

Reward News

NorthgateArinso Reward Solutions Newsletter

Issue 02 / 2008

Win a Wii

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 link hr becomes NorthgateArinso
A DIVISION OF NORTHGATE HR
Reward Solutions in exciting Global
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iPod Competition Winner!

In the last issue of our newsletter we ran a 'guess the role' Job Evaluation competition and the winner of the iPod was Dave Burgess at Salford City Council who correctly guessed that the answer was a Premiership Football Manager.

Well done Dave!

See page 8 for this issue's competition.

Welcome to the second issue of our quarterly newsletter. Since the last issue we have re-branded and moved offices.

This issue contains details of the re-brand and our new office contact details. In addition there are articles covering Hints 'n' Tips from the support team, a customer case study, product updates and news of a new product in our offering- online Flexible Benefits.

As usual, we welcome any feedback and suggestions on the content of this newsletter. Please call us on 01244 572722 or email: rewardinfo@northgatearinso.com

Upcoming Events: Meet us at...

Customer Days

We will be holding several customer days over the next few months. This will be your chance to find out about new product development and view other NorthgateArinso Reward solutions software.

These customer days will be hosted at various prestigious venues throughout the UK, including Scotland. We anticipate a high demand for attendance at the customer days so places will be awarded on a first come first served basis.

More details will be sent out shortly to all clients but to register your interest please send an email to rewardinfo@northgatearinso.com

Attendance will be free of charge but may be limited to a maximum of 2 people per organisation.

Training

The table below details the courses currently offered by NorthgateArinso Reward Solutions. Please contact us for further details or to book a place on any of these courses.

Course Type	Name of Course	Length of Course
Equal Pay Reviewer	Refresher Course	1 Day
	Standard Training Programme for V2	2 Days
Job Evaluation	Evaluate Standard System Training Course (all schemes)	2 Days
	CAJE NHS Site Administrator	1 Day
	CAJE NHS Site Monitor	1 Day
	GLPC Steering Group Course	1 Day
	GLPC Validation Moderation Panel Course	1 Day
Pay Modeller	Overview Course	1 Day
	Stage 2 Introductory System Training	2 Days
Pay Modeller with	Pay Modeller Course	2 Days
Market Pricer	Market Pricer Course	1 Day



NorthgateArinso Reward Solutions News

Re-branding

Northgate Information Solutions acquired Arinso in August 2007 and since then there has been extensive work to integrate the two operations. As a result of this, from the 1st May 2008, Northgate HR and Arinso shall be known as NorthgateArinso.



As part of the re-brand, Link HR has now become NorthgateArinso Reward Solutions, a division of NorthgateArinso. The new name and brand reflects the suite of reward solutions we offer which now includes Flexible Benefits.

On a day-to-day operational basis nothing should change. We are dedicated to your Reward needs and services will continue to be provided by the same teams.

Office Move

On the 12th May we brought together all of our staff from two offices in Chester and moved to a new office in Pulford, just outside of Chester. The new premises has more space for both our business and number of employees to increase and in addition provides greater cohesion as all NorthgateArinso Reward Solutions staff are now based in the same office.



Our new contact details can be found on the back page.

Product Strategy Update

The next update on the horizon is a revision to the Equal Pay Reviewer following a renewed push on Equal Pay by the Commission for Equality and Human Rights. The CEHR will be publishing a revised 5 Step Equal Pay Audit Kit following on from the documents originally produced by the Equal Opportunities Commission some years ago. Once this has been finalised we will be working to improve the Equal Pay Reviewer software to ensure it caters for the recommendations in the guide, along with general system enhancements such as Microsoft Windows Vista compatibility.

We are always looking for ways to improve our products and are pleased to announce that the following enhancements will be made to Evaluate, our web-based Job Evaluation system, in the next update:

- Improved filtering capabilities
- Better functionality in tracking jobs
- Revamped interface

Additionally, work progresses rapidly on a new module for our web platform to support the loading and analysing of salary surveys. This addition handles market pricing activities, including the upload of data, creating matches and viewing the estimated market value of your roles in a graphical form.

