Manager Self Service: Change Manager – Assign a New Manager

This guide will help you use Manager Self Service to update/correct your employee's line manager information.

Selecting the employee:

1. Click on 'Change Manager' from the Manager Self Service menu.

2. Against the employee whose manager information you need to change, select 'Action' on the far right hand side of the screen.

3. This will take you to the 'Changer Manager' screens.

Note. You can only change manager information 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:

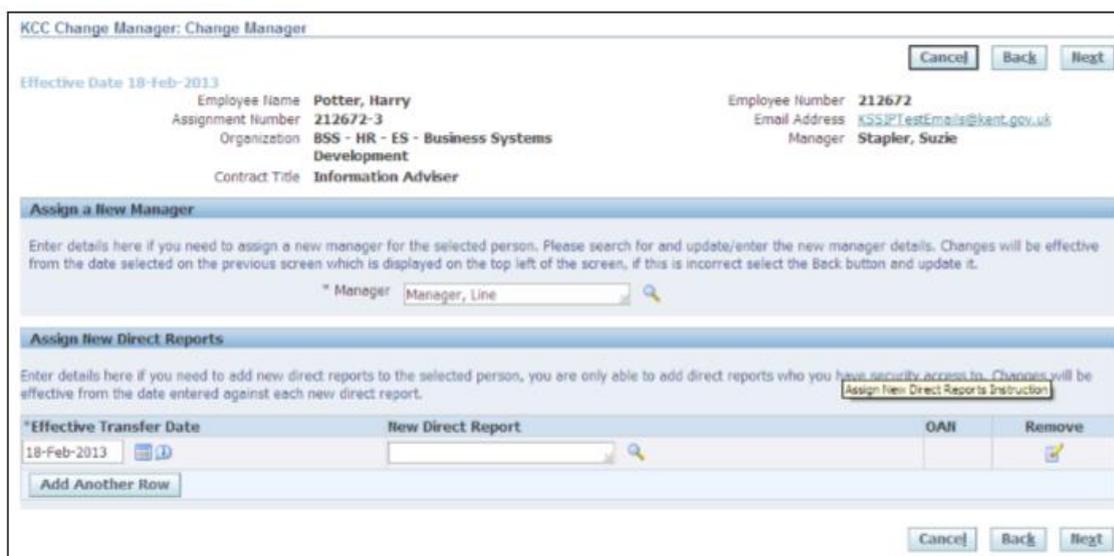It is important to enter the correct effective date that the change takes effect from.

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.

Assign a new manager:

Within the 'Assign a New Manager' section add the new manager's details.

1. In the 'Manager' box, insert the manager's surname followed by % and their forename i.e. Surname%Forename

2. Select the 'magnifying glass' icon.

3. Select the manager from the 'Search and Select list of values' screen that appears by clicking 'Quick Select.' Note. Some managers may have multiple assignments. Be sure to select the correct management assignment from the Search and Select list of values.

4. The new manager's name will be displayed in the 'Manager' box.

5. Click 'Next'.

Review and Submit:

A review and submit page will be displayed. Review the information. The change you have proposed will be indicated by a blue dot. If you need to amend this, select 'Back' to return to the 'Change Manager' screen.

At this point, if required, you can add an 'Ad Hoc Approver'. See the guidance below on how to do this.

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

Adding an Adhoc Approver:

If you require someone, such as the new manager to approve this change, you need to add them as an additional approver. You do this by selecting the '+' icon next to 'Add Adhoc Approver' on the 'Review and Submit' page. Search for their name in the same way as the previous screen (Surname%Forename). Select 'Add'. This approver will now be added.

Confirmation:

Upon selecting 'Submit' a confirmation screen will appear. If you have added an approver, it will go through to them to approve. If you have not added an approver, your change will be automatically approved and will be effective from the chosen date. You, the new line manager and the affected member of staff will receive a confirmation e-mail that the change has been made.

Help and Support:

Further information on the 'Change Manager' is available on the Change line manager 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 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.