



Merseyrail

Maintaining Employee Records with Compliance in Mind



Merseyrail, the self-contained urban network on Merseyside, went live with NGA ResourceLink for HR and payroll in February 2012. Since then, the company has been particularly proactive at making use of the workflow and compliance functionality that the solution offers.

Using workflow to complete multiple processes

Phil McGuffie, Head of People Systems at Merseyrail, says: "NGA ResourceLink for payroll is a very capable system, letting us manage everything in-house including payments to HMRC and third party vendors."

"The workflow functionality is used extensively within the payroll team and is excellent as all the processes are mapped out. It means that anyone can log on, see where each activity is in the process and pick things up quickly. The information they need is right there and it's clear what actions need to be performed."

About Merseyrail

Merseyrail runs 800 trains daily across Merseyside on 120 kilometres of track through 66 stations. Over 100,000 passengers are carried on an average week day. 1,200 people work for Merseyrail, which is managed by Merseytravel and is a 50:50 joint venture between Abellio and Serco.

The workflow tool is also used for HR processes, including creating new posts and setting up new starters. Merseyrail have set up workflows that match their processes and, in the words of Phil McGuffie 'nothing gets missed or forgotten'.

Keeping track of training needs

The HR side of NGA ResourceLink at Merseyrail includes a comprehensive training solution. This is based around a competency matrix that covers every role in the business. The matrix details all of the mandatory requirements for each post and Merseyrail manages competencies and attainments through this.

It means that the company has an understanding of what each role requires and can create an instant gap analysis of these requirements compared with each employee's actual skills and qualifications. A reporting tool is used to pick up this data and review dates from the training module. Weekly reports are run that show what training is required by which members of staff.

This helps Merseyrail plan its training programme. For example, HR will know that in three months' time there will be six health and safety reps that will soon be due for refresher training. It's obvious how beneficial this is in terms of enabling the planning of training and giving everyone plenty of advance notice.

“Having a good system helping us to manage training levels and medical status is very reassuring. NGA HR have been great at getting the solution to do what we want it to do.”

Phil McGuffie
Head of People Systems, Merseyrail

Reporting for compliance

Phil McGuffie points out the compliance benefits of being able to track and report on training: “We are regularly audited and having systems like this in place is incredibly useful in letting us remain compliant and demonstrate that compliance to auditors.”

“This same functionality is also used to record data such as medicals attended by safety-critical staff working on or close to the track. Information on this is held within NGA ResourceLink and review dates are maintained. It’s therefore easy for us to produce reports to show which employees are due to have medicals.”

“Merseyrail’s Safety Section runs its own internal audit on competencies and medicals on a regular basis. We can also be audited at any time by industry regulators. Our insurers also require us to remain compliant on these matters.”

“With so many stakeholders potentially requiring up-to-date information on safety-related information, it’s obviously vital that we can access that information quickly. But even more importantly, as a business nothing is more important to us than safety. Having a good system helping us to manage training levels and medical status is very reassuring.”

Rolling out self-service

Merseyrail was initially attracted to NGA ResourceLink by its self-service capability and the company is rolling this out to line managers. Phil McGuffie says: “This will let managers look at information about their teams, such as booked leave, sickness record, medical status and so on.”

“It will also show them up-to-date contact details and next of kin information, which at the moment is only available by contacting HR. As the HR department doesn’t provide a 24/7 service, putting this information in the hand of managers is clearly a positive step.”

Satisfaction with a capable system

Phil McGuffie says: “At a very fundamental level, I am pleased with the way that NGA ResourceLink works as an integrated HR and payroll database. The excellent workflow functionality is of course another highlight for us.”

“NGA Human Resources have been great at getting the solution to do what we want it to do. A good example is that they set up a bespoke interface between NGA ResourceLink and the Railways Pensions Scheme. This creates and submits a file to the scheme every four weeks and annually. It works perfectly and meets the scheme’s needs, including by providing details of new entrants, leavers, amendments, changes in contribution levels and so on.”

“Another way that NGA HR were great during implementation was that they let us pick out the functionality we needed and build the system around it. The solution has some functionality of benefit to other users that wasn’t needed by ourselves. We were able to pick and choose which bits we wanted to use and which bits we could set aside. That has led to the streamlined and easy to use system in place at Merseyrail.”

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