As always we look forward to feedback regarding the products. Please send any comments to rewardinfo@northgatearinso.com

Desktop Job Evaluation Migration

As support for the desktop job evaluation system draws to a close, there is now a limited time left to take advantage of the reduced cost to migrate to Evaluate, NorthgateArinso Reward Solutions' web-native job evaluation system.

Dozens of organisations have already made the decision to migrate to Evaluate. By doing this they have not only secured a system with forward compatibility with the latest operating systems, but taken advantage of all of the benefits of a zero-footprint, hosted solution.

Migrating to Evaluate is swift and simple with no loss of any data held in your current job evaluation system and virtually no interruption to your job evaluation process.

The Job Evaluation desktop software will cease to be supported after the 31st of August and existing users have until that date to migrate to Evaluate at a cost heavily discounted for existing users.

If you would like to discuss the option to migrate your job evaluation system to Evaluate, please contact Mark Moynihan on 01244 572732 or mark.moynihan@northgatearinso.com



Flexible Benefits

In addition to our other products and services, NorthgateArinso Reward Solutions now offers a computerised Flexible Benefits application called MyChoice.

Flexible benefits schemes can improve recruitment and retention, giving employees a larger degree of choice about the way they are rewarded and allows them to see a greater link between performance and reward.

Manually calculating each employee's entitlement and implementing their choices can be difficult and the opportunities that flexible benefit schemes bring can be overshadowed by the potential administration cost. That barrier is removed by MyChoice, a software solution that provides an efficient way to manage a flexible benefits scheme.

Relieving the administration time and costs: MyChoice

MyChoice allows you to give more options to employees, without creating prohibitive costs. It is easy to set up new benefits, establish benefit rules and calculate benefit contributions. Continuous improvements can be made to the scheme without incurring significant costs, so the scheme can grow in terms of employee numbers and benefit options. There's valuable management information too, as HR can easily access vital information such as take-up rates, return on investment and enrolment activity patterns.

Get up and running with flexible benefits fast

Thanks to the intuitive design of MyChoice there are minimal training requirements, even where your employees are not all PC-based. It also simplifies the benefit selection process: employees choose the benefits they want and instantly see the effect of the choice on their package.

Deployment, Features and Benefits

- Instant online registration
- Employees can try a number of benefit combinations before deciding which to select
- Accessible to employees all of the time, at home or in the office
- Personalised for every user– even in the right language
- Simple navigation and help boxes tailored to each individual
- Easy to change and add benefits. No need for external technical experts
- No need to re-key employee information from other systems
- Links to information directly from benefit providers via the web

To find out more about MyChoice please call us on 01244 572722 or email us at rewardinfo@northgatearinso.com





Arup create new grading structures with Pay Modeller

The company

Arup is a global firm of designers, engineers, planners and business consultants providing a diverse range of professional services to clients around the world. The company exerts a significant influence on the built environment and is the creative force behind many of the world's most innovative and sustainable designs. The firm has almost 9,000 staff working in over 80 offices in almost 40 countries.

The situation

Arup's HR team found that, with a growing workforce across an expanding global office network, they were faced with an increasingly complex rewards management challenge. This including meeting their commitment to ensuring that reward practices are fair and equitable across the company.

Although the company has a total reward philosophy that includes the quality of career opportunities as well as remuneration and benefits, pay is of course especially important. As well as achieving fairness in terms of pay, there is also a need to develop more formalised salary ranges to help managers complete salary reviews for existing staff and set salaries for new joiners.

Arup already had access to the internal and external data necessary to achieve these objectives. However, the prospect of manually modelling salary ranges was not attractive given the time this would take. That's why NorthgateArinso Reward Solutions was invited to deliver Pay Modeller to Arup.

The solution

It's still early days in the company's use of the system, and so the full potential of Pay Modeller has not yet been realised. Nevertheless, it has already helped Arup successfully meet a pressing need.

