

Adding agency staff to the Supervision & Audit database

1. Agency managers who are covering permanent structure posts should be added by their line manager via MSS using the form “Request Agency MSS Manager” which can be found here: - [Structure Changes forms-MSS](#). No further action is required, although there may be some delay, as information from SAP updates the database overnight.
2. All other agency staff are added to the database by the QA Team. The ‘New Team Member button has been removed.
3. An email is required from the person named below as the line manager of the new member of staff, or from the line Service Manager/Head of Service.

The email should be sent to QATeam@Bradford.gov.uk with the following information.

1	Agency staff member’s name as it appears on LCS
2	Job title In full, and in the same format as their colleagues’ job title. Job titles are important in the database and govern what access is given to the staff member.
3	Email address
4	Team name
5	Line manager name The direct report. This person must already be on the database.
6	Is this person the manager of a <i>Project Team</i>? Y/N This allows us to link staff to their line managers for supervisions and tracking audit actions. <ul style="list-style-type: none">• If the member of staff is a Team Manager, they must be the manager of the Team you have named above.• If the Project Team Manager is a job share, please advise the names of the staff they manage• If the member of staff is a Project Service Manager, please advise the names of the Team Managers they manage.

If an agency worker’s manager changes

1. Records of agency managers who are covering permanent posts should be amended by their line manager via MSS.
2. There is no delegate function available for agency workers. **If the line manager changes**, it should be notified to the QA Team who will amend the record. The email requesting this needs to be sent by the original manager. There is no need to add the above information if all other details about the member of staff remain unchanged. If the original line manager has left, the email needs to be sent by the original manager’s line manager.

If an agency worker leaves or moves teams

1. As above, records of agency managers who are covering permanent posts should be amended by their line manager via MSS.
2. All other agency staff are amended by the QA Team. Agency staff who leave Bradford will be made inactive in their current post, but their audits and supervisions will remain in the records.
3. Agency staff who move roles or teams will be made inactive in their old role and a new role/team created for them. If you want to move an agency worker, you need to provide the information about their new role.

If an agency worker returns to Bradford

1. Agency staff who are re-appointed can be re-activated. The email information is required as above to ensure the right worker is activated.
2. When agency workers are set up by IT you can ask them to use the worker's previous profile, which means they will have the same UserID, password and email.
3. The password can be reset if the worker has forgotten it.