

Shared vision.
Better together



Shared Business Services

Flexible Services

Expert support for HR, Payroll & Pensions
– exactly when you need it



Solve resource gaps. Deliver critical projects. Stay compliant.

NHS Shared Business Services (NHS SBS) Flexible Services give customers and non-customers rapid access to scalable expertise that takes one-off projects off your hands, freeing you and your team to focus on strategic initiatives.

Our Flexible Services support both HR & Payroll and Pensions projects, including but not limited

HR & Payroll Support

- › ESR data cleansing and bulk updates
- › Banding corrections, retrospective calculations and pay harmonisation
- › Historic payroll error resolution and HMRC adjustments
- › Payroll evidence packs for external bodies (e.g. Home Office)
- › Reconciliations, overpayments and year-end activities
- › Bank workforce data clean-up and rationalisation

Pensions Support

- › Redundancy and workforce change calculations
- › Pensionable pay and contribution corrections
- › Backlog clearance and legacy data cleansing
- › Direct engagement and third-party record reconstruction
- › ESR and Pensions Online reconciliation
- › Regulatory change and partial retirement implementation



Proven delivery at scale

Our substantial team of HR, payroll and pensions experts support our clients with this work every day, so they are fast, accurate and highly knowledgeable.

We've successfully delivered:

- Thousands of ESR updates and payroll corrections
- Large-scale banding and arrears recalculations
- Multi-year pension data reconciliations
- High-volume redundancy and retirement processing
- Complex backlog clearance and system alignment

Why choose Flexible Services for your projects?



Access expertise at speed

Specialist support in NHS payroll, ESR, pensions and compliance, ready when you need it.



Scale up instantly

Deploy additional capacity for one-off or high-volume projects without recruitment delays.



Reduce risk & ensure compliance

Accurate, controlled delivery with built-in checks to protect against errors and regulatory issues.



Predictable costs & outcomes

Clear scope, defined deliverables and no hidden surprises.



Free up your internal teams

Let your HR and payroll teams focus on core priorities while we handle complex or time-intensive work.



Protect the employee experience

Accurate pay and pension records build trust and safeguard your organisation's reputation.



The impact you can expect

- › Improved data accuracy and integrity
- › Reduced financial and compliance risk
- › Faster project delivery with minimal disruption
- › Better experience for employees
- › Audit-ready records and reporting
- › Confidence that statutory obligations are met



A trusted NHS partner

NHS SBS combines deep NHS knowledge with scalable delivery capability – acting as a seamless extension of your team when you need it most.

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Why NHS SBS Employment Services?

Our solutions are designed specifically for the NHS and its employees, adding value in the areas which really matter – enabling the NHS to recruit, retain and support the very best employees to provide outstanding levels of frontline patient service whilst driving down costs and streamlining processes.

For any queries, please contact us on: **sbs.hello@nhs.net**



NHS Shared Business Services was created in 2004 by the Department of Health and Social Care to deliver the most cost effective and highest quality corporate services to the NHS. A unique joint venture with Sopra Steria, a European leader in digital services and software development, we make life easier for NHS employees, patients and suppliers, and deliver value for money to the taxpayer.

Proud members of the NHS family, we provide finance & accounting, procurement, workforce, digital and expert advisory services to more than half the NHS in England. Sharing common values and unity of purpose with the rest of the NHS family, our solutions are underpinned by cutting-edge technologies and our teams' expertise, in-depth understanding of the NHS, and commitment to service excellence

For more information, please visit **www.sbs.nhs.uk**