Two Arup offices in the Gulf had for several years employed just a couple of people, but recent growth in the region meant that suddenly many more people were working there. Most of the employees were moved from other countries and so were working on a variety of expatriate terms and conditions

"It was agreed that the ex-pats should all move to a local currency reward package to support continuing growth in the region," says Arup's Rachel Hobcroft. "We started to do this by collating market data for the sector in the region based on our global grading structure. Then we used Pay Modeller to develop a new local currency grading structure for our operations in the Gulf that could accommodate the variety of existing terms and conditions."

One of the best things about Pay Modeller was the way it enabled Rachel and her colleagues to share information across the company: "We needed to get information validated by managers at various stages in the project. Pay Modeller allowed us to present the information in a very user-friendly way, with graphs and other visuals taking the place of complex spreadsheets.

"This especially made it easy for everyone to see the impact that changes in the model created and make decisions accordingly. For us in HR, a graph is much more intuitive and easier to explain than a spreadsheet, which saves time for both us and for managers involved in the process."

With a new salary structure established for the Gulf, Arup are now moving on to do the same for the rest of the business, starting with the UK, the USA and Australia.





Hints 'n' Tips

In this issue and future issues we will feature a Hints 'n' Tips section from the Support Team, helping you to improve the way you use our software products.

In this issue, we will look at a common Pay Modeller import query:

In support, one of the main queries relates to the 'Inconsistent Job Details' warning message when importing data into the Pay Modeller or Equal Pay Reviewer. Generally this is simple misunderstanding between the fields that belong to a job and the fields that belong to a job holder.

In both Pay Modeller and Equal Pay Reviewer, job information and job holder information is stored separately. Jobs and job holders are then linked by a common job ID field. All job holders who have been assigned to the same job must have the same job information.

A common example of this is when "Department" is setup as a job detail field with the assumption that everyone who does the same job will be in the same department. However, generic jobs like Secretary and Admin Assistant are likely to belong to multiple departments. When the user runs an import and looks at the import log they are likely to see "Inconsistent Job Details" warnings which mean it has found inconsistent information within the job holders for a particular job. The importer will not reject a job or job holder based on this but it will import the first value it finds for that job field. This will mean that some of the information stored in the system is incorrect. To correct this, for this particular scenario, the user will need to set this field up as a job holder field.

If you have a question that you would like to see published in the next issue of Reward News please call us on 0844 800 2771 or email rewardsupport@northgatearinso.com

New Contract Wins

New Contract Wins in Southern Africa

In the last few months, NorthgateArinso Reward Solutions has been selected as the provider of reward software and consultancy for several large organisations in Southern Africa.

We were awarded a contract in February to provide Job Evaluation for the Government of Lesotho and the photo below shows Peter Lambe, a Business Development Manager for NorthgateArinso Reward Solutions with Masilonyane Chobokoane, the Remuneration and Benefits Manager for the Government of Lesotho.



Peter Lambe and Masilonyane Chobokoane

In May we embarked on a 10 year agreement with the Department of Public Service and Administration (DPSA) in South Africa, which included migration from the old desktop Job Evaluation scheme to the new online Evaluate system.

These contracts confirm the excellent reputation of NorthgateArinso Reward Solutions throughout Africa for the provision of Job Evaluation.

Volkswagen Financial Services UK



Volkswagen Financial Services UK recently signed a long term deal with NorthgateArinso Reward Solutions for Pay Modeller and Market Pricer.

VWFS are based in Milton Keynes and employ 400 people. The company provides specialist motor finance packages for clients wishing to purchase Volkswagen cars or commercial vehicles.

VWFS plan to import data from their in-house HR system for Pay Modeller and Market Pricer will be used to import salary survey data for comparative analysis.

Other New Contract Wins: Include...





Developing a Job Family Approach in Local Government

As many Councils move towards implementing new pay and grading structures, job families have increasingly become attractive. However there appears to be a lack of common understanding as to what this means in practice or the benefits it creates. The term job family can mean all manner of things to all manner of organisations. This can range from a list of jobs in Administration or Finance to a family of similar roles identified by common factors across the organisation arranged into a series of levels. The levels should recognise individual competence and contribution.

