



## SUMMARY OF OUTSOURCED E-KSF ADMINISTRATION SERVICES

Below is a list of the services that we would typically perform as part of an e-KSF administration and support contract. The actual amount of time required will depend on a number of variables – number of staff accessing e-KSF, the number of post outlines created, the accuracy and completeness of data in ESR to name just three so we would look to review this on a regular basis with each organisation.

ID	Service	Why is this needed	How will it be done	Who will do it
1	Set up users with access to e-KSF, and provide standard instruction documents.	To allow keen and confident managers to start using e-KSF without waiting for e-KSF training sessions.	Manager contacts administrator for access. Administrator mails manager back with their username/password, and initial step by step instruction document.	e-KSF co-ordinator
2	Provide an Information, advice and guidance service for staff with relevant <u>e-KSF</u> (NB not KSF) queries.	To support staff with queries concerning production of KSF outlines and using the e-KSF tool to record reviews and PDPs.	Set up a dedicated e-mail address <a href="mailto:e.g.organsiation@e-KSF.org">e.g.organsiation@e-KSF.org</a>  Be available on-site up to one day per week if required.	e-KSF co-coordinator
3	Actively manage e-KSF/ESR link.	To ensure staff details are up to date. Management of starters and leavers. Resolving personal and assignment data conflicts. Upload email address.	Through e-KSF admin pages.	e-KSF co-coordinator, with input if required from QMS ESR team.
4	Manage the KSF post outlines currently on e-KSF.	To ensure all outlines on the system are up to date and relevant.	Via reports and printouts from e-KSF, and discussion with KSF leads and managers in the organisation. On request, remove any outdated outlines or make a plan for updating them.	e-KSF co-coordinator with support from KSF lead.
5	Support the KSF consistency partnership panel.	To check for consistency and sense and to ensure there is internal logic across a number of KSF outlines within a family tree and across the wider organisation.	Agree a consistency checking process and responsibilities. Send new post outlines to the panel in a timely manner via email.	Consistency panel make decisions, using information provided by e-KSF co-ordinator.

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6	Create new KSF post outlines on e-KSF.	To develop and plan a series of support interventions to develop outlines using e-KSF.	Provide managers with access to e-KSF and a step by step guide to using the system.  Once manager have attended face to face training, provide email support for these managers.	e-KSF coordinator
7	Assign outlines to staff.	To ensure all staff have access to a KSF outline for their job role.	Support managers to log in to e-KSF, find the relevant outlines and assign them to their staff. Ensure that the e-KSF/ESR link is up to date so that pay band/point/increment date appears on e-KSF automatically.	e-KSF coordinator
8	Produce data about the implementation of KSF at QMS for reporting internally and to NHS staff council.	To comply with Agenda for Change monitoring requirements, and to ensure that the KSF implementation is on-track against project plans.	Aggregate and analyse data.  Send reports quarterly to NHS employers, who manage the KSF reporting on behalf of Staff Council.	e-KSF coordinator, with support from KSF lead and operational managers if any KSF activity is taking place outside of e-KSF (i.e. on paper).
9	Add new starter to the system before go live on the link.	To make sure all staff are activate on the system.	Add staff manually until organisation go live on the link.	e-KSF coordinator
10	Remove all staff who terminated from organisation.	All data should be updated on e-KSF system regularly.	Manually remove all terminate staff from the system.	e-KSF coordinator
11	Train the organisational e-KSF administrator/s.	To ensure the organisation has a resource to maintain e-KSF beyond the end of the Think support contract.	This will occur towards the end of the four month period, through face to face training and support.	e-KSF coordinator
12	Maintain a level of advice, feedback and regular communication over the contracted period with the appropriate Trust leads e.g. e-KSF/ KSF/ESR leads.	To ensure the Trust maintains a working knowledge of e-KSF and their own data in order to allow them to manage the KSF and be able to maintain housekeeping on the e-KSF system after the four month period.	Feedback meetings once a month between appropriate trust leads e.g. e-KSF/KSF and ESR leads and the e-KSF coordinator.	e-KSF coordinator, with support from Think Associates account manager if necessary.