



Our commitment to quality and assurance

Customer satisfaction is our top priority and we're committed to offering the best possible service. For all our clients, we ensure the highest quality delivery, providing:

- a dedicated account manager, to develop a full understanding of your business and a focus on your individual requirements
- service level agreements and key performance indicators tailored for your organisation
- monthly client review meetings
- a dedicated customer query team
- independent auditing of our controls.

Flexible and low cost

Working with the NHSBSA gives you the option of using all of our HR services or a combination of your choice. We can transition your organisation to our systems quickly and efficiently with minimum disruption for your people. A PwC benchmarking exercise has found that our costs per recruitment are well within the lower quartile, and we are committed to providing the same great value for money across all our services. Contact us about any of the services above and we will prepare you a quotation within days.

See more detail about our full range of HR Shared Services in the individual service brochures covering Recruitment, Employee, Learning Management, HR Advisory and Payroll Services. See separate brochures or download from www.nhsbsa.nhs.uk/b2b.

To set up an informal discussion about how the NHSBSA can help you deliver a best in class people service, please contact us by emailing nhsbsa.b2b@nhs.net

NHS Business Services Authority, Unit 5, Greenfinch Way, Newburn Riverside, Newcastle upon Tyne, NE15 8NX



Business Services Authority



HR Shared Services

Flexible, efficient HR and payroll services tailored to your needs, supporting NHS employees and driving down costs.

Supporting a better NHS



HR Shared Services

As a Special Health Authority operating as an Arm's Length Body of the Department of Health, the NHS Business Services Authority (NHSBSA) has been providing critical business services to the NHS since 2006. We are uniquely placed to help NHS organisations drive down costs through providing high quality HR shared services. Working on behalf of our clients in 2016/17, we:

- recruited around 5,000 vacancies
- handled over 100,000 HR queries
- processed over 50,000 employee changes
- delivered an award-winning Learning Management Service.

Our customers include:

NHS England	NHS Protect	King's IFM
NHS Improvement	Health Research Authority	National Institute for Health and Care Excellence

HR Shared Services – the options

Recruitment Services

We use our e-recruitment system to manage the end-to-end recruitment process on your behalf from authorisation to appointment. It interfaces fully with job websites, including NHS Jobs, and offers a micro-website which you can access from a range of internet enabled devices. The system gives you full information about all of your recruitment campaigns as well as audit trails for individual applications.

We've reduced the timescales from advert to offer by 8.6 days

Employee Services

Our employee administration service efficiently manages the employee lifecycle from starting to leaving. Using the Electronic Staff Record (ESR) system, we maintain accurate employee records and process all employment-related changes on your behalf.

Over 99% accuracy

Learning Management Services

Our award-winning team can create a bespoke, branded e-learning and training site for you. This incorporates learning management, performance management and 360° feedback, talent and succession management and a suite of statutory and mandatory training. We can also manage and create your e-learning and classroom-based training.

Our LMS offers proven efficiency savings of £33 per user

HR Advisory Services

We provide a primarily telephone-based advice service delivered by CIPD-qualified staff. They can advise your managers on all aspects of case management, HR policy and process, and best practice. We also deliver a nationally-recognised, independently assessed job evaluation service for both the Agenda for Change and Executive Senior Manager frameworks

Over 90% MaST compliance achieved

Payroll Services

We have over 15 years' experience providing a shared payroll service for the Department of Health and its arm's length bodies. We deliver a fully managed payroll system designed especially for the NHS, managing NHS pension contributions and offering accuracy rates of 99.99%. All aspects of payment processing are in full compliance with legislation and NHS Terms and conditions. We also operate a user-friendly e-expenses system, including taxable expenses and P11D returns. The approval process is straightforward, and geared to a fast turnaround time.

"If you're considering a shared service provider for HR, then I'd recommend you contact the NHSBSA. They offer a service which is very much of the NHS, for the NHS and by the NHS"

Stephen Moir, Chief People Office, NHS England