Shared vision.
Better together

NHS
Shared Business Services

Payroll & HR Services

Our robust and resilient services release valuable workforce efficiencies and operational costs for over 60 NHS organisations whilst ensuring NHS employees are paid accurately and on time.





Payroll & HR Services

Our Payroll and HR services are successfully delivered to over 658,000 NHS employees across approximately 60 NHS organisations every month, ensuring they are paid accurately and on time.

Through our broad scope and scalability, we support NHS organisations with a full end-to-end Payroll service, partnering with some of the largest forward-thinking organisations to release valuable workforce efficiencies and operational costs. Our solutions mean NHS employees can focus on patient care, whilst closing the shortage gap, and NHS organisations have help recruiting, retaining and supporting their workforce to provide the highest standards of patient care.

Our Services

Monthly, weekly and bank payrolls and **payslip distribution**

Gross-to-net administrationand **payroll reconciliation**

HR transactional work; travel, subsistence and expense claims

Full suite of digitalised real-time, **remote reports and dashboards**

Payroll admin support such as mortgage references and Child Maintenance Service (CMS)

Employee Service Desk, 24/7 accessible Self Service Portal and free app, MySBSPay

Setting a Standardisation in Service

We ensure that our clients have access to our people and expertise whilst also expecting a robust, resilient and accurate service. The strength of our processes, deep expertise in ESR, structured three hub payroll model with over 300 payroll professionals, and ongoing payroll staff training programme, enable us to deliver the highest quality service for performance, timing and accuracy.

Leveraging digitalisation, automation and AI, our services **help NHS organisations realise time efficiencies and financial savings, enable interoperability through automation, and improve transactional processes and the staff experience.** Our remote access, real-time, cloud-based service analytics provide interactive visualisations and business intelligence capabilities that add real and additional value.

Key Benefits

Our fully-integrated and accurate way to manage the payroll needs of NHS organisations delivers cost savings, resilience and quality enhancements, using automated processes that free up individuals to manage more query-led tasks. Our remote, cloud-based business intelligence reporting helps form an efficient and effective service, delivering the best user experience, and optimising client ROI.



Continuous Investment

The continuous investment in our platform and systems, including in PowerBI, Mail Manager, AI and Microsoft Dynamics CRM system, allows our clients to benefit from transformative technology, without the requirement for significant, repeat capital investment in their own systems.



Significant Operational Savings

Significant operational savings are also realised through automated improvements to workforce processes and systems.



Employee Experience

In addition to high payroll accuracy, an app, self-service portal and phone line give employees multiple channels to raise queries.

From Transactional to Transformational:

NHS SBS continues to add real and increasing value to its workforce solutions so that its clients can transfer their investment and resource focus from repetitive, transactional work to transformational projects and frontline patient care.

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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 that 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**

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