So how do you develop a job family in the midst of resolving pay and grading structures and equal pay issues?

The typical approach to creating a new pay and grading structure often involves evaluating a vast array of 'different' jobs creating a job evaluation industry without necessarily taking the opportunity to identify similar or generic roles that can be grouped together. Whilst this may be considered to offer the maximum protection against equal pay claims it also creates the possibility of similar jobs being evaluated differently. The actual number of different jobs in any organisation is always contentious with both staff and managers insisting that the roles in their area are somehow different. By developing job families the organisation can identify similar competencies and skills requirements and create a smaller number of generic profiles that apply to a range of staff thus creating consistency and reducing the number of evaluations.

Pay structures and Job Families

In some organisations it is not uncommon to create different pay structures for different job families to reflect the appropriate market conditions. However, local government competes in a variety of markets which would require significant resources to constantly check market data for different functional groups. Mindful of the current level of equal pay claims and the introduction of new job evaluation arrangements it is more likely that jobs scoring within a given evaluation range should be paid at the same level. This effectively creates a single pay structure where it can clearly be seen that similar jobs irrespective of their family are paid the same. This doesn't necessarily mean though that all job families will have the same number of levels or grades or pay ranges as this should reflect the evaluation outcomes and the position of jobs in relation to their own and other job families.

Levels within a job family

A further issue to consider is the number of levels as part of the overall approach sometimes known as operating levels or value add tiers. Within each level an employee needs to know what they need to be delivering to be at each stage, as they progress through a role this can range from a simple approach with an entry and fully competent level. This approach can, however, be further developed to reflect the number of agreed levels within any given job family taking account of the level at which the job holder is required to perform and the level of skill and expertise they have.

Redesign and assess the impact of new pay structures

With any new pay structure it is clearly essential to understand the cost implications at implementation and in the future.

Northgate Arinso's Pay and Rewards consultants are experienced in developing job families and modelling the financial and employee implications of any new structure.

If you wish to discuss the introduction of job families or any aspect of your overall pay and reward strategy please contact us on 01244 572722 or visit www.northgatearinso.com/uk/reward





News from NorthgateArinso

On 1 April 2008 NorthgateArinso acquired AST Check which is now rebranded as NorthgateArinso PeopleChecking. This company was launched in 2001 and initially helped streamline the process for checking prospective tenants on behalf of estate agents and landlords. The business model was subsequently extended to include screening recruitment candidates on behalf of existing and prospective employers.

What do they do?

PeopleChecking provide a service enabling organisations to confirm that recruits (and existing employees) are who they say they are, have the experience and qualifications they claim to have and are eligible to work in this country.

This is achieved through a wide range of Pre- or Post-Employment screening checks which are described below:

PeopleChecking Solutions

1. Standard Identity and Financial Check
2. Employment History Verification
3. Academic Qualification Check
4. Professional Membership Check
5. Passport Check
6. Driving Licence Check
7. Criminal Record Check



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The paper used for this brochure contains 100% recycled fibre from post consumer waste.

What kind of clients do they have?

PeopleChecking provide tenant, debtor and or candidate verification solutions for a number of organisations including Experian, Call Credit, Letsure, Serco and Home Let. They also host a number of property related websites for Channel4.

PeopleChecking have processed 2 Million people from 86 countries over the past 7 years.

For more information on PeopleChecking please call 01442 232424 or go to www.peoplechecking.com

Win a Wii!

Guess the role in our Job Evaluation competition to be in with a chance of winning a Nintendo Wii.



Go to our website for more details, then send your answer to customer.comp@northgatearinso.com
The winner will be picked at random from all correct entries received.

Half Price Dongle

Buy an extra dongle for your software and get it half price when purchased between 1st July and 31st August 2008.



Get in touch now to take advantage of this offer!