Essex Hours

Managing Sickness

Quick Guide: Managing Sickness

1. If an employee is absent due to sickness, they should alert their manager who should log this in the normal way in People Manager. The Essex Hours administrator should also be made aware of cover arrangements so the work schedule can be updated accordingly.

2. There are three possible routes to consider when managing sickness on the work schedule:
   a) Session is being moved to another date / time later in the week
   b) Session is not being covered or moved
   c) Session is being covered by another team member

3. For whichever option you choose, first log in to iTrent with your 'Essex Hours administrator' role and navigate to the 'Allocate or amend shifts' screen and validate the roster to see any shifts that have been impacted by the sickness. These can be seen on the 'People view' tab and will be highlighted with an orange **!** symbol.

4. Follow the next steps according to your required route.

Route A – Session moved

1. Click on the impacted shift, amend the start date / time and click save.

2. If the employee does not return to work as expected, this may need to be changed again later in the week.

Route B – Not moved or covered

1. Click on the impacted shift and, in the task drop-down menu, change this to 'Sickness' and click save.

Start date *   25/06/2024

Tasks *   Sickness

         P&C On Demand

Start time *   **Sickness**

Route C – Covered by another available employee

1. Click on the impacted shift and, in the task drop-down menu, change this to 'Sickness' and click save.

Start date *   25/06/2024

Tasks *   Sickness

         P&C On Demand

Start time *   **Sickness**

2. Click on 'Add shift', create a second shift for the same date/time, using the correct task. Allocate this to the covering team member and click save.

Start date *   25/06/2024

Tasks *   P&C On Demand

Start time *   12:00

End date *   25/06/2024

End time *   16:00

Create multiple shifts   ☐

Show available staff only   ☐

Workforce pool name   P&C - On Demand

Person   Duck, Daffy (4022764, Studen