked to attend evening meetings. Time off in lieu is not paid and employees take time at a mutually convenient time.

Extra time – is paid to part time staff who work agreed additional hours up to 37 hours.

Overtime 1.5 - is paid for additional hours for staff who work in excess of 37 hours between Monday to Saturday.

Overtime 2.0 - is paid for Sunday working .

When is the cut off for approving overtime?

Employees will have needed to submitted overtime claims ahead of the 23rd of each month to allow managers to go into the system and approve these claims the cut off point for approving claims is still the 23rd of each month.

Delegation

Why do I need to redirect my tasks and when would I do this?

You should redirect your tasks when you are preparing to go on annual leave. There is both a start and end date so you can set this up in advance.

You should contact HR if one of your managers is sick so the redirection of tasks can be created for them. When the manager returns, they can end this themselves.