

## Manager Self Service: Change Hours

This guide will help you use Manager Self Service to update your employee's contracted working hours.

### Selecting the employee:

1. Click on 'Change Hours' from the Manager Self Service menu.
2. Against the employee's assignment on which the contracted hours are changing, select 'Action' on the far right hand side of the screen.
3. This will take you to the 'Change Hours' screens.

Note. You can only change contracted hours for employees that are within your reporting hierarchy i.e. reporting directly to you, or reporting to someone who is reporting to you. Note. Some employees have multiple assignments. Please be sure to select the correct assignment on this screen.

### Enter an effective date:

It is important to enter the correct effective date that the change takes effect from.

1. Check the 'Information' box at the top of the screen. This will tell you when the last change was made to the employee's assignment. This will be the earliest date that your change can be made from.
2. In the effective date box insert the date you wish the change to take effect (this can be selected from the calendar to the right). Note. You are able to make back and future dated changes.
3. Select 'Continue' on the far right hand side of the screen

### Change Hours:

Within the 'Change Hours' screen you should update the number of hours.

1. In the 'Work hours' box, the current contracted hours per week will be shown. Overtyping this with the new number of contracted hours per week.
2. In the 'Assignment Category' box the current assignment category will be shown, for example, 'Permanent Part Time'. If this has changed as a result of the employee's change in hours, for example, they are moving from full time to part time, this should be updated.
3. Click 'Next'.

Note. Hours cannot be changed from zero to a value other than zero. Where hours are greater than zero, they cannot be changed to zero. For these changes contact Employee Services (HRConnect@kent.gov.uk). You should not use this tool if the change in hours is due to the employee taking flexible retirement.

## Review and Submit:

A review and submit page displays the information you have entered. The change/s you have proposed will be indicated by a blue dot. Review the information. If you need to make any amendments, select 'Back' to return to the 'Change Hours' screen.

Use the Comments to Approver field to advise if the change in hours will be a permanent or temporary change. Where the change is temporary, provide the date on which the change of hours/assignment category should change back. Also use the comments field to confirm if the number of working weeks needs to be amended - this will be for term time only staff.

At this point, if required, you can add an 'Ad Hoc Approver'. See guidance below.

If you are happy with the changes, select 'Submit'.

## Adding an Adhoc Approver:

Your changes are automatically sent to HRBC for approval. However, if you require someone to also approve this change, you need to add them as an additional approver. Do this by selecting the '+' icon next to 'Add Adhoc Approver' on the 'Review and Submit' screen. Search for their name by typing Surname%Forename. Select 'Add'. This approver will now be added.

## Confirmation:

Upon selecting 'Submit' a confirmation screen will appear. Depending on whether you have added an ad hoc approver, this change will then be automatically sent to the HR Business Centre for approval. Once approved, you and the affected member of staff (if they have a Self Service account) will receive an e-mail to confirm that the change has been made and will be effective from the selected date.

## Other Changes:

If the employee has any other changes to their contract (e.g. line manager or change of grade), you will need to submit these changes via Manager Self Service where possible, or complete the relevant form and send to HR Connect.

If your team or service is going through a restructure, we advise that you avoid using the Change Hours tool. This is because any changes to the system, including changes to contracted hours will be collated and made by HR on your behalf.

## Help and Support:

Further information on the 'Change Hours' is available on the Change Hours KNet page.

If you have any technical issue, log into Service Now and raise a call by selecting the 'ICT' Service on the left hand side of the screen or alternatively us the 'Chat' function. If you are not able to access Service Now, e-mail [ICTservicedesk@cantium.solutions](mailto:ICTservicedesk@cantium.solutions) and they will raise a request on your behalf.

If you have an HR related query, log into Service Now and raise a call by selecting the 'Human Resources' Service on the left hand side of the screen or alternatively us the 'Chat' function.

