

Using the NHS Pension Employer Hub

Video transcript

This e-learning will navigate you through the NHS Pensions website and the employer hub, giving a high-level overview of the areas.

To access the website when using a browser just search for NHS Pensions. Then choose the first link.

Here you can see there are three main areas to the website, and they are the member, employer and pensioner hub.

There are no logins required to access any information on the website, however you will be asked for login details to access Pensions Online and the Total Reward or annual benefit statement through Gov.uk Verify.

In this e-learning we'll concentrate on the employer hub.

After clicking on the employer hub, you'll be taken to the homepage and this can be used to navigate the website.

You'll also notice scrolling down the page, that the employer and service Charters are available on this page and they can be used so employers know their responsibilities and the service charter shows the NSHBSA's responsibilities as a scheme administrator.

On the main employer page there is also a link to Pensions Online and to Ask Us. We'll be covering each of these areas in turn throughout this e-learning.

Navigation on this website is done using the links on the right-hand side. They are:

- Pensions Online - a full suite of guides to aid you in administering member pensions through the Pensions Online application.
- Employer forms - where all the forms an employer could need are in one place.
- Technical guidance - detailed guidance covering all areas of NHS Pensions grouped into subject type.
- Access to the NHS Pension Scheme - information on how to apply to have access to the NHS Pension Scheme for employees.
- NHS Pension finance – financial information relating to the NHS Pension Scheme.
- Electronic Staff Record or ESR, which is for administrators using the system. There's some basic interface and best practice guides.

- The pensions events calendar - detailing all of the information relating to the Scheme on a yearly basis detailing each month.
- Resources or presentations that are available for all employers on specific topics.
- Stakeholder Engagement Team - information on the team and how to contact them.
- Contact NHS Pensions - specific contact details for employers to use.

We also have a twitter link so you can follow our channel on twitter and get instant up-to-date information.

You have access Pensions Online. This is the link to the login page of Pensions Online, and we also have an Ask Us knowledge base, which is a link to the questions platform of NHS Pensions. Just type in a keyword in here to produce questions that are linked.

Pensions Online (POL)

Pensions Online or POL is a system where employers with an HSCN connection can administer the NHS Pension Scheme for members.

It is also where NHS Pensions will notify of any planned downtime to Pensions Online, so that you can plan your administration around this. Unplanned issues with Pensions Online will also be reported here.

This section of the website provides guides to all of the different functions of Pensions Online to aid you in administration. Just click the guide you want and it will take you to a PDF.

Employer forms

In the employer form section you'll find all of the forms that you will ever need as an NHS Employer. All forms are categorised into relevant areas. Just press the plus sign and there are links to each of the forms required for that process.

Please ensure that when completing a form you always take it from the website and don't save it to your desktop or your files, as these are constantly reviewed and it may delay applications or processes by submitting an out-of-date version of the forms. This is your one-stop shop for information about the Schemes.

This is where non-POL employers can access the forms that are required apart from the annual update spreadsheet, which will be sent to non-POL employers when required.

Technical guidance

In the technical guidance section of the website you will find guides, flow charts and general information on all areas of the NHS Pension Scheme. These are categorised into 10 main areas:

- retirement
- pay and contributions
- joiners
- options on leaving the scheme

- family benefits and life assurance
- tax information
- increasing benefits divorce or dissolution of a civil partnership
- transferring in
- membership

There is also a link to all employer newsletters that have been sent in the last 12 months.

Access to the NHS Pension Scheme

The access to the NHS Pension Scheme section of the website is for organisations that do not have automatic access to the NHS Pension Scheme.

This part of the website gives information on the application processes and the actions required to gain access to the NHS Pension Scheme.

There are different applications and processes depending on the organisation type, the contract that has been issued for services and how the people have been employed by your organisation.

You will also note that the member's guides can be found on this page which are required by law to be given to every member that you enrol in the NHS Pension Scheme.

NHS Pensions finance

The NHS Pension Finance Team is split into two areas, contribution collection and annual finance reporting.

On this page you'll find all the contact information for both teams and the relevant forms that are required.

Also included on this page is the payment schedule for the Scheme so you can ensure that your payments are submitted on time.

As well as this there is a link to the systems that some employees use to pay NHS Pensions contributions, either Pensions Online or the Make Contribution Payments system (MCP).

Electronic Staff Record (ESR)

For employers that use Electronic Staff Record or ESR, this section has good practice guides and interface report guides that will aid with administering the Scheme.

Pensions event calendar

The pensions events calendar displays all of the actions that an employer will need to complete throughout the scheme year on a month-by-month basis which can be used as a quick glance guide.

The calendar covers all pensions events so some events may not be relevant for your organisation or members.

Employer's resources

For specific presentations that have been requested or that NHS Pensions have created for bespoke events, they will be available in the resources section of this page.

They are organised by organisation type or subject type, if the presentation is for more than one employer type. These will be developed as and when.

If you have any requests for videos or presentations, please contact the stakeholder engagement team.

Stakeholder engagement team

The stakeholder engagement team is here to help you as employers to administer the scheme and help with queries that you may have.

This page is to provide you with information on the team and the various ways to contact us and to request events, meetings or service improvements.

You will also see the structure of the team.

Contact NHS Pensions – employers

The 'Contact NHS Pensions – employers' section.

This page is for the dedicated employer contact details for NHS Pensions. This includes the main points of contact that you as an employer may need to administer the Scheme.

Employer news

In the employer news section, this page is full of articles and updates that are relevant to employers. It can be filtered by year and then just click the title to open the full article.

Please note that earlier articles may no longer be relevant due to pensions and legislation changes.

On every page of the NHSBSA website you can use the search function. On the search results page you can filter the results by service area, so you can pick NHS Pensions specifically.

Ask Us

The Ask Us knowledge base is where you can ask questions twenty-four seven, using keywords and it will give you responses for answers.

It can be accessed from most pages within the hub by using the green button Link. For example, if I search for retirement, this will bring back a list of articles based on the search phrase.